

HOME ASSISTANCE

Available 24 hours a day 365 days a year

Our Home Assistance programme provides assistance to you when you are involved in a Home Emergency. A Home Emergency means any sudden, unexpected and/or unforeseen event at your home requiring the immediate and/or urgent services of a domestic tradesman to limit/minimise or prevent further damage to the home.

This benefit is restricted to home emergencies and only applies to your eligible premises/primary place of permanent residence, within the Republic of South Africa and used for domestic purposes, including outbuildings.

Emergency Services Notification and Call-out

At your request our Assist Call Centre will relay a notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

Mobile Notification Services

As a member you will receive an SMS notifying you of the update on your active case. The below details will be sent to your mobile phone after lodging a case:

- Name of Primary Case Manager
- Reference Number (ease of calling in and enable anyone of the Assist Agents to intervene or provide further details to the caller member)
- Once a Service Provider has been appointed, the responding Service Provider details will be sent along with the ETA
- Any changes made to the case (new Service Provider, additional requests – breakdown, needs a tow etc.)
- If there is a shift change, the details of your New Case Manager will also be sent

*Please note that each benefit will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.

Home Assistance offers the following emergency services to customers:

- Plumbers
- Glaziers
- Electricians
- Locksmiths
- Tree Felling
- Bee Keepers and Pest Controllers
- Appliances (member will be assisted but on a member-to-pay basis only)

Terms and Conditions

- Overall limit of three incidents or R2000 per member per annum applies.
- Please note that the call out fee and first hour of labour will be covered under your Home Assistance, however the cost of parts and additional labour will for your own account.
- Where the incident is not considered an emergency that requires immediate attention, we will provide a referral for any specific Service Provider and all costs will be for the member's account.
- The benefit period is one calendar year and the benefit does not accumulate, but is a maximum amount per annum.
- A repair incident is considered per service category, e.g. if an electrician is called out to repair the distribution board as well as an electrical connection, this is treated as one call out.
- Benefit excludes maintenance (Of any kind)

Specific Exclusions:

- Replacing light bulbs
- Adjustment of thermostats
- Any remote controls or access controls
- Normal wear and tear
- Safes.

PLUMBERS

Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following:

- Visible burst water connections and pipes
- Blocked drains, toilets, baths and sinks, causing further damage to the home
- Emergency Geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems

Exclusions:

Jacuzzi, swimming pools and boreholes and borehole pumps; Leak detection inspections, Repairs not complying with regulated specifications such as SABS and others, Leaking taps, Replacement of a burst geyser, septic tanks and water supply interruptions to permanent residence

GLAZIERS

- Glazier assistance is a 24-hour help line, offering assistance were a service provider is dispatched to ensure that damaged windscreens, side glass or building glass can be professionally replaced
- Broken or badly cracked window panes which could result in access to the residence
- No materials are covered as this is for the clients account (i.e. the cost of the glass etc. is for the client's account)

ELECTRICIANS

Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following:

- Distribution boards, circuits, main cables causing power failure
- Earth-leakage relays causing power failure
- Geyser connections and elements, causing 100% power failure
- Plug points causing 100% power failure
- Light fittings or switches causing 100% power failure
- Lightning strikes on wiring
- Multiple burnt connections on wiring or plug points causing 100% power failure
- Connections to all electrical motors (e.g. electric gate motor) causing 100% power failure

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; All electrical motors (e.g. electric gate motor); Main electrical supply interruptions to permanent residence.

LOCKSMITHS

- If keys are broken off or lost for a main entrance or exit of the house (This includes outbuildings)
- If a person is locked inside the house or any room within the house

Exclusions:

Burglary incidents (the client will be assisted, but is liable for the cost); and garages; padlocks; replacing of damaged locks (the client will be assisted, but is liable for the cost); business premises (Business premises - Only applicable for Office Assistance)

Additional benefits also Included are:

- Tree Fellers, Bee Keepers and Pest Controllers - paid for up to the per incident limits and only within day light hours
- Should a break in occur, security assistance and guarding services will be provided at the clients' request. This will be for the clients own account

Estimated Service Times:

Urban Areas = average response time is 35 to 80 min (from time of dispatch - 40km to 100km) with the potential of extended response time on weekends only.

Rural Areas = average response time is 80 - 240 min (from time of dispatch - in excess of 100km)