



INSURANCE UNDERWRITING MANAGERS

**EMERGENCY &  
LIFESTYLE**

**ASSIST**

A WORLD OF BENEFITS



# ROADSIDE & ACCIDENT ASSISTANCE

**Members have access to the following services in the event of a roadside emergency**

(limited up to R 500 per incident):

- **Flat battery** (jump start only)
- **Flat tyre** (assistance with changing of tyre)
- **Keys locked in vehicle** (unlocking assistance only)
- **Fuel assistance** (limited to 20 litres per incident)
- **Minor roadside-running repairs** (electrical, coil, immobiliser, etc.)
- **Transmission of urgent messages** (to family, work, etc. to notify of accident)
- **Roadside referall** (direction assistance)

## **TOW-IN: COLLISION**

Towing of vehicle to nearest approved dealership (if under warranty), panel beater / repair centre from point of incident. Cost covered up to an amount of R 1 850 (incl. VAT). The Company shall arrange for transport of the vehicle to a Service Provider as may be authorised by The Client from time to time.

## **TOW-IN: MECHANICAL OR ELECTRICAL BREAKDOWN**

The Company will tow the vehicle to the nearest repairer from the point of breakdown and will cover costs to a maximum of R 1 500 (incl. VAT).

## **COURTESY TRANSPORT**

Group-B car hire if the vehicle has broken down more than 100 km from permanent place of residence / business; limit of R 500 (Eligible Person can choose a higher level vehicle but will have to pay the difference).

## **HOTEL ACCOMMODATION**

Overnight hotel accommodation for maximum 4 persons in establishment of The Company's choice if the vehicle has broken down more than 100 km from home; limit R 500; meals excluded.

## **VEHICLE REPATRIATION**

In the event that a vehicle is left for repairs, the Company will pay up to R 500 for 24 hour, Group-B car hire or a flight ticket to collect the vehicle after the repairs. Alternatively, if the vehicle was towed closer to the client's place of residence, the additional tow costs will be supplemented with the car rental.

\*Please note: This cover excludes all vehicles over 3 500kg. A member will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorisation shall not be reimbursed. Assistance is only available in South Africa, Lesotho and Swaziland. Provision of car hire and accommodation is subject to availability. We will resolve disputes with appointed contractors where loss or additional damage may have occurred while the vehicle was in the care or control of such contractor.

A black and white photograph of a hand holding a set of keys, with a green tint applied to the keys. The background shows a blurred house. A large green triangle is overlaid on the left side of the image, containing the text.

# HOME & OFFICE ASSISTANCE

## **FIXTURES, FITTINGS AND SERVICES**

In the event of a home or office emergency as a result of breakage of fixtures and fittings, we will arrange for an appropriate repairer (electrician, plumber, locksmith, glazier etc.) to address the problem at one nominated address (call-out fee and first hour labour is covered, thereafter normal rates apply). Please note that all parts and materials used are excluded and will be for the member's account. Maintenance related issues are not covered.

## **EMERGENCY SERVICES NOTIFICATION AND CALL-OUT**

We will, at your request, relay notification of emergencies to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.

\*Please note: Overall limit of up to R 3 000 per annum per policy or 3 incidents.



# CRIME ASSIST SERVICE

**THIS IS A 24 HOUR CRISIS MANAGEMENT PRODUCT TO ASSIST YOU IN THE EVENT OF A HI-JACKING OR HOME INVASION.**

## **WE WILL ASSIST WITH THE FOLLOWING:**

- In the case of your cellphone being stolen in a hi-jacking, we will provide you with a cellphone loaded with pre-paid airtime to the value of R 100
- In the case of your vehicle being hi-jacked, we will provide you with Group B car hire for 48 hours to keep you mobile
- In the case of your credit card being stolen, we will provide you with a pre-loaded debit card up to the value of R 500 to assist you in the interim
- In the case of your keys being stolen in a hi-jacking, we will send a locksmith to your house to assist you with your locks, up to the value of R 1 000 per annum
- In the case of you being hi-jacked or a home invasion takes place at your place of residence, we will place a security guard at your house for 24 hours
- In case of your home being invaded, we will provide hotel accommodation to the value of R 1 000 per annum



# SAFE 'N SOUND SERVICE

# **THIS PRODUCT IS DESIGNED TO ENCOURAGE RESPONSIBLE DRIVING**

## **BENEFITS ARE AS FOLLOWS:**

- We will ensure that you and your vehicle arrive home safely
- We will dispatch a vehicle with two drivers (where possible) and drive you home in your own car
- All drivers are in possession of a public driver's permit, carry a cellphone and dress professionally
- The drivers all speak English
- You are entitled to use this service 6 times per annum
- Each incident is capped at R 750 and any costs incurred over and above this will be for the client's account

## **WHAT ARE THE TERMS AND CONDITIONS?**

Bookings can be arranged between the following hours:

- Mondays to Thursdays      18:00 – 03:00
- Fridays & Saturdays          15:00 – 03:00
- Sundays                              16:00 – 03:00

## **THE SERVICE IS AVAILABLE WITHIN A 50KM RADIUS OF THE FOLLOWING LOCATIONS:**

- Johannesburg
- Pretoria
- Port Elizabeth
- Cape Town
- Durban
- Bloemfontein
- East London
- George
- Nelspruit
- Polokwane
- Stellenbosch
- Pietermaritzburg

At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 20 minutes to meet the driver. After the 20 minutes, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled.

