

ROADSIDE ASSISTANCE

The service entails 24/7 dispatching of an appropriate service provider in the event of a roadside emergency and continuous follow-up until the incident is attended to. Benefits apply to any of the vehicles registered in the name of the customer.

Assistance refers to the following benefits with the difference between Roadside Basic and Roadside Advanced indicated if applicable:

Flat Tyre - Call-out and labour for a tyre change is paid for. If spare tyre or appropriate tyre change equipment not available and the vehicle need to be towed, the cost to the nearest place of repair or safe keeping is paid for.

Flat Battery - Call-out and labour for a jump start is paid for and if a jump start is not possible, the vehicle will be towed to a place of repair or supplier and paid for. 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 customer.

Running out of fuel - Call-out to dispatch fuel and cost of 10l of fuel is paid for. Limited to 2 incidents per annum.

Keys locked inside the vehicle - Call-out and 1st hour's 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 customer will be assisted and cost is paid for by the customer.

Mechanical or electrical breakdown - In the event of an appropriate dealer/place of repair not available at the time of the incident, the 2nd tow from the place of safety is arranged and paid for.

Emergency Car Hire or Accommodation - In the event of the breakdown occurring more than 100km from the customer's permanent residence, emergency car hire or accommodation is arranged and paid for. Car hire is limited to a Class B vehicle for a 24 hour period and a maximum amount of R500 per incident.

Emergency accommodation is also limited to R500 per incident. Should the customer choose both benefits, only one of the benefits will be paid for.

Message relay or conference call - Messages are relayed or the customer is put in touch with the relevant contact by means of a conference call to take care of emergency arrangements.

Conditions & Exclusions:

Cost for services rendered by service providers is paid for limited to 3 incidents per annum. Benefits apply to roadworthy vehicles only. Vehicles refer to vehicles up to 3 500kg with no restriction on the year model of the vehicle. Assistance is also offered with the towing of trailers, caravans and boats but the cost is payable by the customer.

ACCIDENT MANAGER

In the event of a collision or damage as a result of an accident resulting in the vehicle non-driveable, the customer will be assisted by the 24 hour helpdesk to ensure that the risk of both the broker/insurer as well as the customer is being managed effectively in terms of towing authorisation and instruction in terms of the appropriate motor body repairer or yard.

The service entails:

The case manager establishes whether or not the customer's vehicle is insured and if insured, a conference call with the client's insurance call centre is facilitated to ensure accident management compliance.

- If the vehicle is not insured or the customer does not know the details of the insurer or broker, an approved and contracted Towing Operator is dispatched or authorised on scene. Towing is arranged at an agreed and preferential rate.
- The Towing Operator is instructed to tow the vehicle to the towing company's yard.
- If insured but no details of the insurer, the customer is advised to notify his/her broker or insurer immediately the next working day in order to arrange for release of the vehicle, or if not insured, to arrange release and pay for the towing cost immediately the next working day.

Call: 0861 111 555

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