

Details of cover:

Patrol Assistance:

- Flat battery – jump start only
- Flat tyre – assistance changing tyre (clients needs to have a spare)
- Fuel Assistance – limited to 2 incidents per annum and 5L per incident

Locksmiths

- A locksmith will be dispatched in the event where keys are locked in a vehicle.

Roadside Tow-In, Recovery & Security

Tow-In

To the nearest approved dealership (if under warranty), repair centre or panel beater in event of:

- **Electrical and Mechanical breakdown:** 40km round trip

Accident Tow

In the event that a vehicle needs to be recovered from a ditch/side of the road, we will send out a specialist to assist. We will cover the call out fee and the first hour of labour, all other expenses will be for members account or to be covered by insurer.

- 40km round trip
- No towing if the vehicle is already at a place of repair
- No vehicles with a gross mass of 3.5 tons
- Cover only extends to the towing of one vehicle and not a trailer, boat or caravan (This will be for the members account)

Home Safe Chauffeur (HSC)

The Benefits -

We will ensure that you and your vehicle arrive home safely

- All drivers are in possession of a public drivers permit, carry a cell phone and dress professionally
- Each incident is capped at R500, and any costs incurred over and above this will be for the clients account.

HSC T's & C's

- Booking can be arranged throughout the day and night, but pre-bookings must be arranged before 20:00.
- The service is available within a 50km radius of the major metropolitan cities in South Africa.
- Ad Hoc or last-minute requests will be accommodated by the service provider on a best-effort basis with a max expected delay of 90min and subject to availability of the standard team on duty.
- At the agreed upon time and location, you will have 15 mins to meet the driver or your trip will be cancelled.
- Cancellations and rescheduling fees: Two (2) hours prior No cancellation fee and One(1) hour before, One (1) trip will be eliminated.

Other T's & C's

- The service is limited to 3 incidents per annum overall
- Services are only available in RSA
- All services must be authorised, arranged and managed by the emergency call centre. Any costs incurred through arrangements made by the member without prior authorisation from the call centre, shall be to members account.
- If an automatic vehicle breaks down and cannot be towed (e.g. in Park or with a locked steering wheel), an approved technician will be called out. The cost will be for the customer's own account.
- Overnight accommodation (for the driver and up to 3 passengers) or a 24 hour Group B car hire can be arranged if the vehicle breaks down more than 100 km from the customer's home. Limited to selected providers in the area, up to R500 per incident.
- A customer will only be entitled to the car hire or overnight accommodation benefits if the vehicle was towed by the service provider arranged by the call centre
- An accident shall be defined as damage to one or more body panels (which will require repair in body shop) as a result of a collision with another vehicle or object. An Accident shall also be defined as damage to the suspension, wheels or undercarriage (and not necessarily the body panels), and where it is clear to the customer and the service provider that the damage is of an insurance risk nature, irrespective of whether or not the car is insured. In instances of doubt the service provider shall arbitrate on this latter definition. In the event of the accident being caused by the mechanical failure, and in essence where the vehicle under the same description is non-drivable, the incident will be considered to be an accident.
- In the event of an accident, the client will be referred to their insurer. If uninsured, towing can be arranged to a nominated destination at the client's cost. SOS Squad is not liable for destination or repair decisions.

Roadside and
Accident Assistance

Home Assistance

Home Assistance programme provides assistance to you when you are involved in a Home Emergency. A home emergency means any sudden, unexpected and/or unforeseen event at your home requiring the immediate and/or urgent services of a domestic tradesman to limit/minimize or prevent further damage to the home/office.

This service is restricted to home emergencies and only applies to your eligible premises/primary place of permanent residence premises, within the Republic of South Africa and used for domestic purposes, including outbuildings. The member will be assisted with up to three (3) incidents per annum.

Emergency Services Notification & Call-Out:

At your request our Assist Call Centre will relay a notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

***Please note that each service will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.**

Services Rendered

The Home Assistance programme shall entail GIB Assist arranging the following emergency services for customers:

- Plumbers
- Glaziers
- Electricians
- Locksmiths
- Tree Felling
- Beekeepers
- Pest Controllers*
- Appliances**

*Limited to: Borer Beetle, Thatch Lice, Dust Mites, Cockroaches, Fleas, Fish Moths, Ants, Ticks, Bedbugs, Rodents

**Member will be assisted but on a referral basis only

Limit per incident: Call out fee and first hour of labour.