

## Emergency assistance services

These services are available 24/7 365 days

Emergency number: 0800 214 763

Alternative number: 083 789 0389

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### 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 R650 per incident):

- Flat battery – jump start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre)
- Fuel assistance (limited to five litres per incident)
- Transmitting of urgent messages on your behalf
- Keys locked in vehicle (unlocking only) – up to R900 per incident

### 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 100 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
<b>Electrical</b>	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.).
<b>Plumbing</b>	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
<b>Locksmith</b>	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
<b>Glaziers</b>	Any glass that has been damaged or broken and is causing a security risk to your premises	Mirrors or any specialised glass
<b>PLEASE NOTE:</b> Any other cases we assist you with will be entirely for your cost.		

## DRIVE ASSIST (IF SELECTED)

### CHAUFFEUR SERVICES

This product is designed to encourage responsible driving decisions.

#### 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

- 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.
- All bookings are done at a minimum of 90 minutes before pick-up, subject to driver availability.
- Preferably clients are to book 24-hours in advance for a weekday and 48 to 72-hours in advance for weekends and public holidays, to avoid disappointment.
- 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 – R0
  - One hour prior to booked collection time – one incident will be eliminated

### CHAUFFEUR SERVICES CONTINUE: AIRPORT DRIVE

This product is designed to drive you to and from the airport

#### Benefits

- We will ensure that you arrive safely to and from the airport.
- 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

- Airport bookings are to be arranged via the call centre at least 16 hours before flight.
- In the event where the client needs to make a flight change, a 3-hour notice period will be efficient depending on availability.
- 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.
- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check in and boarding procedures.
- 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. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.
- Cancellation and rescheduling fees:
  - Two hours prior to booked collection time – R0
  - One hour prior to booked collection time – one incident will be eliminated

## Terms and conditions

Please note the Assist and it select partner and service providers are not responsible for the loss or damage to any of the following:

- Personal items such as cell phones, laptops, i-pads, tablets etc.
- Any luggage being damage and loss
- Cost on late arrives and or missing your flight due to natural disasters, traffic, law-enforcement road blocked etc.

## CHAUFFEUR SERVICES CONTINUE: TRAUMA AND TREATMENT CHAUFFEUR

This product is designed to get you from and to home after any trauma or treatment session should you not have available transport.

## Benefits

- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.
- This benefit will also apply to transport the insured from a medical facility (post cancer treatment) to their house of residence.

## Terms and conditions

- All bookings are to be made at a minimum of 90 minutes before pick-up. subject to driver availability.
- Preferably clients are to book 24-hours in advance for a weekday and 48 to 72-hours in advance for weekends and public holidays, to avoid disappointment
- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban and Cape Town.

- 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 – R0
  - One hour prior to booked collection time – one incident will be eliminated

#### Annual limit

Home Safe Chauffeur	Total of 6 trips annually
Airport Drive	
Trauma Treatment Chauffeur	

#### EMERGENCY NUMBER: 0800 214 763

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