

PERSONAL ASSIST

CALL

0861 222 684

In future this number will change to

010 271 3056

ROADSIDE ASSIST

Stofberg Assist is there for you 24 hours a day, 7 days a week and 365 days a year, not only for mechanical and electrical breakdowns but also if you are involved in a collision. Stofberg Assist covers up to R3 000 per annum on a personal lines policy.

ACCIDENT TOWING:

Towing of the vehicle to the nearest approved repairer from the scene of the accident. All costs will be for the insurer or the clients account.

2ND ACCIDENT TOW / BREAK-IN TOW / STOLEN AND RECOVERY TOW

Assistance will be provided, however all costs will be for the insurer or the clients account.

MECHANICAL OR ELECTRICAL BREAKDOWN

We arrange to tow the vehicle to the nearest repairer, within a 40km radius. Where no reputable repairer is available within a 40km radius we will tow the vehicle to the nearest repairer and in this instance will cover the costs up to a maximum of R1 500.

If you are further than 100km from your permanent residence or destination, where available, and at our discretion, we will provide one of the following:

CAR HIRE

A limit of R500 is applicable to this benefit per breakdown. Terms and conditions of the car hire company apply.

OR

OVERNIGHT ACCOMMODATION

A limit of R500 is applicable to this benefit per breakdown. The provision of accommodation is subject to availability.

REPATRIATION OF VEHICLE

A limit of R500 is applicable to this benefit per breakdown. This benefit applies should the vehicle need to be repatriated from the place of repair, on condition that the breakdown was more than 100km from your permanent place of residence or destination.

Stofberg Assist will also cover the cost of the call out fee and first hour labour should you be in need of any of the following services:

- Vehicle Locksmith
- Flat tyre assistance
- Jump start (flat battery).*
- Approximately 20 litres of fuel, should it be required in an emergency situation. The cost of the fuel will be for your own account.

*Jump starting certain vehicles could result in damage to the vehicles' electronics. Stofberg Assist cannot be held liable should you choose to jump start your vehicle rather than tow it to the nearest repairer.

PLEASE NOTE

- Stofberg Assist does not cover the cost of parts or repairs for vehicle breakdowns. This includes, but is not limited to, new batteries, tyres, locks and keys.
- Stofberg Assist does not cover towing costs for vehicle breakdowns on vehicles that are 10 years or older.
- Vehicles over 3 500 kg are not covered.
- Stofberg Assist will not be held liable for any repairs or towing costs not authorised by the contact centre.

ANNUAL LIMIT:

R3 000 per policy on Personal Lines.

EMERGENCY MEDICAL & TRAUMA ASSIST

24 Hour Emergency Assist will provide you with medical assistance 24 hours a day, 7 days a week under the following circumstances:

- Emergency telephonic "911" type medical advice and information.
- Emergency medical response by road or air to the scene of medical emergency.
- Transfer of the patient to the most appropriate medical facility.
- Emotional support and tele-counselling.
- Companionship and/or care of stranded minors.
- Repatriation of patient or return of mortal remains.
- Confidential non-emergency medical information and advice.
- R5 000 Admission to hospital guaranteed (refundable by the patient or their medical aid).

Cover is limited to R10 000 per policy per annum.

ADVANCED HOUSEHOLD ASSIST

At last there is a package of benefits specifically aimed at taking away the difficulties experienced in and around the house / office. These include:

- Electrical
- Motors
- Plumbing
- Appliances
- Appliances
- Locksmith
- Other
- Relocation

Included in this benefit is assistance with the following:

- Tree Felling
- Beekeeping
- Handyman
- Rubble/Rubbish Removal
- Carpet/Upholstery Cleaning
- Fumigation
- Gutter Cleaning
- Relocation

TABLE OF BENEFITS

Using our database of approved service providers, we can assist you with the

ELECTRICAL	MOTORS	APPLIANCES	OTHER
Faulty lights	Gates	Microwave ovens	Tree felling
Faulty plugs	Swimming pools	Stoves	Beekeepers
Geyser thermostats	Jacuzzis	Fridges	Handyman
Geyser elements	Garage doors	Freezers	Rubble/rubbish removal
Power failures	PLUMBING	Washing machines	Carpet/upholstery cleaning
Distribution boards	Blocked drains	Tumble dryers	Fumigation
Earth leakage relays	Leaks	Dishwashers	Gutter cleaning
Stove plates / elements	Tap washers	ELECTRONICS	RELOCATION
General house wiring	Toilet rubbers	Televisions	Moving company
Main cables	Geyser valves	DVD players	Cleaning services
Light switches	Burst pipes	Hi-fi's	Carpet cleaners
Burnt plug points	Blocked baths, sinks & taps	VCR's	Handyman
Lightning wiring	Shower outlets	LOCKSMITHS	Security consultant
Faulty circuits	Water connections	Unlocking of doors	Security guard
	Municipal connections	Replacement of locks	Rubble/rubbish removal
			DSTV/TV installations

* DSTV Installations: not applicable to new installations

PLEASE NOTE:

This is a maintenance product and does not cover replacement of appliances, electronics, geysers or any consequential damages etc.

