

Lifestyle and assist services

Hollard.
agri



What is Hollard Agri lifestyle and assist services?

Hollard Agri is a value-added product like no other and is being introduced to all our Hollard clients. Hollard Agri offers our clients a combination of lifestyle products and services at great discounted prices, negotiated and structured to assist our Hollard Agri clients when it is most needed. As a Hollard Agri client, you have access to a wide variety of discounted products and services accessible through the Hollard Agri service centre or the website.

The Hollard Agri service also offers you access to the following assist services:

Roadside Assist

This service entails 24/7 dispatching of an appropriate service provider in the event of a roadside emergency and continues follow up until the incident is attended to. Benefits apply to any vehicle that is registered in the name of the client. Assistance refers to the following benefits:

Flat Tyre

Call-out and labour for a tyre change is paid for. Should a spare tyre or appropriate tyre-change equipment not be available, the vehicle can be towed to a supplier or place of repair for safe keeping. Should the vehicle need to be towed, the cost of the tow will be paid for. Costs are limited to R500.00 per event.

Running out of fuel

Call-out to dispatch fuel is paid for. The cost of the fuel is paid for by the client. Costs are limited to R500.00 per event.

Flat Battery

Call-out and labour for a jump-start is paid for. If a jump-start is not possible, the vehicle will be towed to a place of repair or supplier and the towing is paid for by the client. A faulty battery should be replaced within a reasonable period. Should assistance with a flat battery be requested more than once within the same week, the cost will be paid by the client. Costs are limited to R500.00 per event.

Keys locked inside the vehicle

Call-out and first hour of labour for retrieval of the keys is paid for or alternatively (on discretion of the case manager), the spare keys are collected instead. In the event of keys lost/stolen, the client will be assisted and the cost is paid for by the client. Costs are limited to R500.00 per event.

Mechanical or Electrical Breakdown

Towing to the nearest most appropriate place of repair/safety is paid for. In the event of an appropriate dealer place of safety not being available at the time of the incident, the second tow from the place of safety is arranged and paid for. Costs are limited to R1 000.00 per event.

Repatriation of repaired vehicle

In the event of a breakdown which requires repairs any place more than a 100km away from the client's permanent residence, arrangement will be made to return the repaired vehicle to the client either by arranging car hire for the client to collect the vehicle, transporting of the vehicle by train or flatbed truck or similar (at discretion of the case manager). Service costs limited to R1 000.00 per event.

Emergency Car Hire or Accommodation

In the event of a breakdown occurring more than 100km from the client's permanent residence, emergency car hire or accommodation will be arranged and paid for. Car hire is limited to a Class B vehicle for a 24-hour period and limited to a maximum amount of R500.00 per incident. Should the client require both benefits, only one benefit will be paid for by the Hollard Agri Assists service.



Home Emergency Repairs

The client is assisted with any home emergency or non-emergency on a 24/7-basis at the client's permanent residence, which includes outbuildings on the premises. A home emergency refers to an unforeseen and unexpected event which requires immediate attention by an appropriate service provider in order to provide for the functioning of essential services and/or to limit consequential damage or sanitation risk.

Benefits for Home Assistance service includes:

Electrical, Plumbing, Glazier and Locksmith services

The cost for services rendered by the service provider is paid for and limited to the contractor's call-out fee and first hour labour. A maximum of R2 000.00 per calendar year per member applies.

Other home services such as appliance, garden services, gate motors, intercom services etcetera

The case manager will obtain quotes from more than one service provider and make arrangements in terms of the call-out and appointment on behalf of the client. Cost of service is paid for by the client.



Conditions and Exclusions

Costs of parts and labour in excess of the first hour's call-out fee for electrical, plumbing, glazier and locksmith incidents is payable by the client. Should the service provider establish that the nature of the incident does not relate to a home emergency as defined, the client shall be informed immediately and the cost of the service provider's call-out fee will be paid by the client. Exclusions for the call-out fee and first hour's labour benefit are incidents of normal wear-and-tear maintenance, electric motors, access controls, septic tanks, safes and municipal electrical and water connections.

Emergency Services

Emergency services are available whenever the client requires assistance from public or private emergency services such as the fire brigade, metro police, flying squad or police. The relevant service provider will be contacted on behalf of the client via a conference call facility.



