

Emergency assistance services

These services are available 24/7 365 days

Emergency number: 0800 214 763

Alternative number: 083 789 0389

ROADSIDE ASSISTANCE (IF SELECTED)

If you have selected the Roadside Assist cover, you have access to the following services in the event of a roadside emergency (limited to up to R500 per incident):

- Flat battery – jump start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five litres per incident)
- Transmitting of urgent messages on your behalf

TOW-IN

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – covered up to 40km round trip
- Electrical breakdown – covered up to 40km round trip
- Accident damage – covered up to 40km round trip. Anything over and above 40km will require authorisation from the Insurer.

COURTESY TRANSPORT

Where your vehicle needs to be towed to a repairer, we will arrange for the occupants of your vehicle (up to a maximum of two persons) to be transported to a nominated destination where the breakdown has occurred within a 40 km radius of your normal place of residence.

HOTEL ACCOMMODATION

Where the breakdown has occurred outside a radius of 100 km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of your vehicle (up to a maximum of four people). A contribution of R700 will be provided to client for the cost of accommodation.

CAR RENTAL

If the circumstances of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental car to enable you to reach your destination, subject to you qualifying for a rental vehicle in terms of the car rental company's general terms and conditions.

The cost incurred will be confined to rental charges, delivery and collection of the hire vehicle and the car must be surrendered on arrival at your destination. A contribution of R700 will be provided to client for the cost of accommodation.

VEHICLE REPATRIATION

In the event of your vehicle being left for repairs, we will pay up to R500 for a 24-hour, Group B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should your vehicle have been towed to a dealership closer to your place of residence, we will supplement the additional tow costs with costs of car rental.

OVERALL LIMIT OF 2 INCIDENTS PER CATEGORY

Please note: This cover excludes all vehicles over 3 500kg. You will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by you without prior authorisation will not be reimbursed. Assistance is only available in South Africa, Lesotho and Kingdom of Eswatini (previously Swaziland).

HOME ASSIST (IF SELECTED)

FIXTURES, FITTINGS AND SERVICES

In the event of a home emergency, we will arrange for an appropriate repairer (electrician, plumber, locksmith and glazier) to address the problem at one nominated address (call-out fee and first hour labour is covered, thereafter normal rates apply). Please note that all parts and materials used are excluded and will be for your account. Maintenance related issues are not covered.

A home emergency is defined as an event that is potentially life threatening or could possibly cause structural or further damage to your property.

Overall limit of 3 incidents per annum per policy.

EMERGENCY SERVICES NOTIFICATION AND CALL OUT

We will, at your request, relay notification of emergencies to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.

TYPE OF EMERGENCY	WHAT IS COVERED	WHAT IS NOT COVERED
Electrical	Distribution boards, circuits, main cables causing power failure Earth-leakage relays causing power failure Geyser connections, thermostats and elements Multiple plug points causing power failures Lightning strikes on wiring causing power failures Multiple burnt connections on wiring or plug points causing power failure General house wiring Connections to all electrical motors causing power failure Municipal connections inside the property causing power failure	Electrical gates and doors Jacuzzi, swimming pool and borehole pumps. Air conditioners and commercial refrigeration. Repairs not complying with regulated specifications such as SABS and others. All electrical motors (electric gate motors etc.) White appliances (stove, refrigerator, dishwasher etc.).
Plumbing	Burst water connections and pipes that are causing further structural damage Overflowing blocked drains (internal and external) that can cause further structural damage(s) Geyser problems (no hot water – dependent on case circumstances, water pressure, overflowing geyser)	Concealed pipes are not covered. Specialists are not covered e.g. leak detectors Specialists are not covered e.g. Drain specialists like Roto-Rooter or Drain Surgeon. Repairs not complying with regulated specifications such as SABS and others. Replacement of a burst geyser. Jacuzzis, swimming pools and boreholes, Leaking tap that runs into a basin or shower.

TYPE OF EMERGENCY	WHAT IS COVERED	WHAT IS NOT COVERED
Locksmith	If keys are broken off or lost for a main entrance or exit of the house	Outbuildings and garages
	If a child is locked inside the house or any room within the house	Padlocks
Glaziers	Any glass that has been damaged or broken and is causing a security risk to your premises	Mirrors or any specialised glass
PLEASE NOTE: Any other cases we assist you with will be entirely for your cost.		

DRIVE ASSIST (IF SELECTED)

This product is designed to encourage responsible driving following a social event.

Benefits

- We will ensure that you and your vehicle arrive home safely. We will dispatch a vehicle with two drivers (where possible) and drive you home in your own vehicle.
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.

Terms and conditions

- Bookings can be arranged between the following hours:
 - Monday to Thursday 17:00 – 01:00
 - Friday 15:00 – 03:00
 - Saturday 16:00 – 02:00
 - Sunday 16:00 – midnight
- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.
- Ad hoc or last minute requests will be accommodated by the service provider on a best-effort basis with a maximum expected delay of 90 minutes. This service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived, at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled.
- Cancellation and rescheduling fees:
 - Two hours prior to booked collection time – R nil.
 - One hour prior to booked collection time – one trip will be eliminated from your annual limit.

Annual limit

6 trips

EMERGENCY NUMBER: 0800 214 763

We suggest that you save this number on your cell phone.