



SINCE  
**87**

# SAFIRE ASSIST

## BENEFITS BROCHURE

Fair and fast

No call centres

Access to decision makers

Proven track record

Expert advice

24-HOUR ASSIST HELPLINE

**0861 723 473**

A licensed non-life insurer and  
authorised financial services provider [FSP no: 2092]

**ANNUAL BENEFITS:** LIMITED TO 2 INCIDENTS PER CATEGORY

## ROADSIDE ASSIST

In the event of a roadside emergency, members have access to the following services:

Flat Battery ( <i>Jump start only</i> )	The replacement of a battery will be for the policyholder's account
Flat Tyre ( <i>Tyre change</i> )	The Policyholder needs to have a spare tyre available
Fuel Assistance	Limited to 5 litres per incident
Urgent Messages	Transmission of urgent messages to friends, colleagues, or family members

<b>BENEFITS</b>	R650 per incident or R1300 annually
-----------------	-------------------------------------

## CAR RENTAL

In the event that your vehicle breaks down outside your normal place of residence, a rental car will be arranged for you. However, this is subject to you qualifying for a rental vehicle in terms of the rental company's general terms and conditions. All costs incurred for car rentals will be confined to standard rental charges, including the delivery and collection of the hired vehicle. Please note that the rental car must be returned to the rental company upon arrival at your destination.

<b>BENEFITS</b>	R650 per incident or R1300 annually
-----------------	-------------------------------------

## LOCKSMITHS

An accredited locksmith will be dispatched in the event where keys (vehicle & home) are locked inside of a vehicle.

<b>BENEFITS</b>	R800 per incident or R1600 annually
-----------------	-------------------------------------

## TOW-IN

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

Mechanical breakdown	We will arrange for your vehicle to be towed to the nearest Safire-approved repairer
Electrical breakdown	We will arrange for your vehicle to be towed to the nearest Safire-approved repairer
Accidental damage	We will arrange for your vehicle to be towed to the nearest Safire-approved repairer

<b>BENEFITS</b>	Tow-in services will be covered for 40km round trip
-----------------	---

## COURTESY TRANSPORT

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

<b>BENEFITS</b>	Courtesy transport services are covered for trips up to 100km
-----------------	---

## HOTEL ACCOMMODATION

Where the breakdown has occurred outside of your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to maximum of four people).

<b>BENEFITS</b>	Hotel accommodation will be provided within a 100km radius of the roadside emergency
-----------------	--

## VEHICLE REPATRIATION

In the event of the member's vehicle being left for repairs, we will pay for 24-hour, Group-8 car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the member's place of residence, we will supplement the additional tow costs with the costs of car rental or flight.

<b>BENEFITS</b>	Within a 100km radius**
-----------------	-------------------------

**BENEFITS:** INCLUDES THE CALL-OUT FEE AND FIRST HOUR OF LABOUR.

## FIXTURES, FITTINGS AND SERVICES

An appropriate repairer (electrician, plumber, locksmith and glazier) will be called out to address the problem at the policyholder's address.

## EMERGENCY SERVICES NOTIFICATION

At the policyholder's request, a notification of an emergency will be sent out to the police, traffic police, fire brigade, ambulance, private security or any other emergency service provider.

<b>Note</b>	Benefits include the call-out fee and first hour of labour. Thereafter, costs will be for the policyholder. Please note that all parts and materials used are excluded and will be for the policyholder's account. Maintenance related issues are not covered.
-------------	--

