



VANTAGE

INSURANCE ACCEPTANCES

DRIVEN BY PASSION

SPECIALISED HOME
& ROAD ASSIST

0800 214 763

BENEFITS CAN ONLY BE ACCESSED VIA THE CALL CENTRE

COMPANY REGISTRATION NO: 2009/011208/07

HOME ASSISTANCE

Available 24 hours a day 365 days a year

Our Home Assistance programme provides assistance to you when you are involved in a Home Emergency. A Home Emergency means any sudden, unexpected and/or unforeseen event at your home requiring the immediate and/ or urgent services of a domestic tradesman to limit/ minimise or prevent further damage to the home.

This benefit is restricted to home emergencies and only applies to your eligible premises/primary place of permanent residence, within the Republic of South Africa and used for domestic purposes, including outbuildings.

EMERGENCY SERVICES NOTIFICATION AND CALL-OUT

At your request our Assist Call Centre will relay a notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

MOBILE NOTIFICATION SERVICES

As a member you will receive an SMS notifying you of the update on your active case. The below details will be sent to your mobile phone after lodging a case:

- Name of Primary Case Manager
- Reference Number (ease of calling in and enable anyone of the Assist Agents to intervene or provide further details to the caller member)
- Once a Service Provider has been appointed, the responding Service Provider details will be sent along with the ETA
- Any changes made to the case (new Service Provider, additional requests – breakdown, needs a tow etc.)
- If there is a shift change, the details of your New Case Manager will also be sent

**Please note that each benefit will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.*

The Home Assistance programme shall entail the following emergency services to customers:

1. Plumbers
2. Glaziers
3. Electricians
4. Locksmiths
5. Tree Felling
6. Bee Keepers and Pest Controllers
7. Appliances (member will be assisted but on a member-to-pay basis only)

TERMS AND CONDITIONS

- Overall limit of three incidents or R2000 per member per annum applies.
- Please note that the call out fee and first hour of labour will be covered under your Home Assistance, however the cost of parts and additional labour will be for your own account.
- Where the incident is not considered an emergency that requires immediate attention, we will provide a referral for any specific Service Provider and all costs will be for the member's account.
- The benefit period is one calendar year and the benefit does not accumulate, but is a maximum amount per annum.
- A repair incident is considered per service category, e.g. if an electrician is called out to repair on the distribution board as well as an electrical connection, this is treated as one call out.
- **Benefit excludes MAINTANENCE (Of any kind)**

Specific Exclusions:

- Replacing light bulbs
- Adjustment of thermostats
- Any remote controls or access controls
- Normal wear and tear/ Safes

PLUMBERS

Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following:

- Visible burst water connections and pipes
- Blocked drains, toilets, baths and sinks, causing further damage to the home
- Emergency Geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems

Exclusions:

- Jacuzzi, swimming pools and boreholes and borehole pumps; Leak detection inspections, Repairs not complying with regulated specifications such as SABS and others, Leaking taps, Replacement of a burst geyser, septic tanks and water supply interruptions to permanent residence

GLAZIERS

- Glazier assistance is a 24-hour help line, offering assistance where a service provider is dispatched to ensure that damaged windscreens, side glass or building glass can be professionally replaced
- Broken or badly cracked window panes which could result in access to the residence
- No materials are covered as this is for the clients account (the actual glass etc. is for the client)

ELECTRICIANS

Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following:

- Distribution boards, circuits, main cables causing power failure
- Earth-leakage relays causing power failure
- Geyser connections, and elements, causing 100% power failure
- Plug points causing 100% power failure
- Light fittings or switches causing 100% power failure
- Lightning strikes on wiring
- Multiple burnt connections on wiring or plug points causing 100% power failure
- Connections to all electrical motors (e.g. electric gate motor) causing 100% power failure

Exclusions:

- Electric gates and doors; Jacuzzi, swimming pool and borehole pumps; Air conditioners and commercial refrigeration; Repairs not complying with regulated specifications such as SABS and others. All electrical motors (e.g. electric gate motor); Main electrical supply interruptions to permanent residence

