













Assurant Assist Roadside Assist Benefits

Service	Entitlement (Unit of Cover: Passenger Vehicles)
<p>AA Patrol and Battery Services</p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center;"></div> <div style="text-align: center;"></div> <div style="text-align: center;"></div> <div style="text-align: center;"></div> </div>	<p>This service is available 24/7. The primary objective of the AA Patrol and Battery Services fleet is to effect on-the-spot mobility at side of the road. This service is available in urban areas up to 60km. Thereafter, any additional km's will be for the Policyholder's account.</p> <ul style="list-style-type: none"> Flat tyre change Out of fuel - Provision of fuel to a maximum of 10 litres (Member to pay for fuel) Jump-start Mobile battery sales (battery for FNB members account) Key lockout service Minor roadside running repairs, includes electrical, coil, immobilizer, battery related breakdowns where possible.
<p>AA Locksmith Services</p> <div style="text-align: center;"></div>	<p>This service is available 24/7. In the event that an AA Patrol Service is unable to open a vehicle to retrieve the keys, or should the incident have occurred outside of an AA Patrol Service operating area, the AA will dispatch an AA accredited locksmith service provider to the incident scene to open the vehicle. The service is limited to 60km, thereafter the Policyholder will be required to pay the additional km's.</p> <p>Maximum cover per call out is R500 excl VAT.</p>
<p>AA Mechanical and Electrical Breakdown Tow</p> <div style="text-align: center;"></div>	<p>In the event of a mechanical or electrical breakdown and requires a tow, the AA will arrange for the vehicle to be towed to the nearest accredited/preferred dealer/repairer/yard from the breakdown scene. The Assurant Risk Solutions may also choose their own destination within the 60km service. The service is limited to 60km, thereafter the Policyholder will be required to pay the additional km's.</p> <p>Should it be that the dealership is closed for overnight (weekdays), a weekend or public holiday, the AA will tow the vehicle to either the AA depot if an AA tow-truck is being used or if an appointed contractor, to the contractors safe yard for overnight storage. Once the dealership is open, the AA will tow the vehicle to the dealership.</p> <p>OVERNIGHT STORAGE: 2 NIGHTs FREE (week nights) WEEKEND STORAGE: FREE PUBLIC HOLIDAY: FREE</p> <p>Thereafter, a rate of R165.80 (excl VAT) will be charged per night</p> <p>Second tow - A rate of R8,20 EX VAT will be charged once the 60km round trip benefit has depleted</p>
<p>Accident Towing & Attempted Theft</p> <div style="text-align: center;"></div>	<p>In the event of an accident, the AA will arrange for the vehicle to be towed from the accident scene to the destination indicated by the Assurant Risk Solutions or by the Assurant Risk Solutions Client. All costs are for Assurant Risk Solutions.</p>

<p>24-hour Car Hire (if broken down more than 100km from home)</p> 	<p>In the event that a vehicle has broken down more than 100km from the Assurant Risk Solution's members home, the AA will pay for 24-hour car hire to complete the journey or to return home. The hired vehicle will be a Group B vehicle, subject to availability. Cover excludes fuel, toll and one way delivery costs. This service is subject to the car hire company terms and conditions i.e., the Assurant Risk Solutions member must have a valid driver's license and a valid credit card.</p> <p>The service is limited to R500 per incident.</p>
<p>Overnight accommodation (if broken down more than 100km from home)</p> 	<p>In the event that a vehicle has broken down more than 100km from the Assurant Risk Solutions member's home, and provided that the member has elected to forfeit the 24-hour car hire option above, the Assurant Risk Solutions member will be allowed to make their own arrangements for accommodation. The service is limited to R500 per incident. The Assurant Risk Solutions member is expected to claim this value back upon receipt of invoice to the AA.</p>
<p>Message Relay Service</p>	<p>The AA will relay any messages of delay or changed arrangements to nominated family members or stipulated persons.</p>
<p>Stand By You</p> 	<p>The objective of the roadside security response service is to provide security to customers who require roadside assistance. This will consist of an armed ADT Security response officer at the incident scene, to secure the scene and wait with the customer until the AA technical service arrives.</p> <p>The service is available in the Major Metropolitan areas of South Africa</p>
<p>AA Mayday Emergency Medical Assistance</p> 	<p>The AA provides 24-hour AA Mayday emergency medical assistance services for unforeseen medical emergencies. The AA will arrange for emergency medical evacuation to a suitable medical facility in the event of a medical emergency.</p> <p>The service is available nationally and the service is provided by Netcare 911</p>
<p>AA Travel Services</p>	<p>The AA Vehicle Expert service gives the policyholder peace of mind that qualified help is on call whenever they need assistance with:</p> <ul style="list-style-type: none"> ➤ Technical questions and queries ➤ Motoring legal advice and assistance ➤ Advice on buying and selling vehicles <p>Terms and Conditions:</p> <p>This service is an access and information service only.</p>
<p>AA Road Legal Services</p>	<p>AA Travel Assist offers policyholders an advisory service regarding travel routes and distance calculations, directions and road conditions and referrals to relevant accommodation establishments enroute saving policyholders time and money. Our advisory desk provides a personal experience, ensuring that policyholder's needs are met.</p>

Assurant Assist Household/Office Benefits

<p>AA Home Assist</p> <div style="text-align: center;">  </div>	<p>AA Home Assistance services provides 24/7 assistance in any home emergency at the policyholder's permanent residence, including outbuildings:</p> <ul style="list-style-type: none"> • A home emergency is an unforeseen and unexpected event that requires immediate attention in order to ensure the continuation of essential services, and/or to limit consequential damage or sanitation risk. • The policyholder is covered for the cost of the call-out and one hour labour. • Exclusions include, but are not limited to, normal wear and tear maintenance, electric motors, access to septic tanks, safes, as well as municipal electrical and water connections. <p>For other home services such as appliances, garden services, gate motors, intercoms, etc, the Case Manager will provide quotes from more than one service provider and make an appointment, with costs for the policyholder's account.</p> <p>Cover is limited to 3 x call-outs per policyholder per annum</p>
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