

# OTHER PRODUCTS AND SERVICES

## SOS SERVICES

### ROAD ASSISTANCE

A 24 hour contact for roadside emergency services anywhere within the borders of South Africa:

- a) Assistance or towing of your vehicle to the nearest place of repair, safekeeping or your home after mechanical or electrical breakdown.
- b) Assistance to jump-start your vehicle. If it is still under warranty, we will not jump start your vehicle but it will be towed to the most appropriate place of repair or safekeeping.
- c) Assistance to change tyres of your vehicle. If you have called for the tyre change service and you do not have a spare tyre and your vehicle needs to be towed instead, you have to pay the cost of the towing.
- d) 10 litres of fuel if your vehicle ran out of fuel. This service is limited to six incidents a year.
- e) Assistance to unlock your car if your keys are locked in your vehicle. We cover the call out fee and one hour labour. If your vehicle is a newer model and we cannot unlock it, we will arrange to have it towed to the most appropriate place of repair, safekeeping or where you request. You have to pay the cost of this towing.
- f) If the roadside incident occurs more than 100 km away from your home, you have access to one of the following services to a maximum of R 500 :
  - accommodation for one night
  - arrangement of a taxi service
  - rental of a class B vehicle ( valid credit card to be produced )
- g) Cost of repatriation (towing or transportation) of your vehicle after repair.

### HOME ASSISTANCE

A 24-hour helpline to assist you at your home. We will arrange for the services of an electrician, plumber, locksmith or glazier if you have an emergency that requires household repairs within two hours of your call for assistance, to avoid any additional damage to your home. The service is also available if you have no access to essential services, like electricity, hot water or sanitary use.

This service is limited to three incidents a year. We will contribute up R500 per incident.

### HOME DRIVE ASSISTANCE

To drive you home, in your own vehicle, if you had more to drink than the legal limit. This service is limited within a 50km radius of the city centres of Johannesburg, Pretoria, Nelspruit, Polokwane, Durban, East London, George, Cape Town, Bloemfontein and Port Elizabeth and to six call-outs per year.

This service operates in the following manner:

- a) The service starts at 17h30 and ends at 03h00 daily;
- b) During off peak times from Sunday evening to Thursday morning you must book this service between 08h00 and 02h00, at least 45 minutes before your intended departure;
- c) During peak times from Thursday evening to Sunday morning you must book this service between 08h00 and 01h00, at least 45 minutes before your intended departure;
- d) On public holidays, you must book this service before 17h00 on the day before the public holiday;
- e) If you wish to cancel the arranged booking, this must be done at least two hours before the arranged collection time.

### ROUTE ASSISTANCE

A 24-hour limitless directions helpline, within the borders of South Africa, by telephone or fax or e-mail, if you are lost and need directions.

### MEDICAL ASSISTANCE

A 24-hour service to assist you with emergency telephonic medical advice, transport by road or air ambulance to hospital, arranging for your family to be notified of your condition and telephonic trauma counselling.

### LEGAL ADVICE

A 24-hour helpline to assist you with legal advice on matters such as criminal offences, fines, debt, contracts, labour law, divorce, maintenance, accidents and more. This advice is given by qualified and experienced attorneys, with no limit to the use of the service.

## CLAIMS

Call 0860 505 911 to make use of the benefits.



## **SERVICE PROVIDERS**

Roadside assistance, home assistance, route assistance, home drive assistance and medical assistance services are provided by Europ Assistance South Africa (Pty) Ltd.

Legal advice benefit is provided by Legal Exchange Corporation (Pty) Ltd.

## **DISCLAIMER**

Santam Limited will not be liable for any consequences resulting directly or indirectly from you using or not using these benefit

