

ASSIST

auto  general

Assist

Terms & Conditions

Entertainment Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; motorcycle; buildings; and home contents policies.)

As an added benefit, we also provide you with access to information regarding all major entertainment events, the booking of hotel accommodation, restaurants and general travel arrangements.

Medical Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; motorcycle; buildings; and home contents policies.)

In the event of any medical emergency, you have the assurance of complete access to:

- emergency telephonic assistance;
- emergency response by road or air ambulance to the scene of the incident;
- transfers by road or air to the most appropriate medical facility;
- transfers of lifesaving medication/blood;
- companionship and/or care for stranded minors;
- repatriation of terminally-ill patients if hospitalised far from home;
- repatriation of mortal remains; and
- access to specialised sexual assault crisis centres.

Road Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; and motorcycle policies.)

This package provides you with rapid roadside emergency solutions.

Breakdown Assistance:

- Towing to the nearest dealer after a mechanical/electrical breakdown.
- Cover for the call-out fee plus one hour's labour for a vehicle locksmith if your keys are locked in your car.
- Cover for the call-out fee and one hour's labour when assistance with a flat tyre/battery is required.
- Emergency delivery of ten litres of fuel (fuel cost will be for your own account).
- Roadside referral.
- Mechanic referral.
- Directions service.
- 72 hours' storage after tows.
- Notification and message service for family or business.
- If you are stranded more than 100 km away from home after a breakdown and your vehicle needs to be towed to a repairer, that will be arranged and up to **R500** will be paid towards:
 - courtesy transport for yourself and a maximum of six persons to one nominated destination
 - OR
 - hotel accommodation for yourself and a maximum of six persons if there is an overnight delay
 - OR

- car hire for a 24-hour period, subject to your provision of a credit card guarantee and limited to rental charges, delivery and collection of the hire vehicle, the first tank of fuel and surrender of the vehicle on arrival at your destination.

We will also pay up to **R500** toward the cost of collecting the vehicle and returning it to your normal place of residence after the repair has been effected.

The Breakdown Assistance service has a maximum annual limit of three call-outs per insured vehicle.

Accident Assistance:

Towline Service

You get access to towing services after an accident which include:

- Towing to the nearest approved panel beater/yard
- Collision procedure advice

There is no limit set for accident towing under this benefit

Assist and Towline Number

It's important that you call the Road Assist service after an accident or you will be personally responsible for the cost of the towing and storage of your vehicle.

In the event of an accident we'll send an approved tow truck driver to your location. They will verify your insured vehicle and confirm where your vehicle must be towed.

If your vehicle is towed to an unauthorised location and it is being stored there, repairs will be delayed while you negotiate the price to release your vehicle from their facilities. You will be personally responsible for the cost of the towing and storage of your vehicle.

Should you wish to have the Assist and Towline number on your vehicle please colour print the disc on the last page of this brochure, cut-out and place it on the windscreen of your car in a manner that the print on the face of the disc is visible on the outside of your vehicle. You may use any licence disc holder to display this disc.

You can also access this service, along with the rest of the Assist services, on the Auto & General app anytime, anywhere.

Trauma Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; motorcycle; buildings; and home contents policies.)

This service is operated through a nationwide network of over 110 recognised trauma centres, which offer you:

- three face-to-face trauma counselling sessions;
- assistance with courtroom preparation for witnesses/survivors;
- referral to group therapy and support groups;
- accompaniment to ID parades and court hearings; and
- referral to a place of safety or shelter.

Home Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; motorcycle; buildings; and home contents policies.)

Emergencies inside your home need no longer turn into nightmares! We cover the call-out fee plus one hour's labour for the services of:

- plumbers;
- electricians;
- glaziers; and
- locksmiths.

Members also have full access to a comprehensive database, where referrals are given for:

- builders;
- carpet specialists;
- painters;
- garden services; and
- fire damage repairers.

The Home Assist service has a maximum annual limit of five call-outs per household.

Legal Assist

(Included with all vehicle - comprehensive; vehicle - third party, fire and theft; off-road vehicle - comprehensive; motorcycle; buildings; and home contents policies.)

Qualified attorneys guide you through the legal process and provide telephonic legal and tax advice services for the following:

- legal documentation, e.g. sale, lease, power of attorney agreements, wills and contracts;
- courtroom preparation (all proceedings);
- contractual law; and
- legal representation referral.



Towline and Assist
0860 10 42 10

Auto & General Insurance Company Ltd is a licensed non-life insurer and financial services provider.

05/2022

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