Telephonic Legal Advice

Professional, in-house, qualified legal advisors provide advice to clients on any legal topic or matter ranging from debt and divorce to labour and domestic violence, 24/7. The legal service also provides for standard legal documents such as domestic worker employment contract, maintenance kit, offer to purchase, small claims court kit and Road Accident Fund. Legal Advisors will also peruse and evaluate agreements. Matters requiring assistance by a practicing attorney will be referred to an attorney on the national database of practicing attorneys and the client will qualify for a first 30-minute consultation, one letter of demand or telephonic call to the party in question at no cost.

Conditions

Additional consultation in excess of the first 30 minutes is arranged between the client and the attorney and cost are paid for by the client.

Emergency Medical Service

The client and his/her immediate dependent family are in touch with a 24-hour helpline to respond to medical emergencies of any kind. A medical emergency refers to a life-threatening episode of illness or injury that requires immediate medical attention. Illness refers to a bodily illness, sickness or disease. Injury refers to an injury caused by accidental (unintentional or unplanned), violent, external and visible means.

Item	Description	Benefit limit
Emergency medical advice and assistance	Telephonic guidance and advice with a medical crisis	Telephonic advice
Emergency medical transport and response	Evacuation from the scene of the medical emergency and transportation under medical supervision, depending on the nature of the medical emergency and various other considerations such as ??	Full cost, subject to rate agreement with relevant ambulance service
Trauma and crisis assistance	Telephonic counselling and referral to crisis centres	Telephonic advice and referral. Cost of private practitioners for face-to-face counseling paid for by client
Hospital admission	Guaranteed admission at an appropriate medical facility	Limited to R5 000.00 and refundable by the client's medical aid if applicable
In-hospital medical monitoring	In the event of emergency medical treatment and hospitalisation outside the client's town of permanent residence, the helpline monitors the patient's condition and takes care of messaging to relatives or next-of-kin on a regular basis until the patient is discharged from the medical facility	Telephonic liaison with medical facility and relay of messages to relatives or next-of-kin

Item	Description	Benefit limit
Compassionate visits	Arrangements in terms of compassionate visits are made and cost paid for in the event of emergency medical treatment and hospitalisation which takes place outside the client's town of permanent residence, exceeding ??	Limited to R1 000.00 per incident
Escorted return of minors	Arrangements in terms of escorted return transport are made and cost paid for in the event of emergency medical treatment and hospitalisation which results in minor children being left stranded	Limited to R1 000.00 per incident
Medical facilities and practitioners referral	The client has access to a national database of medical doctors, medical facilities, pharmacies etc. via telephonic referral	Telephonic referral
Insurance Application	The Hollard Agri Smartphone App has specifically developed to allow easy access and activation of any of the Hollard Agri Assist services. The Hollard Agri App allows you to request any of the Hollard Agri Assist services from the comfort of your smartphone, without having to call the Hollard Agri Assists service centre. Simply activate any of the Assists services directly from the Hollard Agri App and a friendly Hollard Agri Assist's service agent will contact you to render further assistance."	The Hollard Agri App is accessible 24/7/365.



Conditions and Exclusions

In all instances, standard protocol would include confirmation of a medical aid/hospital plan if possible. In order to limit future payment complications, patients would be admitted to an appropriate public hospital if no medical aid benefit applies. Cost in terms of the services rendered by a service provider such as air or road ambulance is recovered from the client's medical aid and if the client does not belong to medical aid, cost is payable by the service.

Exclusions in terms of rand value limit are intentional, self-inflicted bodily harm, cases related to psychiatric disorder, attempt to commit an unlawful act, active participation in war or riot and participation in any sports on a professional basis or on national or provincial level.



Lifestyle Benefits

Hollard Agri benefits provide the client with access to a national database of discount partners, offering clients discounts on service and product fees. The lifestyle service is aimed at providing access to everyday services and products at discounted rates. The service allows you to save on expenses of everyday purchases and services at some of the country's best known brands.

Some of the benefits includes, discounted

- Holiday Accommodation
- Online Shopping
- Restaurants
- Motoring
- Car Rental
- Security
- Coaches
- Flights
- Education
- Many more services available



Fine Assist

The Fine Assist Service specialises in the legal reduction of traffic fines throughout South Africa. All traffic fines issued from all municipalities throughout South Africa will be considered.

