

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 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 clients 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 will have a positive impact on your daily life.

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 events which are often inconvenient, are being attended to on your behalf.

The MUA Concierge services will also include:

- having your vehicle picked up from home or work and taken to get assessed when you have a claim;
- having you picked up and taken to fetch your hired car;
- having your vehicle picked up to be repaired or collected once finished;

- having your vehicle picked up to be serviced or collected once finished;
- having you and your vehicle picked up should you have had one too many drinks.

MUA Concierge is limited to the services listed above and is not designed to replace that of a taxi service.

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.

The services are available for the following times:
MUA Concierge (Assessments, Repairs, Car Hire & Car Services)

- Monday to Friday 08:00 – 17:00

MUA Concierge (Drive Home Safe)

- Mondays to Thursdays 17:00 – 01:00
- Fridays 15:00 – 03:00
- Saturdays 16:00 – 02:00
- Sundays 16:00 – midnight

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

