



INNOVATION MAVEN

ROADSIDE ASSISTANCE PROGRAMME

0861 000 652

Dear broker

We have pleasure in sending you more information on the AA Fleetcare Roadside Assistance programme. On joining members will receive a membership card and no tow sticker.

AA FLEETCARE ROAD PATROLS/YELLOW VANS & BATTERY-SERVICE VANS

This is a 24-hour service. The primary objective is to affect on-the-spot mobility at the roadside. The service is limited to R500 and is available in the major metropolitan areas of Johannesburg, Tshwane, Cape Town, Durban, East London, Port Elizabeth, Rustenburg, Polokwane, Nelspruit, George and Strand/Somerset West. Some of the services offered include:

- Change of a flat tyre
- Fuel assistance (cost of fuel for member's account)
- Flat battery (jump start or replacement of battery for the member's account)
- Key-lockout service (unlocking only; cost of replacing keys is for the member's account)
- Minor roadside-running repairs (electrical, coil, immobiliser, battery-related breakdowns etc.)

LOCKSMITH SERVICES

This is a 24-hour service. In the event that an AA road patrol is unable to open a vehicle to retrieve the keys from the vehicle or should the breakdown have occurred outside of an AA road patrol operating area, the AA will dispatch an accredited locksmith service provider to the incident scene to open the vehicle. The service is limited to R300. The AA will not pay for repairs, the replacement of a lock or ignition switch or the cutting of keys.

AA TOW TRUCKS / CONTRACTORS – MECHANICAL / ELECTRICAL BREAKDOWNS

This is a 24-hour service. The primary objective of the AA tow truck fleet or AA's accredited tow contractor fleet is to tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest approved AAQA repairer. The service is limited to R500 and is available throughout South Africa, Lesotho and Swaziland.

CAR HIRE

In the event that a vehicle has broken down more than 100km from the member's home, the AA will pay for 24-hour, Group-B car hire for the member to complete his/her journey or to return home. This service is subject to availability and the driver must be in possession of a valid credit card and driver's license. The service is limited to R500 and includes the costs of the daily car rental, rates per kilometer travelled, insurance fees and the delivery /





collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the member's account.

OVERNIGHT ACCOMMODATION

In lieu of the car-rental option, arrangements can be made for overnight accommodation for the driver and four passengers. The service is limited to R500.

VEHICLE REPATRIATION

Should the member choose the car-rental option and continue his journey while the vehicle is being repaired, the AA will pay towards the costs of providing the member with a 24-hour, Group-B car hire to collect the vehicle after repairs. Alternatively, a flight ticket can be arranged. The service is limited to R500 and includes the costs of the daily car rental, rates per kilometer travelled, insurance fees, and the delivery / collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the member's account.

ACCIDENT TOW

In the event of an accident, the AA will arrange for the vehicle to be towed to the nearest AA quality-assured panel beater from the accident scene. The cost of the first 40km is covered (starting from the point of dispatch) thereafter a charge of R7.70 (ex Vat) is applicable.

GENERAL TERMS & CONDITIONS

- Services will only be rendered to vehicles covered under the policy.
- AA roadside-assistance services are only available in the event that the breakdown occurs in South Africa, Lesotho or Swaziland. The AA will not refund breakdown assistance charges for breakdowns that occur in any other country.
- All services must be authorised, arranged and managed by the AA call centre. Any costs incurred through arrangements made by the member without prior authorisation from the AA call centre, shall not be reimbursed.
- The AA's liability only extends to the towing of one vehicle and not a trailer, boat or caravan. Multiple tows (e.g. where you need a trailer, boat or caravan towed) will be for the member's account.
- A member will only be entitled to the car hire and overnight accommodation benefits if the vehicle was towed by the AA.
- An accident shall be defined as damage to one or more body panels (which will require repair in a body shop) as a result of a collision with another vehicle or object. An accident shall also include instances where the engine catches fire, or where impact with a pothole, kerb or pavement results in damage to the suspension, wheels or undercarriage (and not necessarily the body panels), and where it is clear to the customer and the service provider that the damage is of an insurable risk nature, irrespective of whether or not the car is insured. In instances of doubt the AA shall arbitrate on this latter definition. In the event of the accident being caused by mechanical failure, the incident will be considered to be an accident.
- A member will not be entitled to service where:
 - The vehicle is not in a roadworthy condition
 - The vehicle is a motor home or large panel van
 - The vehicle has a gross mass exceeding 3.5 tons
 - The fault is with a trailer, boat trailer or caravan
 - The vehicle is already at a place of repair





- The AA does not refund:
 - Labour, overtime or cellular-phone charges, toll-gate fees, call-out fees, weekend levies, storage charges, hitching/salvage/recovery fees and the cost of spare parts
 - Repair charges
 - Charges for assistance rendered by a private person
 - Charges for assistance required due to participation in a motorised-sporting event
- Overall limit of R5 000 per policy per annum applies.

In the unlikely event of Telkom lines being down, please contact 083 789 0417 for assistance in a roadside emergency.

HOME ASSISTANCE

Home assist is a 24-hour help line, offering assistance with emergency household repairs that need to be carried out within two hours of the call for assistance and that could result in consequential damages. It may also refer to a situation where a member has no access to essential services such as electricity, hot water or sanitary use.

