



# BLUE

## ADVANCED ASSIST

Authorised Financial Services Provider FSP No.:49122

**0861 666 836**

## MEDICAL ASSISTANCE

Medical Assistance 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).

At the discretion of the medical service provider:

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

### ANNUAL LIMIT:

R 10 000 per policy per annum.

## LEGAL ASSISTANCE

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 eligible persons.

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

## CROSS BORDER ASSISTANCE

The contact centre will gladly assist by putting the client in contact with their broker to arrange the required cross border letter.

## CLAIMS ASSISTANCE

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.

# ROADSIDE ASSISTANCE & ACCIDENT MANAGEMENT

## ACCIDENT TOWING:

Providing assistance for when the client has been involved in an accident.

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.

## MECHANICAL OR ELECTRICAL BREAKDOWN:

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

We will 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 either:

- Hotel accommodation OR
- Car hire for 24 hours AND
- Repatriation of the vehicle, all individual benefits are up to a maximum of R500 per benefit.

## VEHICLE LOCKSMITHS:

Callout & first hour labour costs will be covered for unlocking of the vehicle.

## 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.

## 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.

## FUEL ASSISTANCE:

Cover will be provided for the call-out 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. The cost of the fuel will be for your own account.

## MESSAGE RELAY SERVICES:

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

## ANNUAL LIMIT:

R 3 000 incl. VAT per policy.

## PLEASE NOTE:

We do not cover any vehicles over 3500kg and Blue Assist will not be held liable for any repairs or towing costs not authorised by the contact centre.

# ADVANCED HOUSEHOLD / OFFICE ASSISTANCE

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

- Electrical
- Appliances
- Other
- Motors
- Electronics
- Relocation
- Plumbing
- Locksmiths

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	<b>PLUMBING</b>	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	Window Washing
General house wiring	Toilet rubbers	<b>ELECTRONICS</b>	<b>RELOCATION</b>
Main cables	Geyser valves	Televisions	Moving company
Light switches	Burst pipes	DVD players	Cleaning services
Burnt plug points	Blocked baths, sinks & taps	Hi-fi's	Carpet cleaners
Lightning wiring	Shower outlets	VCR's	Handyman
Faulty circuits	Water connections	<b>LOCKSMITHS</b>	Security guard / consultant
	Municipal connections	Unlocking of doors	Rubble/rubbish removal
		Replacement of lock	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
<b>Electrical &amp; Plumbing</b>	R2 000	4	R 280
<b>Appliance, Motor, Electronics &amp; Locksmiths</b>		1	R 280
<b>Relocation</b>	R1 000	1	R 280
<b>Other</b>	R1 000	1	R 280

All values depicted include VAT.

## LIMITS:

- There is an overall limit of R 4 000 per policy per annum.
- R 280 excess is applicable for claims over R 600 incl. VAT for electrical, plumbing, appliances, motors and electronics.
- R 280 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 eligible person and will cover up to R 1 000 incl. VAT per move.

# 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.
- The service is available for personal lines policy holders only.
- Services are available in the following areas:  
Johannesburg, Pretoria, Cape Town, Durban, Blowmfontein & Mosselbay.

## ANNUAL LIMIT:

6 trips per year

## PLEASE NOTE:

Subject to availability of drivers.

# EEZI ASSISTANCE

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 (personal lines) or employees' (commercial lines) mobile numbers on the following link [bit.ly/blue\\_eezi\\_assist](http://bit.ly/blue_eezi_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 call centre agent 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 010 271 3074.

\*The signal is cellphone network dependent.

This brochure should be read in conjunction with the policy wording which is available from your broker. These products consist of risk and non-risk products. These benefits are only valid within the borders of South Africa.



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