

VALUE ADDED SERVICES - 24 hour motor emergency assistance

Roadside assist

Service explanation

The Service Provider shall provide an emergency assistance or tow-in service for the Specified Vehicle in any of the following circumstances happening in the Territorial Limits:

1. mechanical or electrical breakdown;
2. a flat battery;
3. changing of a flat tyre;
4. 10 litres of fuel if the Specified Vehicle runs out of fuel;
5. the relay of messages;
6. the call-out fee and the first hour of labour to get a locksmith to retrieve the keys if the keys are accidentally locked in the Specified Vehicle

provided that tow-in costs are limited to 100 kilometres in metropolitan areas and 400 kilometres in country areas.

Should the Specified Vehicle break down further than 100km from the Insured's permanent business premises, this service will pay the cost of:

1. accommodation for one night of up to R500 in total irrespective of the number of vehicle occupants , or
2. a compact 1600cc hatchback or similar rental vehicle for one day, limited to 200 kilometres.

Definitions

Service Provider shall be the service provider stated in the Value Added Services schedule.

Specified vehicle means only those vehicles listed in the Value Added Services schedule under this service.

Territorial limits shall mean within the borders of the Republic of South Africa.

Procedure to receive this service

The 24 hour call centre can be contacted by calling the number contained in the Value Added Services schedule.

Exclusions

This service does not cover:

1. costs to repair or replace parts;
2. costs to repair locks or the ignition due to attempted theft;
3. costs of a locksmith if the vehicle keys are lost;
4. costs of making use of another service provider not provided by this service;
5. costs due to the vehicle not being in a roadworthy condition or not being maintained in good working order;
6. costs of repairs or towing services outside the Territorial Limits;
7. vehicle types other than:
 - 7.1 private type motor vehicles, or
 - 7.2 minibuses with a gross vehicle mass not exceeding 3,500 kg, or
 - 7.3 light delivery vehicles with a gross vehicle mass not exceeding 3,500 kg, or
 - 7.4 boat, luggage or caravan trailers.

Memorandum and conditions

1. This wording is to be read in conjunction with the Value Added Services schedule.

2. This Value Added Service is not an insurance cover in terms of the Short Term Insurance Act 53 of 1998 (as amended) and is limited to a business support service for policyholders of Santam. By dialling the number reflected on the policy schedule access is gained through an independent call centre to the services reflected above.
 3. This service is to be read independently of the rest of the Santam insurance policy wording(s) and no reference shall be made to the terms and conditions of such insurance policy wording.
 4. This contract / service may be cancelled at any time:
 - 4.1 by the Service Provider or Santam after giving 30 days' notice in writing of their intent to do so, or
 - 4.2 by the Insured who may give immediate notice to cancel or notice to cancel at a future date.
 5. This contract and all benefit hereunder will automatically terminate:
 - 5.1 at the same time as the underlying insurance policy through Santam is terminated;
 - 5.2 per Specified Vehicle at the same time as cover for the Specified Vehicle is terminated on the underlying Santam insurance policy,

it being a condition that these services shall only be available whilst such underlying policy remains in force and the Specified Vehicle is insured thereunder. Although these Value Added Services can only remain active as long as your underlying insurance is active with Santam, there is no obligation to keep these services active should the need no longer exist and they can be cancelled at any time without affecting your underling insurance cover.
 6. The Service Provider may improve the cover or the terms under this contract without providing prior notice of such change provided such change is to the benefit of the Insured. Other amendments required by the Service Provider will be implemented:
 - 6.1 at the annual renewal/anniversary date; or
 - 6.2 at any other time by giving 30 days' notice in writing of the Service Providers' intent to do so.
 7. All benefit under this contract is conditional on the prior payment of all premiums due.
 8. Notwithstanding the fact that Santam Limited will closely monitor the service provided by this facility to ensure that it meets our expectations and standards for our clients, due to:
 - 8.1 the call centre being an independent business enterprise;
 - 8.2 the Service Providers being independent legal entities;
 - 8.3 any financial consideration received under this service being paid across to the independent Service Providers
- Santam Limited
- a) is not responsible whatsoever for the quality of any service rendered through this facility;
 - b) shall not be liable whatsoever for death, bodily injury or illness of any person as a result of any service rendered or not rendered as intended;
 - c) shall not be liable whatsoever for loss (direct or consequential), liability, damages or damage to property as a result of any service rendered or not rendered as intended.