



Fire Assist

We've rebuilt businesses after devastating fires. Now, with Fire Assist we respond before the flames cause severe damage.

What is Fire Assist?

Fire can have a devastating impact on your business. That's why Auto&General gives you direct access to a fire response unit to contain and reduce potential losses in the event of a fire at your insured business premises or boundary of premises. Fire assist is your new rapid response fire containment benefit embedded on our Business Assist offering for clients who have cover for Fire, Office Contents and Buildings Combined cover.

What are you covered for?

- The call-out and costs for a private fire brigade service.

Key Benefits

- Efficient Response: Quick action to control and extinguish fires.
- Expert Team: Highly trained professionals ready to protect your business.
- Comprehensive Fire Fighting Coverage: Ensuring your safety and peace of mind.
- Eco-Friendly Solution: Supporting a greener future while effectively combating fires.
- Unlimited Call-outs: No limitation on the number of call outs at the insured address.

How do I request Fire Assist?

Call **0861 333 877** immediately when you become aware of the fire.

Who qualifies for Fire Assist?

The service is available to clients with Fire, Office Contents and Buildings Combined cover, in the following metropolitan areas:

- | | |
|-----------------|---------------------------|
| • Cape Town, | • Ethekwini, |
| • Johannesburg, | • Mangaung, |
| • Tshwane, | • Nelson Mandela Bay, and |
| • Ekurhuleni, | • Buffalo City. |

If you reside outside one of these covered areas, you will still be able to access this benefit by calling our Assist line on **0861 333 877**. However, you will be responsible for all service costs. While fire services may be limited outside the listed areas, a reasonable effort will be made to assist.

Motor-only policyholders residing in the covered areas can also access this benefit at their own cost.

Important notes:

- You or your representative at the fire scene must:
 - grant our service provider immediate access to the property to provide assistance, and
 - alert our service provider in advance of any animals, and any other possible dangers and/or hazardous conditions at the property.
- Neither we nor our service provider will be liable for any loss, damage or injury caused by entering the property or during the attempt to extinguish the fire.

Don't run the risk!

Protect your business against fire with Fire Assist today.