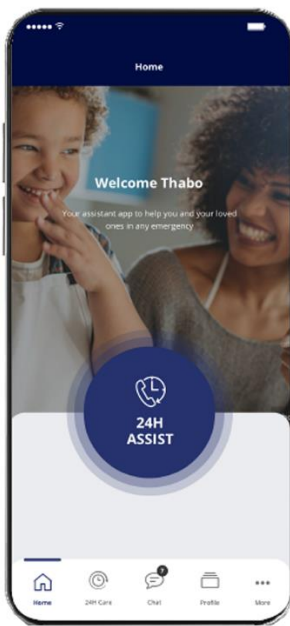
CALL-OUTS	INCLUSIONS	EXCLUSIONS
<b>Electrical</b>	<ul style="list-style-type: none"> <li>• Distribution boards, circuits and main cables causing power failure</li> <li>• Earth-leakage relays causing power failure</li> <li>• Geyser connections, thermostats and elements</li> <li>• Multiple plug points causing power failures</li> <li>• Lightning strikes on wiring causing power failures</li> <li>• Multiple burnt connections on wiring or plug points causing power failure</li> <li>• General House Wiring</li> <li>• Connections to all electrical motors causing power failure</li> <li>• Municipal connections inside the property causing power failure</li> </ul>	<ul style="list-style-type: none"> <li>• Electrical gates and doors</li> <li>• Jacuzzi, swimming pool and borehole pumps</li> <li>• Air conditioners and commercial refrigeration</li> <li>• Repairs not complying with regulated specifications such as SABS and others</li> <li>• All electrical motors (electric gate motors etc)</li> <li>• White Appliances (stove, refrigerator, dishwasher etc.)</li> </ul>
<b>Plumbing</b>	<ul style="list-style-type: none"> <li>• Burst water connections and pipes that are concealed and are causing further structural damage</li> <li>• Overflowing blocked drains (internal &amp; external) that can cause further structural damage</li> <li>• Geyser Problems (No hot water – dependent on case circumstances, water pressure, overflowing geyser)</li> </ul>	<ul style="list-style-type: none"> <li>• Concealed pipes are not covered</li> <li>• Specialists are not covered e.g., Leak Detectors</li> <li>• Specialists are not covered e.g., Drain specialist like Roto-Rooter &amp; Drain Surgeon</li> <li>• Repairs not complying with regulated specifications such as SABS and others</li> <li>• Replacement of a burst geyser</li> <li>• Jacuzzis, swimming pools and boreholes</li> <li>• Leaking tap that runs into a basin/sink or shower</li> </ul>
<b>Locksmith</b>	<ul style="list-style-type: none"> <li>• If keys are broken off or lost for a main entrance or exit of the house</li> <li>• If a child is locked inside the house or any room within the house</li> </ul>	<ul style="list-style-type: none"> <li>• Outbuildings, bedrooms and garages</li> <li>• Padlocks</li> </ul>
<b>Glaziers</b>	<ul style="list-style-type: none"> <li>• Any glass that has been damaged or broken and is causing a security risk to your premises</li> </ul>	Mirrors or any specialized glass

<b>BENEFITS</b>	R3000 per annum
-----------------	-----------------



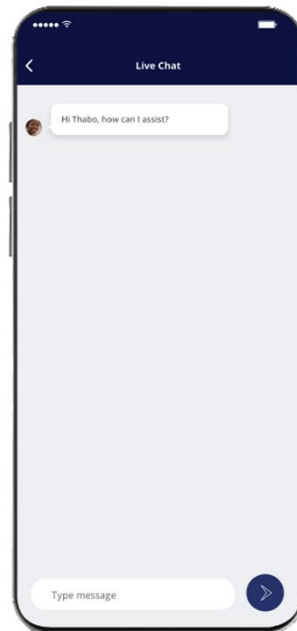
## Safire Assist App

The Safire Assist App provides the latest in Value Added Insurance Technology by giving our users direct access to their policy benefits and 24-hour Emergency Assistance at the touch of a button - giving you and your loved one's peace of mind knowing you are protected. The 24-hour Emergency Assistance can be accessed via our in-app Emergency Button or our Live Chat feature, which is a more consolidated, easy-to-use solution designed to reach all your emergency assistance needs. The Safire Assist App enables a seamless connection between our clients and our highly trained and dedicated Case Managers.



