

Gap Cover

Sanlam Gap | Contact Details

Dear Valued Client,

The Sanlam Gap Team 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: applications@sanlamgap.com
When mailing to this address, please submit fully completed Member Application Form.
For General Enquiries please e-mail: info@sanlamgap.com 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: billing@sanlamgap.com 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: claims@sanlamgap.com

For Escalations please e-mail: escalations@sanlamgap.com

Turnaround times:

Contact centre	0861 111 167	Answer in 25 seconds
Applications	applications@sanlamgap.com	2 working days
Billing Enquiries	billing@sanlamgap.com	2 working days
Broker Enquiries	broker@sanlamgap.com	2 working days
Claims Enquiries and Submissions	claims@sanlamgap.com	10 working days
Escalations	escalations@sanlamgap.com	24 working hours
MediClinic Pre-Auth	authorisations@sanlamgap.com	48 working hours
Policy Enquiries and Amendments	info@sanlamgap.com	2 working days

Sanlam Gap Client Liaison consultant details are as follows:

Sanlam Gap Account Manager: Bahejah Isaacs
Email address: Bahejah.Isaacs@sanlam.co.za

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

Kind regards,

The Sanlam Gap Team

