

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 and control their level of access.
- View assist products, limits & history and policy wording.
- Log assistance calls from your 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 Help 247 app go to your you can use one of the following links or scan the QR Code. The app is available on Android or iOS devices.



http://bit.ly/help247_Android



http://bit.ly/help247_iOS



EAGLE SURE ASSIST

0861 687 771

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.



Customer Loyalty Consultants

Authorised Financial Services Provider FSP No.:26908

Underwritten by GENRIC Insurance Company Limited

GENRIC Insurance Company Limited is an Authorised Financial Services Provider and Registered Short Term Insurer.
FSP No. 43638

June 2017

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ROADSIDE ASSIST

Eaglesure Assist is there for you 24 hours a day, 7 days a week and 365 days a year, not only for mechanical and electrical breakdowns but also if you are involved in a collision. Eaglesure Assist covers up to R3 000 (VAT included) per annum on a personal lines policy, the limit on commercial policies is R5 000 per annum.

MECHANICAL OR ELECTRICAL BREAKDOWN

Eaglesure Assist will arrange for the towing of the vehicle to the nearest repairer in a 40km radius. If you are further than 100km from your permanent residence or destination, where available, and at our discretion, Eaglesure Assist will provide the following:

- Car hire to the maximum of R500 Incl. VAT per incident (Subject to presenting a valid credit card and drivers' license).*

OR

- Hotel accommodation to the maximum of R500 Incl. VAT.*

Should the vehicle be left behind for repairs while you continue your journey, Eaglesure Assist will provide an allowance of R500 (incl. VAT) per incident to assist with the repatriation of your vehicle.

* *Subject to availability.*

Eaglesure Assist will also cover the cost of the call out fee and first hour labour should you be in need of any of the following services:

- Vehicle locksmiths.
- Flat tyre assistance.
- Flat battery.*
- Approximately 20 litres of fuel, should it be required in an emergency situation. The cost of the fuel will be for your own account.

* *Jump starting certain vehicles could result in damage to the vehicles' electronics. Eaglesure Assist cannot be held liable should you choose to jump start your vehicle rather than tow it to the nearest repairer.*

PLEASE NOTE:

- Eaglesure Assist does not cover towing costs for vehicle breakdowns on vehicles that are 10 years or older. Only applicable to mechanical or electrical breakdown.

COLLISION

Eaglesure Assist will arrange for the vehicle to be towed to the nearest repairer. Unfortunately Eaglesure Assist does not include the cost of, but offers assistance for:

- A vehicle that is not registered on your Eaglesure Assist policy.
- Stolen and recovery tows and second tows.
- Parts, new batteries, tyres, locks, keys, etc.
- A flat tyre but no spare tyre to replace it with.

Eaglesure Assist will not be held liable for towing costs not authorized by the contact centre.

Please Note: Eaglesure Assist is not liable for the cost of the accident tow, however assistance will be provided, but the cost will be invoiced to the insurer as part of the claim. Should the client decide not to register a claim, or the claim is repudiated, the client will be liable for the cost of the tow.

ADVANCED HOUSEHOLD / OFFICE ASSIST

At last there is a package of benefits specifically aimed at taking away the difficulties experienced in and around the house / office. These include:

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

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

Please Note: This is a maintenance product and does not cover replacement of appliances, electronics, geysers or any consequential damages etc.

- Eaglesure Assist will not be liable for claims which are not reported to the contact centre or where the service provider has not been appointed by Eaglesure Assist.
- Repairs are subject to parts being readily available from suppliers.
- The applicable excess and any amounts exceeding the maximum cover must be paid directly to the service provider.
- No hand held appliances are covered.
- Cover for replacement of locks is limited to one lock per claim.
- Appliances that are older than 10 years are excluded but can be covered on a fee for service basis.
- Overall limit of R4 000 (incl VAT) per policy per annum.
- No excess is applicable for any claim lower than R600 (incl VAT) for electrical, plumbing, appliances, motors and electronics.
- An excess of R280 is payable for other/relocation.

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

LEGAL ASSIST

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

THIS INCLUDES:

- Telephonic legal advice.
- Two (30 minute), consultations with a qualified attorney, at no cost to our client.*
- Pro forma agreements which can be obtained in standard form by phoning our contact centre, for example domestic worker agreements, standard lease agreements, standard purchase and sell agreements and standard credit agreements.

*At the discretion of our legal representative. It should be noted that this benefit is intended to provide basic telephonic legal advice and for more technical questions, policyholders may be referred to more qualified legal advisers which may have cost implications to the policyholder.

MEDICAL ASSIST

24 Hour Emergency Assist will provide you with medical assistance 24 hours a day, 7 days a week under the following circumstances:

- Emergency telephonic "911" type medical advice and information.
- Emergency medical response by road or air to the scene of medical emergency.
- Transfer of the patient to the most appropriate medical facility.
- 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.
- R5 000 Admission to hospital guaranteed (refundable by the patient or their medical aid).
- Cover is limited to R10 000 per policy per annum.

SAFE 'N SOUND

An average of 18 000 people are killed on our roads each year whilst another 150 000 are injured. More than 50% of these involve alcohol. People are becoming more aware of the fact that driving under the influence of alcohol is dangerous.

If you are aware of a function or event where after you may need alternative transport home, you can pre-book to be assisted home Safe 'n Sound.

LIMIT

- 6 free trips per year which includes 50kms per trip and thereafter a fee per kilometre is payable directly to the driver.
- The service is available 50kms from the city centre.
- Assistance outside of these areas may be arranged (subject to availability) but at an additional charge.
- The service is available for personal lines only.
- The service is available in the following areas: Johannesburg, Pretoria, Port Elizabeth, Cape Town, Durban and Bloemfontein

Please note: Subject to availability of drivers.