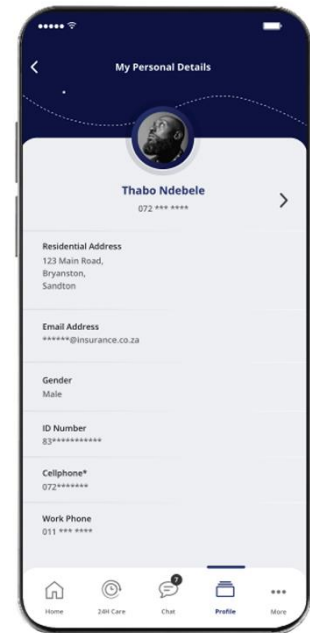
### 24H ASSIST BUTTON

Our 24H Assist Button on the Home Page is available for when you find yourself needing immediate assistance



### LIVE CHAT

Our live chat function allows you to speak directly to a Case Manager



### PERSONAL DETAILS

All yours and your family's personal details are conveniently stored in one place



## 24-Hour Live Video Streaming

We provide insurers, underwriters and insurance brokers the easy-to-use, live video streaming solution for their clients. With instant visual assessments for faster resolution of emergencies, vital visual facts are captured and digitally labelled with a time, date and geolocation. Fast-tracking information for assessment, first notice of loss, prepopulated claim forms and self-service platforms simultaneously.

## 24-Hour Live Emergency Service

Accident / Breakdown	<ul style="list-style-type: none"><li>• Roadside and accident assistance</li><li>• Heavy commercial vehicle assistance</li></ul>
Emergency Services	<ul style="list-style-type: none"><li>• Agri emergency assist</li><li>• Home emergency assist</li><li>• Medical emergency assist</li><li>• Crime victim &amp; security assist</li></ul>
Support Services	<ul style="list-style-type: none"><li>• Legal assistance</li><li>• Trauma counselling</li></ul>

## 24-Hour Claim Support

Claims	<ul style="list-style-type: none"><li>• First notice of loss digital report</li><li>• Fast-track claims (geysers &amp; windscreens)</li><li>• Self-service claims management</li></ul>
Support	<ul style="list-style-type: none"><li>• 24-hour call centre support</li><li>• Intelligent panic button</li><li>• Live video streaming &amp; communication</li></ul>



Global Choices is an end-to-end value-added solutions company with expertise in the short- and long-term insurance market, healthcare, retail and vehicle finance. Using state-of-the-art technology and a wealth of service providers, Global Choices can offer a comprehensive menu of products from a diverse range of service providers. Global Choices operates its own 24-hour call centre with a staff compliment able to speak all major official South African languages with a vast amount of experience and a high level of client service. A full capability is included and a disaster recovery model in place.

[www.globalchoices.co.za](http://www.globalchoices.co.za)



We are skilled digital solutions providers who assist industries with developing specialised digital solutions for their organisations. This includes all aspects of the digital journey-web and app development, website design, UX/UI design, graphic design, and integrated online systems. This is crucial to your business gaining momentum in the online space as more and more consumers engage with brands through website and apps. Businesses across the Globe are embracing web and app development, as technology is useful to any industry. Your organization may operate in hospitality, retail, insurance, or real estate, no matter the sector, software development technology is enabling businesses to be more efficient and bridging the gap with customers. Change is inevitable, and we are constantly evolving to keep up with the newest digital developments.

[www.digitalpath.co.za](http://www.digitalpath.co.za)



Solving geyser claims. These specific claims are frequent and not always resolved fast enough to ensure client satisfaction while at the same time keeping the costs under control, resulting in the claim costs leakage on both being high. The primary focus being to compliment Global Choices' assistance services with award winning claims technology to ensure a seamless consumer experience whilst ensuring constant claims cost management.

[www.claimcentral.co.za](http://www.claimcentral.co.za)