- Stofberg Assist will not be liable for claims which are not reported to the contact centre or where the service provider has not been appointed by Stofberg Assist.
- Repairs are subject to parts being readily available from suppliers.
- The applicable excess and any amounts exceeding the maximum cover must be directly paid to the service provider.
- No hand-held appliances are covered.
- Cover for replacement of locks is limited to one lock per claim.
- Appliances that are older than 10 years are excluded but can be covered on a fee for service basis.
- There is an overall limit of R4 000 per policy per annum.
- No excess is applicable for any claim lower than R600 (incl VAT) for electrical, plumbing, appliances, motors and electronics.
- An excess of R280 is payable for other/relocation

The maximum cover per claim, faults per claim and excesses shown on the table below are applicable:

PRODUCT	MAXIMUM COVER PER CLAIM	NO. OF FAULTS PER CLAIM	EXCESS PER CLAIM
Electrical & Plumbing	R2 000	4	R 280
Appliance, Motors Electronics & Locksmiths		1	R 280
Relocation/Other	R1 000	1	R 280

Stofberg Assist has a large database of reputable service providers which are available to you, on a referral basis, should you require their service.

ANNUAL LIMIT:

R 4 000 (VAT Incl.) per policy.



PERSONAL LINE ASSIST
CONTACT: 086 1 222 684 In future this number will change to: 010 271 3056

This brochure should be read in conjunction with the policy wording which is available from the broker. These products consist of risk and non-risk products.

These benefits are only available in South Africa.



Underwritten by GENRIC Insurance Company Limited.

GENRIC Insurance Company Limited is an Authorised Financial Services Provider and Registered Short Term Insurer. FSP No. 36499

SAFE 'N SOUND

This is a pre-booking designated driver service that will get you home safely if you have been drinking.

If you are aware of a function or event where after you may need alternative transport home, you will be driven home in your own vehicle by a designated driver.

THIS BENEFIT OFFERS

- 50kms per trip and thereafter a fee per kilometre is payable directly to the driver.
- This service is available for 24/7 365 days a year in the following
 - Johannesburg
 - Pretoria
 - Durban
 - Kaapstad
- This service is available from 18:00 pm - 02:00 am in the following areas:
 - Port Elizabeth
 - Bloemfontein
 - East London
 - George
 - Nelspruit

ANNUAL LIMIT:

6 Trips per policy.

LEGAL ASSIST

Stofberg Assistance provides legal advice and assistance through qualified attorneys.

THIS INCLUDES

- Telephone legal advice.
- Two free half-hour consultations with a lawyer.*
- Pro forma agreements that can be obtained in standard form through us contact the call center, such as domestic help service contracts, standard lease agreements, standard purchase and sale agreements, standard credit agreements.

* At the discretion of our legal representative. It should be noted that this benefit is intended to provide basic telephonic legal advice and for more technical questions, policyholders may be referred to more qualified legal advisers which may have cost implications to the client.

EZZI ASSIST

There is no need for you to remember our telephone number. You simply press a button on your mobile phone and we call you!

- This benefit is available 24 hours a day, 7 days a week, 365 days a year.
- Simply register yourself and direct family members mobile numbers on the following link bit.ly/Stofberg_Ezzi_Assist.
- An activation sms will be sent to your mobile phone which needs to be loaded as a speed dial.
- Should you, or any of the registered persons, need any assistance as specified in your policy wording, simply press the assigned button for 2 seconds and a Customer Experience Ambassador will phone you.*

PLEASE NOTE

The mobile phone needs to have airtime loaded. If you do not have internet access and wish to register or require assistance to register, please call us on 086 122 2684.

*The signal is cellphone network dependent

MOBILE APPLICATION

Help 247 offers an intuitive App to make your assistance service experience even easier. The App offers the following:

- "We Call You" Button
You can simply press the button and the Customer Experience Ambassador will phone you back immediately. We will receive your policy information and geo-location from the App.
- "You Call Us" Button
This allows you to phone the Customer Experience Centre directly from the App.
- "Claims" Button
You can register various claims from the Mobile App.
- "Accident Guide"
A step by step guide to collect important information at the scene of an accident.
 - * Scan the license disc and drivers license.
 - * Add photographs.
 - * Collect third party or witness information.
- "Assistance Services"
View assist products, history and policy wording.
To download the Stofberg Assist App, go to your App store and download the Help 247 App. Alternatively follow this link <http://bit.ly/38dCese>, or scan the QR Code. This App is available on Android, Huawei or iOS devices on the App store as Help247.