## **CANCELLATION AND RESCHEDULING FEES:**

One hour prior to booked collection time – one incident will be eliminated.



# MEDICAL ASSISTANCE

## THE FOLLOWING ADVISORY BENEFITS ARE AVAILABLE:

- Emergency medical advice and information
- Emergency telephonic medical advice and information, 24 hours a day, 7 days a week
- Emergency medical response by road or air to scene of medical emergency
- Emergency medical transportation to nearest appropriate medical facility
- Inter-hospital transfer
- Medical repatriation
- Escorted return of minors
- Compassionate visits
- Repatriation of patient or return of mortal remains
- Specialised travel advice through travel clinics
- Access to Rape Centres of Excellence
- Professional and confidential HIV/Aids advice
- Transfer of patient to most appropriate medical facility
- Emotional support and tele-counselling
- Transfer of life saving medication and emergency blood
- Confidential non-emergency medical information and advice

\*Please note: This cover is only valid for emergencies within the borders of South Africa. Limited to R 10 000 per year per policy holder.





# GEYSER REPLACEMENT SERVICE

All repairs will be done on verification of the policy holder's details and within the specific requirements of any excess fee structures.

- All service providers will be recognised with IOPSA (Institute of Plumbing South Africa)



# LEGAL ASSISTANCE

## **24 HOUR LEGAL ADVICE**

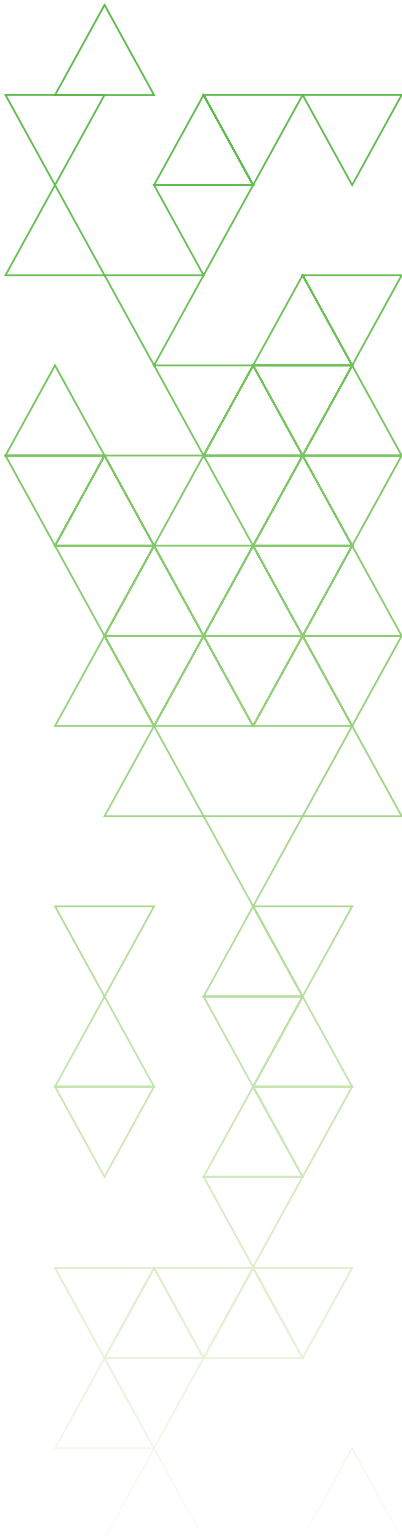
Assist members and their immediate family have on-going access to a 24-hour legal advisory service on any aspect of the law such as criminal law, family law, constitutional law, child law, labour law, motor law, etc.

## **30-MINUTE FREE CONSULTATION**

This service involves a free initial 30-minute consultation should any matter require legal action. The member will then be referred to a lawyer who forms part of our national network for a direct free 30-minute consultation.

## **FREE STANDARD LEGAL DOCUMENTS**

If a member requires a purchase, sale, lease, or prenuptial agreement, employment contracts, etc, we will provide these free at his or her request. The member will also be advised on the application of each of these documents and the procedures and principles that apply.



# CONTACT DETAILS

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