

# S

SMIT & KIE  
BROKERS

**COMMERCIAL OFFICE ASSIST**

**call 010 593 4242**

## OFFICE ASSIST

Office Assist is only a phone call away, 24 hours a day, "7 days a week". This service gives our clients direct access to the right resources at the right time

The benefit covers the cost of the service providers' call out fee and the first hour labour for the following:

- Plumbers
- Glaziers
- Appliances (white goods only)
- Electricians
- Locksmiths

### PLEASE NOTE

The product does not cover the following:

- Replacement of parts. This is quoted separately to the client, who will approve or reject the repair
- Appliances older than 8 years
- Replacement of appliances
- Municipal connections
- Repairs outside the client's property

### ANNUAL LIMIT

R3 000 per policy

## EEZI ASSIST

There is no need for you to remember our telephone number. You simply press a button on your mobile phone and we call you!

- This benefit is available 24 hours a day, 7 days a week, 365 days a year
- Simply register yourself and direct family members mobile numbers on the following link [bit.ly/Smit\\_and\\_Kie\\_Eezi\\_Assist](https://bit.ly/Smit_and_Kie_Eezi_Assist)
- An activation sms will be sent to your mobile phone which needs to be loaded as a speed dial
- Should you, or any of the registered persons, need any assistance as specified in your policy wording, simply press the assigned button for 2 seconds and a Customer Experience Ambassador will phone you\*

### PLEASE NOTE

The mobile phone needs to have airtime loaded. If you do not have internet access and wish to register or require assistance to register, please call us on 010 593 4242

\*The signal is cellphone network dependent

## EMERGENCY MEDICAL & TRAUMA ASSIST

Emergency Medical & Trauma Assist will provide you with assistance 24 hours a day, 7 days a week, 365 days a year. In the event of a medical emergency, we will arrange the following:

- Emergency telephonic "911" type medical advice and information
- Emotional support and tele-counselling
- Companionship and or care of stranded minors
- Repatriation of patient or return of mortal remains
- Confidential non-emergency medical information and advice
- R5 000 Admission to hospital guaranteed (refundable by the patient or their medical aid)

At the discretion of the medical service provider:

- Emergency medical response by road or air to the scene of a medical emergency
- Transfer of the patient to the most appropriate medical facility
- Transfer of life-saving medication and emergency blood

### ANNUAL LIMIT

R10 000 per policy