

## MUA Concierge

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 matters most, we bring you the MUA Concierge service. After many years of tailoring solutions for the high net-worth market, we have come to understand that the one characteristic all our clients have in common is a severe lack of time.

Call **0861 000 682** for more information and one of our consultants will gladly assist you.

MUA Concierge provides you with the following services:

### **DRIVER SERVICES**

- This service includes:
  - having you picked up and taken to fetch your hired car in the case of an accident;
  - having your vehicle picked up to be repaired or collected once finished;
  - having your vehicle picked up to be serviced or collected once finished;
- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; from Monday to Friday from 08:00 – 17:00.
- Please book at least 2 hours in advance.
- You have access to a total of 12 trips per year - in combination with the *Drive Home Safe* service (see below)
- Kindly note that this service is subject to availability and it is therefore advisable to book as early as possible – we can accommodate bookings up to 7 days in advance.

### **DRIVE HOME SAFE SERVICE**

- We will pick you and your vehicle picked up should you have had one too many drinks.
- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; during the following hours:
 

➤ Mondays to Thursdays	17:00 – 01:00
➤ Fridays	15:00 - 03:00
➤ Saturdays	16:00 – 02:00
➤ Sundays	16:00 – midnight
- Please book at least 2 hours in advance.
- You have access to a total of 12 trips per year - in combination with the *Driver Services*
- Kindly note that this service is subject to availability and it is therefore advisable to book as early as possible – we can accommodate bookings up to 7 days in advance.

### **AIRPORT SERVICE**

- We will drive you to and from the airport.
- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; 7 days a week from 04:00 to midnight.
- Please book at least 48 hours before your flight.
- You have access to a total of 6 trips per year for this service (over and above the 12 trips for the above-mentioned *Driver* and *Drive Home Safe* services)
- If you need to make a change in your booking due to a flight change, a 3 hour notice period will be sufficient, depending on availability of the service
- The service is only available to the policyholder and his/her direct family members

- When booking a trip it is your responsibility to provide us with the flight number as well as the correct pick-up and drop-off times to allow for check-in and boarding procedures
- *Ad hoc* or last minute requests will be accommodated 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.
- Bookings for trips on 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 2 hours to meet the driver. After the 2 hours, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled.
- Cancellation and rescheduling:
  - two hours prior to booked collection time – no charge
  - less than two hours prior to booked collection time – one trip will be eliminated from your annual allowance
- Please note that MUA and its service providers cannot be held liable for:
  - the loss or damage to any personal belongings such as cell phones, laptops, electronic equipment or luggage.
  - any costs you have to incur due to late arrivals or missed flights due to natural disasters, traffic or law enforcement actions (such as road blocks)
- Kindly note that these services are subject to availability and it is therefore advisable to book as early as possible – we can accommodate bookings up to 7 days in advance.

### **CRIME VICTIM ASSIST**

This is a 24 hour crisis management service to assist you in the event of a hi-jacking or home invasion. We will assist with the following:

- In the case of your cell phone being stolen in a hi-jacking or home invasion, we will provide you with a cell phone loaded with pre-paid airtime to the value of R200
- In the case of your vehicle being stolen or hi-jacked, we will provide you with Group B car hire for 48 hours to keep you mobile
- In the case of your credit card being stolen, we will provide you with a pre-loaded debit card up to the value of R500 to assist you in the interim
- In the case of your keys being stolen in a hi-jacking or home invasion, we will send a locksmith to your house to assist you with your locks, up to the value of R1,000 per annum
- In the case of you being hi-jacked at your place of residence, we will place a security guard at your house for 24 hours
- We will provide application forms from Home Affairs if your ID book, passport or driver's licence was stolen or lost in the incident.
- Investigation services to the value of R25 000 to assist with identifying the perpetrators of the incident and recovery of your possessions.

Call 0861 000 682 to access any of the MUA Concierge benefits as described in this leaflet. In the unlikely event of difficulty using the 0861 number above please dial 076 715 8967 for assistance.

*Partners and benefits may change from time to time.  
All benefits are only redeemable via the call centre.  
Terms & conditions apply. E&OE.*