

Office Concierge

# Assist Services

Keeping you Safe.

Assist Number  
0861 778 889

## **OFFICE & CONCIERGE OFFERING**

### **OFFICE ASSIST**

Office Assistance refers to emergency assistance related to the office covered in the policy only and not office maintenance services.

**Limit: Call Out Fee and first hour of labour. Thereafter costs will be for the policyholder.**

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**

### **Fixtures, Fittings and Services**

An appropriate repairer (electrician, plumber, locksmith and glazier) will be called out to address the problem at one nominated address

At the policyholder's request, a notification of an emergency will be sent out to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.

### **Call outs**

A summary of this product is illustrated in the table below:

	<b>Inclusions</b>	<b>Exclusions</b>
<b>Electrical</b>	<ul style="list-style-type: none"> <li>Distribution boards, circuits, main cables causing power failure</li> <li>Earth-leakage relays causing power failure</li> <li>Geyser connections, thermostats, and elements</li> <li>Multiple plug points causing power failures</li> <li>Lightning strikes on wiring causing power failures</li> <li>Multiple burnt connections on wiring or plug points causing power failure</li> <li>General Office Wiring</li> <li>Connections to all electrical motors causing power failure</li> <li>Municipal connections inside the property causing power failure</li> </ul>	<ul style="list-style-type: none"> <li>Electrical gates and doors</li> <li>Jacuzzi, swimming pool and borehole pumps</li> <li>Air conditioners and commercial refrigeration</li> <li>Repairs not complying with regulated specifications such as SABS and others</li> <li>All electrical motors (electric gate motors etc)</li> <li>White Appliances (Stove, Refrigerator, Dishwasher etc)</li> </ul>
<b>Plumbing</b>	<ul style="list-style-type: none"> <li>Burst water connections and pipes that are causing further structural damage</li> <li>Overflowing blocked drains (internal &amp; external) that can cause further structural damage</li> <li>Geyser Problems (No hot water – dependent on case circumstances, water pressure, overflowing geyser)</li> </ul>	<ul style="list-style-type: none"> <li>Concealed pipes are not covered.</li> <li>Specialists are not covered e.g., Leak Detectors</li> <li>Specialists are not covered e.g., Drain specialist like Roto- Rooter &amp; Drain Surgeon</li> <li>Repairs not complying with regulated specifications such as SABS and others.</li> <li>Replacement of a burst geyser</li> <li>Jacuzzis, swimming pools and boreholes</li> <li>Leaking tap that runs into a basin/sink or shower</li> </ul>
<b>Locksmith</b>	<ul style="list-style-type: none"> <li>If keys are broken off or lost for a main entrance or exit of the office</li> <li>If a child is locked inside the office or any room within the office</li> </ul>	<ul style="list-style-type: none"> <li>Outbuildings, bedrooms and garages</li> <li>Padlocks</li> </ul>
<b>Glazier</b>	<ul style="list-style-type: none"> <li>Any glass that has been damaged or broken and is causing a security risk to your premises</li> </ul>	<ul style="list-style-type: none"> <li>Mirrors or any specialized glass</li> </ul>

*\*Please note: For any other cases not mentioned above and parts, we will be able to assist the member with referrals, but they will be liable for ALL the costs.*

**Annual limit: Up to 3 incidents per annum (1st Hour of labour and call out fee)**



## COMMERCIAL HOME SAFE CHAUFFEUR

### HOME SAFE CHAUFFEUR

This product is designed to encourage responsible driving decisions.

#### 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 cell phone and dress professionally. The drivers all speak English
- Each incident is capped at R500 rand, any costs incurred over and above this will be for the client's account

#### Terms and Conditions:

- The service is available within a 50km Round Trip of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.

### AIRPORT DRIVE

This product is designed to drive you to and from the airport

#### Benefits are as follows:

- We will ensure that you arrive safely to and from the airport
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English

#### Terms and Conditions:

- Trips can be arranged via the call centre 48 hours before flight.
- In the event where the client needs to make a flight change, a 3-hour notice period will be efficient depending on availability.
- The service is available within a 50km Round Trip of city centres in Johannesburg, Pretoria, Durban, Cape

- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- The driver shall not take any liability for any incidents involving Vehicle scheduled for HSC Assist, GC undertake that any vehicle requesting this service is Comprehensively insured.
- 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 15 minutes to meet the driver. After the 15 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:
  - Two hours prior to booked collection time – No Cost
  - One hour prior to booked collection time – one incident will be eliminated

Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.

- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check in and boarding procedures.
- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- 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 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.

- Cancellation and rescheduling fees:
  - Two hours prior to booked collection time – No Cost
  - One hour prior to booked collection time – one incident will be eliminated.

### **TRAUMA TREATMENT CHAUFFEUR**

This product is designed to get you from and to home after any trauma or treatment session should you not have available transport.

#### **Benefits are as follows:**

- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.
- Each incident is capped at R500 rand, any costs incurred over and above this will be for the client's account.
- This benefit will also apply to transport the insured from a medical facility (post cancer treatment) to their house of residence.

#### **Terms and Conditions:**

Please note the Assist and its select partner and service providers are not responsible for the loss or damage to any of the following:

- Personal items such as cell phones, laptops, I-pads, tablets etc

- Any luggage being damaged or lost
- Cost on late arrival and/or missing your flight due to natural disasters, traffic, law-enforcement road blocked etc.
- The service is available within a 50km Round Trip of city centres in Johannesburg, Pretoria, Durban and Cape Town.
- 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 15 minutes to meet the driver. After the 15 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:
  - Two hours prior to booked collection time – No Cost
  - One hour prior to booked collection time – one incident will be eliminated.

**Annual limit: 6 Trips per policy per year**



Keeping you Safe.



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