



EMERGENCY ROADSIDE ASSISTANCE

Reef Assist offers members access to essential emergency assist services.

Call **0861 292 270** for assistance 24/7/365

In the unlikely event of Telkom lines being down, please call **083 791 0157** for assistance

Road Patrols

The objective is to get the client mobile on the roadside.

These services are covered nationally including Lesotho and Swaziland and are limited to R500.

Services Include:

- Change of a flat tyre
- Fuel assistance (the first 5 litres is covered and cost thereafter will be for the client's account).
- Jump start for a flat battery
- Faulty battery replacement & fitment. Payment can be made by cash or credit card. The battery offered is a leading battery brand at a competitive market-related price.
- Keys locked in vehicle - unlocking service only; cost of replacing keys is for the client's account.

Locksmith Services

In the event that the road patrol is unable to open a vehicle to retrieve the keys from the vehicle, the call centre will dispatch an accredited locksmith to the incident scene to open the vehicle. The service is limited up to R500. The Service Provider will not cover the cost for repairs, the replacement of a lock or ignition switch or the cutting of keys.

Mechanical / Electrical Breakdowns

The primary objective of the Service Provider is to tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer. The service is limited up to R750 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 client's home, the call centre will pay for 24-hour, group-B car hire for the client 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, unlimited kilometre allowance, insurance fees and the delivery/collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the client's account.

Overnight Accommodation

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

Vehicle Repatriation

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

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 (MBR) or client nominated repairer from the accident scene.

When you use this authorised towing service we will reduce your motor excess by R500 for every motor accident claim. We encourage you to use this service because it will reduce towing costs & in so doing, assist in keeping your premiums in check.

Message-Relay Service

In the event of an electrical / mechanical breakdown or an accident, the call centre will on request relay any urgent messages to friends, colleagues or family members to advise them of the client's circumstances.

Storage

Should it be required, arrangements will be made for the safe storage of the vehicle overnight or weekend to a maximum of 4 days. On the next working day the vehicle will be re-located to the nearest approved dealer or competent repairer. Cost of a second tow will be for the client's own account

General Terms & Conditions

- Services will only be rendered to validated clients.
- Roadside-assistance services are only available in the event that the breakdown or accident occurs in South Africa, Lesotho or Swaziland. The service provider will not refund breakdown or accident assistance charges for incidents that occur in any other country.
- All services must be authorised, arranged and managed by the call centre. Any costs incurred through arrangements made by the client without prior authorisation from the call centre, shall not be reimbursed.
- In the event of a mechanical or electrical breakdown, the vehicle is to be towed to the closest franchised dealer or repair centre from the scene of the breakdown.
- The liability only extends to the towing of one vehicle, a trailer and or caravan. Multiple tows will be for the client's account. Second Tows will be for the client's account.
- A client will only be entitled to the car hire and overnight accommodation benefits if the service provider towed the vehicle.

- 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 service provider shall arbitrate on this latter definition. In the event of the accident being caused by mechanical failure, and in essence where the vehicle under these description is non-drivable, the incident will be considered to be an accident.
- In the event of an accident, the vehicle is to be towed to the closest insurance approved motor body repairer (MBR) or to a client elected panel beater.

The Client 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 or trailer or caravan has a gross mass exceeding 3.5 tons
- The vehicle is already at a place of repair

The service provider 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