



ASI BLUE ASSIST

Personal Lines

0861 797 798 or (011) 991 88 66

ASI Domestic Plus customers enjoy exclusive access to a world of premium emergency assistance benefits. Services are delivered via a dedicated 24-hour call centre and are available anywhere in South Africa. **Customers have access to the following benefits:**

01. Roadside Assistance Plus

▶ Mechanical and Electrical Towing

In the event of a mechanical or electrical breakdown, the roadside assistance service is available 24 hours 7 days a week and provides for an approved towing service provider to tow a customer's vehicle to the nearest point of repair within a 150km radius from the breakdown location. The service is available throughout South Africa, Lesotho, and Swaziland. Where there is no closest repairer available then towing cost will be covered up to R2500 including VAT.

▶ Additional benefits

Customers stranded more than 100km away from their place of residence will qualify for additional benefits such as 3 days group B car rental (R1500 value) or overnight accommodation up to R1000.

▶ Accident Towing

The roadside assistance product covers for accident towing to the closest insurer approved panel beater of storage yard. All cost is covered and on-billed to the insurer.

▶ Minor Roadside Assistance

The roadside assistance service makes provision for customers to be assisted with minor issues such as a flat tyre or out of fuel at the roadside. Services offered include:

- Change of a flat tyre – call out and 1-hour labour.
- Out of fuel assistance – cost of fuel for customer's account.
- Jump-start – call out and 1-hour labour.
- Key lockout service – call out and 1-hour labour.
- Battery replacement – for customer's own account.

03. Safe and Sound

The **Safe and Sound** benefit is a designated driver service that ensures you always arrive home safely after a night out. One call to the dedicated customer contact centre and two drivers are dispatched at the appointed time to drive you and your vehicle back home safely.*

05. Trip Monitor

You need never drive alone, whether you are returning home from work or taking a long trip, we will keep track of where you are to ensure that you reach your destination safely.*

02. Medical Assistance

Customer's will have access to an independent national network of at least 5,000 emergency medical personnel ready to respond to their call. In the event of a medical emergency, the 24 hours Assist centre can be contacted 24 hours a day to arrange emergency medical assistance and transportation.

▶ Service Benefits

- Access to a 24-Hour Emergency medical assistance Contact Centre.
- Assisted by medically trained agents registered with the HPCSA.
- Immediate dispatch of emergency medical services in order to provide lifesaving assistance.
- Constant monitoring of the incident until the ambulance provider has delivered the member to the hospital.
- Emergency Pre-Arrival instructions provided by agents e.g. CPR.
- Emergency transportation by air or road ambulance.
- One-way medical upgrade to an appropriate medical facility as continuation of the initial emergency response "same day" from the current treating facility that is unable to care/manage the condition of the member.
- Repatriation of member to a treating facility closer to their place of residence if the incident has occurred more than 200km from the member's residence.
- Access to non-emergency medical transportation, at member's own cost.
- Payment of medical transportation costs.
- Largest national network of emergency medical service providers.
- Comprehensive daily, monthly, or quarterly reporting of Contact Centre interactions and claims statistics.

Cover up to R10 000 per annum.

04. Legal Assist

Our in-house attorneys are available 24-hours a day, ready to provide telephonic legal advice and information.*

06. Trauma Assist

An ASI Assist policyholder can contact the telephonic trauma line, 24-hours a day to speak to an experienced and caring nurse.*

07. Home Assistance Plus

The Home Assistance Plus product is a 24-hour emergency Home Assistance helpline that provides emergency support and assistance for house repairs anywhere in South Africa.

▶ Assistance is rendered for the following and benefits Include:

1. Plumbing

- Blocked Drains
- Leaking pipes or taps
- Top Washers
- Toilet Rubbers
- Geyser Valves
- Burst Pipes
- Blocked Baths, Sinks, Taps
- Shower Outlets
- Water Connections

2. Electrical

- Power supply faults
- Lights; switches and Plugs
- Geyser Thermostats & Elements
- Power Failures
- Distribution Boards
- Earth Leakage Relays
- Stove Plates / Elements
- Home wiring and cables
- Lightning wiring
- Faulty Circuits

3. Appliances

- Stoves / Fridges / Freezers
- Washing Machines
- Tumble Dryers
- Dishwashers
- Microwaves

4. Electronics

- Televisions
- DVD Players

5. Locksmiths

- Key lock out service
- Replacement of Locks
- Single, double and deadlocks

6. Motors

- Gate motors
- Pool motors
- Jacuzzis
- Garage doors

7. Relocation Benefits

- Moving services
- Cleaning services
- Reconnection satellite dish/ dstv/ decoder

8. Additional Services

- Tree Felling
- Beekeepers
- Handyman
- Debris/Rubble Removal
- Carpet/Upholstery Cleaning
- Fumigation
- Gutters

▶ Service Benefits

- Service providers are dispatched in the event of an electrical, plumbing problems, locksmiths, glaziers or if an essential appliance needs to be repaired.
- This service provides for cover up to a maximum limit of R2000 per incident with a R280 excess payable on each claim. Zero excess applicable to claims under R600.
- The cost covered includes the call-out, labour and parts limited to the benefit entitlement. Any cost over and above this will be for the customer to pay.
- Also included in this product is the Relocation benefit which will assist you with moving offices.
- This benefit was specifically created to ease the burden of moving house and will cover up to a benefit limitation of R 1 000 including vat per house move.
- Customised claims management, reporting, and support.
- The Key Alliance Group supplier network provides Home Assistance support only within the borders of South Africa.
- Appliances that are older than 10 years are excluded but can be facilitated on a member to pay basis.
- Benefit limit per policy per annum is R4000.

▶ Benefit limitations

Product Description	Max cover per service	Per annum limits	Excess payable per claim
Electrical & Plumbing	R 2 000.00	4	R 280.00
Appliance, Motor, Electronic & Locksmiths	R 2 000.00	1	
Other & Relocation	R 1 000.00	1	

+ **NB:** This benefit schedule is a summarised version and must be read in conjunction with the full policy wording and the complete Assist product wording available from your broker.



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