

Our 24-Hour Assist Products

Offering full peace of mind in the event of an emergency

Personal Road Assist Stand Alone

Roadside and Accident Assist

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

Roadside Assistance

- Flat battery - jump start only (replacement of battery will be for the member's account)
- Flat tyre (help with changing a tyre - member needs to have a spare tyre available)
- Fuel assistance (limited to five litres per incident)
- Transmission of urgent messages

Limitations: R750 per incident or R1,500 annually

Locksmith

A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle.

Limitations: R900 per incident or R1,800 annually

Tow-in

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – We will arrange for the towing of the vehicle to the nearest repairer in a 120km round trip
- Electrical breakdown – We will arrange for the towing of the vehicle to the nearest repairer in a 120km round trip
- Accident damage – We will tow the vehicle to the nearest approved panel beater up to the limitations of 40km round trip, should this go over the 120km, authorisation will be requested.

Limitations: Covered up to 120km round trip

Hotel Accommodation

Where the breakdown has occurred outside a round trip of 100 km from the place of residence, resulting in an overnight delay, hotel accommodation for the occupants of the vehicle will be arranged (up to a maximum of four persons).

Limitations: R500 per incident or R1,000 annually

Vehicle Repatriation

In the event of a vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the occupant's place of residence, the additional tow costs will be supplemented with the costs of car rental or flight.

Limitations: R500 per incident or R1,000 annually

Courtesy Transport

Where the vehicle needs to be towed to a repairer, occupants of the vehicle (up to a maximum of two persons) will be transported to a nominated destination. Destination needs to be within a 100km radius of your normal place of residence or work.

Car Rental

Where the breakdown has occurred outside a round trip of 100 km from the place of residence, a rental car will be arranged, subject to an occupant qualifying for a rental vehicle in terms of the car rental company's general terms and conditions. The costs incurred will be confined to rental charges, delivery and collection of the hire vehicle, and the vehicle must be surrendered on arrival the occupant's destination.

Limitations: R500 per incident or R1,000 annually

OR

Limitations: 2 incidents per category per policy