

Gap Cover

Sanlam Gap | Contact Details

Dear Valued Client,

Sanlam Gap would like to thank you for your support.
 Should you have any queries kindly refer them to the below relevant departments.

General enquiries through our contact centre kindly contact: **086 111 1167**

New Membership Applications please e-mail: sanlamapps@kaelo.co.za
 When mailing to this address, please submit fully completed Member Application Form.
 For General Enquiries please e-mail: sanlaminfo@kaelo.co.za In respect of the following:

- Dependant terminations
- Dependant registration (both adult and child dependants)
- Change of address and or contact details
- Change of banking details
- Change of marital status
- Registration of births and adoptions.

For Billing Enquiries please e-mail: sanlambilling@kaelo.co.za In respect of the following:

- Issuing of monthly billing statements
- Reconciliation of monthly contribution payments
- Monthly membership terminations

For Claims Queries and Submissions please e-mail: sanlamclaims@kaelo.co.za

For Escalations please e-mail: sanlamesc@kaelo.co.za

Turnaround times:

Contact centre	086 111 1167	Answer in 25 seconds
Membership queries	sanlamapps@kaelo.co.za	2 to 3 working days
General enquiries	sanlaminfo@kaelo.co.za	Resolution within 2 working days
Billing enquiries	sanlambilling@kaelo.co.za	2 working days
Claims queries	sanlamclaims@kaelo.co.za	7 to 10 working days
Escalations	sanlamesc@kaelo.co.za	24 working hours
Company quotes	Arlon.Jukskei@sanlam.co.za	24 working hours

Sanlam Gap Client Liaison consultant details are as follows:

Arlon Jukskei
 Email address: Arlon.Jukskei@sanlam.co.za
 Mobile: 076 298 8940

Our marketing documentation can also be found on the link below;
[Gapcover Documentation \(sanlam.co.za\)](#)

Kind regards,

Sanlam Gap Team

*Sanlam Gap Cover is not a medical scheme, and the cover is not the same as that of a medical scheme. The policy is not a substitute for a medical scheme membership.