Service providers are dispatched when emergency repairs are required on the following components:

- Electrical
- Plumbing
- Locksmith
- Glazier
- Tree Feller
- Appliances (members will be assisted with appliances but on a member-to-pay basis only)

PRODUCT BENEFITS

- Three incidents per year are covered up to a maximum of R2 000 per year
- This cost includes a call-out fee and the first hour.s labour
- The service provider's account is settled on behalf of the member
- The benefit period is one calendar year (from 1 January to 31 December) and the benefit does not accumulate, but is a maximum amount per incident
- A repair incident is considered per service category, e.g. if an electrician is called out to repair a fault on the distribution board as well as an electrical connection, this is treated as one call out
- Members are assisted in the event of a non-emergency situation, however the member is then liable for costs and must settle directly with the service provider at the time of the repair

ELECTRICAL REPAIRS TO:

- Distribution boards, circuits and main cables
- Earth-leakage relays
- Geyser connections, thermostats and elements
- Plug points causing power failures





- General house wiring
- Light fittings or switches causing power failures
- Lightning strikes on wiring
- Burnt connections
- Connections to all electrical motors (e.g. electric gate motor)
- Municipal connections inside the property

Exclusions:

- Electric gates and doors
- Jacuzzi, swimming-pool and borehole pumps
- Air conditioners and commercial refrigeration
- Repairs not complying with regulated specifications such as SABS and others

PLUMBING REPAIRS TO:

- Burst water connections and pipes
- Municipal connections inside the property
- Blocked drains, toilets, baths, taps and sinks
- Geyser overflow and valves (Latco and pressure release)

Exclusions:

- Jacuzzi, swimming pools and boreholes
- Leak-detection inspections
- Repairs not complying with regulated specifications such as SABS and others

LOCKSMITH SERVICES:

- If keys are broken off or lost for a main entrance or exit of the house

Exclusions:

- Burglary incidents .the member will be assisted, but is liable for the cost and must reclaim this cost from the insurer or home owner.s policy
- Outbuildings and garages
- Padlocks

APPLIANCE REPAIRS TO:

- Fridges and freezers
- Washing machines
- Stoves and ovens only if complete function is lost .if one or more plates are working, it is not deemed an emergency repair

Exclusions:

- Damages to cosmetic parts (parts not influencing the correct operation of the appliance)
- Repairs to items damaged due to theft, rust, fire and ordinary wear and tear
- All appliances not listed above such as microwave ovens, tumble driers, TVs, DVD and video players, sound equipment and hand-held appliances





GENERAL

Incidents not attended to on the instruction of the case manager, will not be considered after any repair. Emergency repairs are only undertaken at the member.s permanent residence. Emergency repairs outside the domestic dwelling are not included, i.e. office premises, public buildings, outbuildings not attached to the main building, etc. If the appliance is still under warranty, it will be referred to the manufacturer for repairs.

SERVICE GUARANTEE

This varies from one service provider to another and will be stated on the service provider.s invoice.

MEDICAL ASSISTANCE

MEDICAL ADVICE & INFORMATION HOTLINE

The medical personnel, including paramedics, nurses and doctors, shall be available 24 hours a day to provide general medical information and advice. This is an advisory service as a telephonic conversation does not permit an accurate diagnosis.

EMERGENCY MEDICAL ADVICE & ASSISTANCE HOTLINE

In addition to the general medical-advice service, medical operators will guide a member through a medical crisis situation by providing emergency advice or by organising for the member to receive the support required, utilising the 24-hour contact-centre doctor. This service includes referrals to crisis lines in case of:

- Family & Domestic Abuse
- Rape Counselling
- Trauma Counselling
- Child Abuse
- Bereavement Counselling
- HIV Counselling
- Suicide Hotline - Life Line
- Poison Hotline . In House

EMERGENCY MEDICAL RESPONSE

An appropriate road and/or air response will be undertaken utilising an ambulance, a rapid-response vehicle or a helicopter (all of which are manned by appropriately qualified and experienced emergency-care practitioners, paramedics or doctors) immediately to the scene of a medical emergency where appropriate life-saving support will be provided to the member and where relevant, the member will be stabilised before transfer is provided to the closest appropriate medical facility.

MEDICAL TRANSPORTATION

In the event of a member's involvement in a medical emergency, emergency medical transportation will be





provided by road and/or by air ambulance, under appropriate medical supervision, if necessary, to the nearest medical facility capable of providing adequate care. Medical considerations, the degree of urgency, the member's state and fitness to travel and other considerations, including, but not limited to, airport availability, weather conditions and distance to be covered as assessed by the contact-centre doctor and support staff will determine whether transport will be provided by medically-equipped helicopter, regular scheduled flight, rail or road. We reserve the right to bill the patient at the tariff if no form of cover for transportation is evident. Overall limit of R10 000 per policy per annum applies.

LIFESTYLE BENEFITS

We promise the ultimate lifestyle and shopping experience with great discounts and offers of over 300 great brands in: Security, Automotive, Boating, Connect & IT, Services, Retail Added Value, Health & Vitality, Home & Décor, Kids World, Leisure & Entertainment, Travel, Concierge, Education and Online Shopping.

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