

HELP 247 MOBILE APPLICATION

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

- Panic button to pinpoint your GPS location.
- Add and manage dependants (personal lines) or employees' (commercial lines) and control their level of access.
- View assist products, limits & history and policy wording.
- Log assistance calls from your mobile phone.
- Step by step accident scene guide to obtain essential information at the scene of an accident.
- Scan the license disc and driver's license.
- Collect 3rd party or witness information.

To download the **SIS Assist** Mobile App go to your App store, one of the following links or scan the QR Code. The App is available on Android or iOS devices on the App store as Help 247.



http://bit.ly/help247_Android



http://bit.ly/help247_iOS

CLAIMS ASSIST

We provide you with assistance when you need to claim.

We can help you with emergency services, referral to your approved service providers and can send you the relevant insurance claim forms 24 hours a day, 7 days a week, 365 days a year.

In the event of a motor windscreen claim, you can call our Contact Centre on **010 593 0851**, or submit the claim electronically at **sis@autoboys.co.za**.

LEGAL ASSIST

Legal advice and assistance from qualified attorneys on any legal matter.

This includes:

- Telephonic legal advice.
- 24 Hour legal referral.
- Two, 30 minute consultations with a qualified attorney, at no cost to our client.

In the event of more technical questions, eligible persons may be referred to more qualified legal advisers which may have cost implications to the policyholder.

At the discretion of our legal representative. It should be noted that this benefit is intended to provide basic telephonic legal advice.

The service providers that are contracted by the Contact Centre for assistance services are independent contractors. Although every effort is made to monitor and assess these Service Providers, the responsibility for loss, damage or unsatisfactory workmanship remains with the service provider. **SIS ASSIST** will, however, make every effort to resolve any dispute that may arise, conditional upon the complaint being received in writing within 48 hours of the incident.

SAFE 'N SOUND (Domestic policies only)

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.

Limit:

- 6 free trips per year.
- 50kms per trip and thereafter a fee per kilometer is payable directly to the driver.
- The service is available for personal lines policy holders only
- Services are available in the following areas:
 - Johannesburg
 - Pretoria
 - Cape Town
 - Durban

Please note:

- Subject to availability of drivers.
- Commercial clients can be assisted on a fee for service basis. For the full terms and conditions applicable to Safe 'n Sound please refer to the policy wording available from your broker.

0860 747 247

Should this number not be available,
please call 066 470 3368 / 69

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 valid within the borders of South Africa.



Administered by:

Customer Loyalty Consultants

Authorised Financial Services Provider
FSP No:26908

Underwritten by:

MUTUAL & FEDERAL | risk financing

A member of the OLD MUTUAL Group

Authorised Financial Services Provider
FSP No:12



advanced

0860 747 247

STRATEGIC INSURANCE SYSTEMS

Should this number not be available, please call 066 470 3368 / 69

ROADSIDE ASSIST

Roadside Assist is available 24 hours a day, 7 days a week, 365 days a year and includes the following benefits.

Accident Towing: SIS Assist will arrange for the vehicle to be towed to the nearest approved repairer and will cover costs to a maximum of R 1 500 (incl. VAT) per incident.

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 R 1500 incl. VAT.

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 R 500 incl. VAT is applicable to this benefit per breakdown. Terms and conditions of the car hire company apply.
- **Overnight Accommodation:** A limit of R 500 incl. VAT is applicable to this benefit per breakdown. The provision of accommodation is subject to availability.

Repatriation of Vehicle: A limit of R 500 incl. VAT 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.

Vehicle Locksmiths: Cover will be provided for the call out fee and first hour labour where the keys have been broken or locked in the vehicle.

Flat Tyre Assistance: Cover will be provided for the call out fee and first hour labour to fit the spare tyre. The cost of the repair or the replacement of the tyre is not covered.

Out of Fuel: Cover will be provided for the callout and first hour labour if you are stranded next to the road as a result of running out of fuel. A service provider will be dispatched to deliver the fuel.

