



Assurant Commercial Assist offers members full peace of mind in the event of an Emergency.

Call **0861 777 011** for assistance 24/7/365

PRODUCT BREAKDOWN



Roadside Assistance

Mobile Mechanic Breakdown Service

Should the vehicle become disabled as a result of mechanical or electrical breakdown, a mobile mechanic will be dispatched. The costs will be for the member's or driver's own account and is payable by the member to the Service Provider at the time of incident. This service will be arranged up to a 60km roundtrip (from starting point to the point of dispatch). Services available 24/7/365 in South Africa, Lesotho and Swaziland.

Flat Battery

The Call Centre will arrange to have the vehicle jump started. If the Call Centre cannot resolve the problem at the scene, the vehicle will be towed by an appointed Service Provider to the nearest most appropriate place of repair or safety. This service will be arranged up to a 60km roundtrip (from starting point to the point of dispatch).

Run out of fuel

The Call Centre will arrange for fuel to be delivered to the member. The Call Centre will supply up to 10 litres of fuel for the member's account. This service will be arranged up to a 60km roundtrip (from starting point to the point of dispatch) and is limited to 2 incidents per annum. Additional fuel can be arranged at the member's cost.

Flat Tyre

The Call Centre will arrange to have the tyre changed using the member's spare tyre. In the event that there is no spare tyre, the Call Centre will arrange for the vehicle to be towed to the nearest approved repairer or fitment centre. This service will be arranged up to a 60km roundtrip (from starting point to the point of dispatch).

Keys locked in vehicle

The Call Centre will arrange to open the vehicle and retrieve the car keys. This service will be arranged up to a 60km roundtrip (from starting point to the point of dispatch). If the Call Centre cannot resolve the problem at the scene, the vehicle will be towed by an appointed Service Provider to the nearest most appropriate place

of repair or safety. This service will be arranged up to a 60km roundtrip

Mechanical and Electrical Breakdown

The Call Centre will tow the vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer up to a 60km roundtrip (from starting point to the point of dispatch).

Accident Tow

In the event of an accident, the Call Centre will arrange for the vehicle to be towed to the nearest insurance approved motor body repairer from the accident scene. The Service is facilitated within a 100km round-trip (from starting point to the point of dispatch).

Courtesy Transport and Overnight Accommodation

Should the member find themselves stranded 100km or more from home or office because of a vehicle breakdown or an accident, the Call Centre will arrange one of the following services:

Courtesy Transport

A 24-hour, Group B rental vehicle can be arranged for the member by the Call Centre. In order to secure the booking on behalf of the member, the member needs to have a valid driver's licence and credit card.

Hotel Accommodation

The Call Centre will arrange for one night's hotel accommodation for the driver of the vehicle at one of our preferred providers in the area.



Roadguard

Roadguard

The Road Guard Service provides armed response units to members during a roadside justified emergency. This Road Guard will be dispatched to the member by the Call Centre and will wait with the member for up to a maximum of 2 hours. The Call out and 2-hours waiting period is covered.



Medical Assistance

Medical Assistance

The Call Centre provides immediate access to a team of dedicated nurses and paramedics, together with a national complement of accredited medical assistance Service Providers who will assist with a medical emergency.

The services include:

Medical Advice
Medical Referrals
Emergency Medical Transportation
Call forwarding service



Legal Assistance / Motor Law

Legal Assistance / Motor Law

The Legal Advice Service is a powerful, dynamic product through that, provides a comprehensive legal assistance service to the individual and his/her immediate family.

The services provided includes:

24-hour Legal Assistance
Legal Advice
Free Legal Standard Documents
30-minute free Consultation



Home/Office Assistance

Limits

The member will be assisted with up to 3 incidents per annum. First hour call-out and labour is covered.

Emergency Services

The Home/Office Assistance programme provides assistance to the member when they are involved in a Home/Office Emergency. A Home/Office Emergency means any sudden, unexpected and/or unforeseen event at the member's home/office requiring the immediate and/ or urgent services of a domestic tradesman to limit/ minimize or prevent further damage to the home/office.

This service is restricted to home/office emergencies and only applies to the member's eligible premises/ primary place of permanent residence/office, within the Republic of South Africa and used for domestic/ commercial purposes where specified, including outbuildings.

Services Rendered:

Plumbers; Glaziers; Electricians; Locksmiths; Tree Felling; Beekeepers; Pest Controllers - Borer Beetle /Thatch Lice/ Dust Mites/ Cockroaches /Fleas Fish Moths/ Ants/ Ticks / Bedbugs/ Rodents- ONLY