



# Roadside and Accident Assistance

## 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 5L per incident
- Minor roadside – running repairs
- Transmission of urgent messages

**ANNUAL LIMIT:** R1 000 per incident, R2 000 Annually

### Locksmiths

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

**ANNUAL LIMIT:** R1 000 per incident, R2 000 Annually

### Roadside Tow-In, Recovery & Security

#### Tow-In

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

- **Mechanical breakdown:** Covered up to R2 500 / R5 000
- **Electrical breakdown:** Covered up to R2 500 / R5 000
- **Accidental damage:** Cost covered up to an annual limit of R7 500 / R15 000

#### Recovery Assistance

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.

#### Roadside & Stock Security Guard

We will send out a security guard to the breakdown/accident scene should the driver feel unsafe or if there is valuable stock in transit.

### 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.

#### The 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.

**ANNUAL LIMIT:** R1 000 per incident, R2 000 Annually

# 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.