Flat Battery: If your vehicle won't start due to a flat battery, we will dispatch a service provider to attempt to jump start the vehicle. It should be noted that jump starting could result in damage to the vehicles' electronics and a tow to the nearest repairer is recommended.

Taxi Services: We will arrange transportation for the occupants of the vehicle in the event of the vehicle having to be towed. The cost of the transportation will be for the clients account.

Message Relay Services: The call centre agent will contact all relatives, employers or colleagues to inform them of any incident if requested by the client.

Trip Monitor: We will contact you at specific intervals during your road trip. This benefit is available within the borders of South Africa.

- Please Note:**
- We do not cover any vehicles over 3500kg. We are able to provide assistance, however you will be liable for all costs, payable directly to the service provider at the time of the incident.
 - **SIS Assist** will not be held liable for any repairs or towing costs not authorised by the contact centre

Annual Limit:
R3 000 domestic policy and R5 000 on a commercial policy.



MEDICAL ASSIST

Medical Assist will provide you with assistance 24 hours a day, 7 days a week, 365 days a year. In the event of a medical emergency, we will arrange the following:

- Emergency telephonic "911" type medical advice and information.
- 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.
- R 5 000 Admission to hospital guaranteed (refundable by the patient or their medical aid).
- Cover is limited to R 10 000 per policy per annum.

- At the discretion of the medical service provider:
- Emergency medical response by road or air to the scene of medical emergency.
 - Transfer of the patient to the most appropriate medical facility.
 - Transfer of life saving medication and emergency blood.

EEZI ASSIST

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

This benefit is available 24 hours a day, 7 days a week.

- REGISTERING FOR EEZI ASSIST:**
1. Simply register yourself and any 3 and direct family members mobile numbers on our website www.stratsys.co.za
 2. Browse to the navigation bar on the left of the **SIS** website and under Assist Products select Eezi Assist
 3. Click on the link Register for Eezi Assist (This will open the Eezi Assist Register page)
 4. Complete the form and click submit.
 5. An activation sms will be sent to your cellphone which needs to be loaded as a speed dial.
 6. Should you, or any of your registered family members, be involved in a vehicle collision, vehicle breakdown, and/or medical emergency or need any other assistance, simply press the assigned button for 2 seconds and the contact centre will call you and provide any service or assistance you require.*

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 0860 747 247.

*The signal is cellphone network dependent.

ADVANCED HOUSEHOLD / OFFICE MAINTENANCE

This comprehensive benefit provides you with assistance for day-to-day household or office repairs with regards to the following:

- Electrical
- Motors
- Plumbing
- Appliances
- Electronics
- Locksmiths
- 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 following:*

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	Air conditioners	RELOCATION
General house wiring	Toilet rubbers	ELECTRONICS	Moving company
Main cables	Geyser valves	Televisions	Cleaning services
Light switches	Burst pipes	DVD players	Carpet cleaners
Burnt plug points	Blocked baths, sinks & taps	Hi-fi's	Handyman
Lightning wiring	Shower outlets	VCR's	Security consultant
Faulty circuits	Water connections	LOCKSMITHS	Security guard
		Unlocking of doors	Rubble/rubbish removal
		Replacement of locks	DSTV/TV installations

* DSTV Installations: not applicable to new installations

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	R280
Appliance, Motor, Electronics & Locksmiths		1	R280
Relocation	R1 000	1	R280
Other	R1 000	1	R280

- Limits:
- There is an overall limit of R4 000 per policy per annum.
 - R280 excess is applicable for claims over R900 Incl. VAT for electrical, plumbing, appliances, motors and electronics.
 - R280 excess is always applicable for other and relocation.
 - Also included in this product is the Relocation benefit which will assist you with moving house / offices. This benefit was specifically created to ease the burden of moving to the policy holder and will cover up to R1 000 (incl. VAT) per move.