LOCKSMITHS

- If keys are broken off or lost for a main entrance or exit of the house (This includes outbuildings)
- If a person is locked inside the house or any room within the house

Exclusions:

- Burglary incidents (the member will be assisted, but is liable for the cost); and garages; Padlocks; Replacing of damaged locks (the member will be assisted at his / her own expense); Business premises (Business premises - Only applicable for Office Assistance)

Additional benefits also Included are:

- Tree Fellers/ Bee Keepers and Pest Controllers - paid for up to the per incident limits only and only within day light hours
- Should a break in occur, Security assistance and guarding services will be provided at the members request. This will be for the members own account

Estimated Service Times:

Urban Areas = average response time is 35 to 80 min (from time of dispatch – 40km to 100km) with the potential of extended response time on weekends only

Rural Areas = average response time is 80 – 240 min (from time of dispatch – in excess of 100km)

GEYSER ASSIST

Your Geyser will be replaced per the mandate from your Insurance Company



DRIVEN BY PASSION



VANTAGE

INSURANCE ACCEPTANCES

DRIVEN BY PASSION

SPECIALISED HOME
& ROAD ASSIST

0800 214 763

BENEFITS CAN ONLY BE ACCESSED VIA THE CALL CENTRE

COMPANY REGISTRATION NO: 2009/011208/07

ROADSIDE ASSISTANCE



These services are available 24/7/365 days

ROAD PATROLS

The objective is to get the beneficiary mobile on the roadside. These services are covered nationally including Lesotho and Swaziland and are limited to R500.

Services Include:

- Change of a flat tyre
- Fuel assistance (the first 5litres is covered and cost thereafter will be for the beneficiary's account)
- Jump start for a flat battery (replacement of battery for the beneficiary's account)
- Keys Locked in vehicle -unlocking only (cost of replacing keys is for the beneficiary's account)

* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the beneficiary's account

LOCKSMITH SERVICES

In the event that the road patrol is unable to open a vehicle to retrieve the keys from the vehicle, the call centre will dispatch an accredited locksmith to the incident scene to open the vehicle. The service is limited up to R500. The Service Provider will not cover the cost for repairs, the replacement of a lock or ignition switch or the cutting of keys.

MECHANICAL / ELECTRICAL BREAKDOWNS

The primary objective of the Service Provider is to tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer. The service is limited up to R500 and is available throughout South Africa, Lesotho, and Swaziland.

* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the beneficiary's account

CAR HIRE

In the event that a vehicle has broken down more than 100km from the beneficiary's home, the call centre will pay for 24-hour, group-B car hire for the beneficiary to complete his/her journey or to return home. This service is subject to availability and the driver must be in possession of a valid credit card and driver's license. The service is limited to R500 and includes the costs of the daily car rental, unlimited kilometre allowance, insurance fees and the delivery/collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the beneficiary's account.

OVERNIGHT ACCOMMODATION

Instead of the car-rental option, arrangements can be made for overnight accommodation for the driver and four passengers. The service is limited to R500.

VEHICLE REPATRIATION

Should the beneficiary choose the car-rental option and continue his journey while the vehicle is being repaired, the Service Provider will pay towards the costs of providing the beneficiary with a 24-hour, group-B car hire to collect the vehicle after repairs. Alternatively, a flight ticket can be arranged. This service is limited to R500 and includes the costs of the daily car rental, unlimited kilometre allowance, insurance fees, and the delivery/collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the beneficiary's account.

* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the beneficiary's account

ACCIDENT TOW

In the event of an accident, the call centre will arrange for the vehicle to be towed to the nearest insurance approved motor body repairer (MBR) or beneficiary nominated repairer from the accident scene. The cost of the first 40km round-trip is covered (starting from point of dispatch) thereafter a charge of R6.38 per km is applicable and will be charged to the beneficiary.

* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the beneficiary's account

MESSAGE-RELAY SERVICE

In the event of an electrical / mechanical breakdown or an accident, the call centre will on request relay any urgent messages to friends, colleagues or family members to advise them of the beneficiary's circumstances.

STORAGE

Should it be required, arrangements will be made for the safe storage of the vehicle overnight or weekend to a maximum of 4 days. On the next working day the vehicle will be re-located to the nearest approved dealer or competent repairer. Cost of a second tow will be for the beneficiary's own account.

GENERAL TERMS & CONDITIONS

- Services will only be rendered to Validated Beneficiaries
- Roadside-assistance services are only available in the event that the breakdown or accident occurs in South Africa, Lesotho or Swaziland. The service provider will not refund breakdown or accident assistance charges for incidents that occur in any other country.
- All services must be authorised, arranged and managed by the call centre. Any costs incurred through arrangements made by the beneficiary without prior authorisation from the call centre, shall not be reimbursed.

AUTO



Contact the Vantage Assist call centre during office hours and a dedicated consultant will help you access an array of discounted benefits.

CONCIERGE



A dedicated consultant will assist with services related to:

- **Advanced Driving:** For your convenience we offer a concierge service, sourcing advanced driving courses to your specific requirements
- **Auto Concierge:** Using a comprehensive dealer database, a dedicated consultant will contact all the workshops and car dealerships in a member's area and source the best prices on vehicle parts or accessories that a member may need

HOME DRIVE AND CONVENIENT DRIVE SERVICE



Home Drive Service (Access only)

There are many reasons not to drive under the influence - the consequences are well-known. With our Home Drive Service so easily available, there is no justification for taking a chance. Relax, have a great evening and let Home Drive take you and your car home safely

Convenient Drive Service (Access only)

If you require a driver's assistance to get you from point A to point B in one of Home Drive's vehicles, our professional team of standby drivers will be at your service. Whether you're running between meetings, need an airport transfer, your car has been booked in for a service and you need to be collected from the dealership or if your child needs to be collected from school, you can rely on Home Drive for assistance.

Pre-booking is highly preferred

Terms & Conditions Apply

LAWYERSOS



We often read in the media about unlawful arrests and sometimes victimisation by members of the South African Police Service, Metro Police and other law enforcement agencies. People arrested are often locked up and left to go to court before bail is even considered, while they were eligible to be released on bail at the police station by officers and/or standby prosecutors there and then. The problem is that the "man on the street" doesn't necessarily have immediate access to a lawyer not even to mention a lawyer that is skilled in criminal litigation. LAWYERSOS will provide that legal service to the arrested person/s. The call centre receiving the distress signal will then react by calling the member and confirming the need for a criminal lawyer. The call centre will then dispatch an approved lawyer to the relevant police station to assist the member and if possible to apply for bail (bail costs will be covered up to R1500). The lawyer will be at the police station within 3 hours after the arrest. The Lawyers capped fee of R2 000 will be covered by LAWYERSOS. Thereafter the member may appoint the lawyer in his/her personal capacity to assist, should they choose to. LAWYERSOS can be used for any other legal assistance, however the capped fee of R2 000 will still apply (no telephonic advice will be given). If a member was unlawfully arrested and detained, we will appoint a Lawyer on the panel of LAWYERSOS to prosecute a claim for damages against the Minister of Police on a contingency basis after a free consultation.



IN THE EVENT OF TELKOM'S LINES BEING DOWN, PLEASE CONTACT
073 701 2595 FOR ASSISTANCE IN AN EMERGENCY.

THIS PROGRAMME IS MANAGED BY INDEPENDENT BROKER LIFESTYLE SOLUTIONS (PTY) LTD.

IBLS IS AN AUTHORISED FINANCIAL SERVICES PROVIDER

FSP NO. 32425

PARTNERS AND BENEFITS MAY CHANGE FROM TIME TO TIME, WITHOUT PRIOR NOTICE.

TERMS & CONDITIONS APPLY. E&OE.