



MUA CONCIERGE

At MUA we constantly look for new ways to improve our service delivery and we believe that bringing true convenience to our clients is the ultimate key to adding real value.

Most affluent individuals lead a very demanding life, with jam-packed schedules, meaning that every minute counts. In order to assist you, our clients, to save valuable time when it comes to your insurance needs, MUA Insurance Acceptances has launched its new MUA Concierge service – a first-of-its-kind for the executive South African insurance market.

After many years of tailoring solutions for the HNW market, we have come to understand that the one characteristic all HNW individuals have in common is a severe lack of time. By introducing this new MUA Concierge service, we are offering you a value-added service that we hope will have a positive impact on your lives.

We believe that by providing someone else to drive your vehicle for claims-related events, even if you are not in it, we are adding true convenience to your lifestyle. The whole purpose of the service is to allow you to continue with your daily tasks whilst often inconvenient events are being attended to on your behalf.

The MUA Concierge services will include:

- having your vehicle picked up from your home or work and taken to get assessed when you have a claim;
- picking you up and taking you to fetch your car after it has been repaired;
- picking you up and taking you to fetch your courtesy car;
- picking you up and having your car dropped off for a service;
- picking you and your vehicle up should you have had one too many drinks; or
- any other situation where your vehicle needs to be taken somewhere.

In order to use the service, you simply have to contact the MUA Assist line on 086 1000 MUA (682) a minimum of 1.5 hours before you and your vehicle (or your vehicle on its own) needs to be picked up. MUA dedicated consultants will then arrange with a professional chauffeur company for two drivers in their own vehicle to meet you at a location of your choice to assist with either of the following two scenarios: should you not be able to drive your own vehicle, the one driver will drive you and your car followed by his/her colleague driving their own car; or should you be too busy to drop your vehicle off at a place it needs to be (such as a vehicle repair or assessment centre), one of the drivers will pick it up and drop it off for you.

For the same cost of R30 per month per policy, MUA Concierge gives you 12 trips a year, which you can now use not only at night but during the day as well. The MUA Concierge is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, East London, Port Elizabeth, George and Cape Town.

This unique service is available immediately to all our motor policyholder clients as an optional extra. The MUA Concierge service replaces the MUA Drive Home Safe product as the same benefits are available.

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MUA

Insuring the Individual.