

swiftcare

# COMMERCIAL ASSIST EMERGENCY VALUE ADDED SERVICES



DO GREAT THINGS



**OLD MUTUAL**  
INSURE

# swiftcare

**South Africa 0860 24 7 365**

**International (+27) 11 374 4880**

**Our commercial lines product now also provides swiftcare Commercial Assist - an optional value added service where policy holders enjoy the following benefits:**

- Roadside Assistance
- Office Assistance
- Medical Assistance

**swiftcare** Commercial Assist is an optional, value-added service, available 24 hours a day, seven days a week, 365 days a year in South Africa to Commercial **multisure** policyholders. The policyholder is defined as the insured named in your Old Mutual Insure Commercial **multisure** policy schedule, and includes any principal, partner, director or employee of the insured whilst engaged in the business or occupation of the insured. Policyholders travelling in neighbouring countries will have telephonic access to **swiftcare**. As the **swiftcare** benefits are service related and not insurance benefits, if the **swiftcare** call centre is not contacted in the first instance for assistance, then any costs incurred will be for the policyholder's own account.

## **COMMERCIAL LINES INSURANCE RELATED SERVICES**

### **Swift Accident Management Solutions 0860 24 7 365**

Swift Accident Management Solutions is a service that provides fast and efficient towing assistance when a vehicle that is comprehensively insured by Old Mutual Insure is involved in a motor accident. In the event of an accident, the help-desk will immediately dispatch an approved towing operator and the vehicle will be towed to the nearest Old Mutual Insure approved towing centre or approved auto body repairer. To be fully compensated under this service, the policyholder must call the help desk as a first port of call for towing authorisation – otherwise only a limited benefit will apply.

By using this service, policyholders can help us to save on our average cost per claim. This will ultimately benefit our policyholders through reduced premiums. For more information, go to

**[www.ominsure.co.za](http://www.ominsure.co.za)**



# MOTOR VEHICLE VALUE ADDS\*

## Call out fee + 1 hour labour

(unlimited number of emergency incidents at the side of the road)

DESCRIPTION
<b>Available for</b>
<b>Private type motor cars</b> (including station wagons, safari vans, estate cars and the like or similar vehicles designed to seat not more than 9 persons including the driver)
<b>Commercial vehicles</b> (with a Gross Vehicle Mass of 3500 kilograms or less)
<b>Motor cycles</b> (including motor scooters and 3-wheeled vehicles)
<b>Trailers</b> (any vehicle without means of self-propulsion designed to be drawn by a self-propelled vehicle)
<b>Not available for</b>
<b>Commercial vehicles</b> (with a Gross Vehicle Mass of more than 3500 kilograms)
<b>Special type vehicles</b>
<b>Buses</b> (including any vehicle used for business purposes and designed to seat more than 9 persons, including the driver)

## OTHER BENEFITS

<b>**Outside a radius of 100 km from office at policyholder's own cost</b>	<b>Hotel accommodation</b>	<b>Car rental</b>
	<b>Repatriation of vehicle</b>	<b>Safe storage</b>
<b>Security</b> (until safe)		
<b>Emergency notification to police, ambulance, fire &amp; rescue services or any other emergency services</b> (Unlimited telephonic assistance)		

\*These benefits are applicable to policyholders who have motor insurance with Old Mutual Insure. Costs will be for your account if vehicle not insured with Old Mutual Insure.

\*\* These benefits are only arranged by swiftcare, but payable by policyholder.

## ROADSIDE ASSISTANCE

<b>Run out of fuel</b> (Cost of fuel for policyholder's own account)	<b>Keys locked in vehicle</b>
<b>Flat tyre</b>	<b>Flat battery</b>



## OFFICE VALUE ADDS

Three incidents per annum: Emergency assistance

<b>Office Assistance: Electricians / Plumbers / Locksmiths / Glaziers or other similar emergency service providers</b> (Call out fee + 1 hour labour)
<b>Security</b> (Maximum 24 hours)
<b>Emergency notification to police, ambulance, fire &amp; rescue services or any other emergency services</b> (Unlimited telephonic assistance)



## MEDICAL VALUE ADDS

<b>Evacuation</b>
<b>Dispatch of medical staff and equipment</b>
<b>Medical repatriation</b>
<b>Repatriation of mortal remains</b>
<b>Guaranteed hospital admission</b>

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