Most Traffic Fines are issued at the maximum permissible amount. On your behalf, Fine Assist, will forward an objection to the relevant state prosecutor and he/she can at his/her discretion reduce or even withdraw the traffic fine. Fine Assist will collect the traffic fine and after the reduction has been applied, return the traffic fine to you, with a reconciliation statement and invoice for settlement of the traffic fines.

The Fine Assist service will charge the Member a service fee of 35% of the saved/reduced amount of the traffic fine.

****Fine Assist also provides limited Registration services within the Gauteng area only****

Payment of traffic fines

Payment of traffic fines can be done in two ways:

1. On settlement of the service fee, Fine Assist shall provide the Member with the reduced traffic fines, reconciliation statement and invoice. The Member shall then be responsible for the payment of the traffic fines.
2. At no additional cost to you, Fine Assist will pay on the behalf of the Member, the traffic fines. This will, however only be done on confirmation that the payment is ready for collection from the Member prior to any payment being made for traffic fines on behalf of the Member. Directly after Fine Assist has settled any amounts for traffic fines on the Members behalf, Fine Assist will collect payment from the Members and provide the Member with a reconciliation statement, receipt and invoice.

Terms & conditions

- Fine Assist provides no guarantees related to the reduction of traffic fines.
- Fine Assist provides no stipulated time frame within which traffic fines are reduced and to some extent are dependent on timeous action from municipalities and traffic departments.
- Fine Assist will only pay fines on behalf of the member if the payment is confirmed for collection by the Members prior to Fine Assist making the payment. Fine Assist does not pay traffic fines on behalf of the Member.
- Service will be provided to the main member and the main member's immediate family members when the Fine Assist service is required.
- All Fine Assist Services are rendered by Fines4U Pty Ltd.
- Prior to rendering any service, membership will be validated in terms of an active membership database. Should it not be possible to verify active membership, the member will be provided access to the Fine Assist service but the service fee will only be applied once proof of active membership is received.

How to use the Hollard Agri service

The Hollard Agri services and discount partners are accessible through both the internet and Lifestyle service centre. All Hollard Assists services are available through the 24/7 dedicated Hollard Assists help centre.

How does the discount partner programme work?

Step 1

The client will access the website at www.hollardagri.co.za and utilise his/her personal Hollard membership number to gain access with his/her registered username and password.

Members must use the Register Here function to register his/her personal details to access the services on the first instance.

Step 2

On gaining access to the site, members will be able to browse through the various service categories to determine which service providers are available. The members will then select the appropriate service provider he/she wish to utilise service with or purchase product from. The members will then generate a virtual voucher with the Generate Voucher function. The member will then simply print the voucher and present the voucher and his/her Hollard membership card at the point of sale at the selected vendor store. The members will then pay the cost of the service or product minus the discount negotiated.

Should the members not have access to the internet; he/she can simply contact the Lifestyle Assist centre and one of the friendly service agents will generate a voucher on behalf of the member. The voucher can then be emailed or faxed to the client, or sent directly to the client's supplier of choice. Should the member wish to make bookings for flights, accommodation or car rental; the members can contact the Lifestyle Assist centre directly for assistance with their bookings. All services are accessible through the service centre.



How to get the Hollard Agri App

On your phone

(Android) Simply visit the Google PlayStore and search "Hollard Agri" to find the Hollard Agri App and download.

(Apple) Simply visit the Apple AppStore and search "Hollard Agri" to find the Hollard Agri App and download.

(Web) Simply visit www.hollardagri.co.za find the Google Playstore and Apple AppStore icons and follow the link to the Hollard Agri App and download.

To Register

First time users must register their details on the website www.hollardagri.co.za AND register their details on the Hollard Agri App.

(Web) Simply visit www.hollardagri.co.za click "Register" and register your details for access to the Hollard Agri programme.

(Hollard App) Simply open the Hollard Agri App on your device and on the first instance you will be prompted to "Register" your details.

Hollard Agri Lifestyle Benefits:

(011) 232 9332

Hollard Agri Call Centre:

0861 702 703

www.hollardagri.co.za

www.hollardbrokers.co.za

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