

Call 0861 722 473 for Assistance



Roadside Assistance

With Roadside Assistance, you'll receive support during the following emergencies:

1. Flat Battery
2. Keys locked in vehicle
3. Flat Tyre
4. Run out of fuel
5. Mechanical & Electrical Breakdown

(The Patrol Services will be supported with a 1 hour labour & callout limit. Trip Interruption events limited to R1 000.)

The Roadside Towing Service Includes:

6. Breakdown Tow - up to 60km roundtrip
7. Accident Tow - up to 40km roundtrip to the nearest insurance approved panel beater network
8. Transmission of Urgent Messages to family via the call centre
9. Family Run (Accident Run/Courtesy Transport) - A vehicle will be sent to drive you and 3 passengers to a place of safety.



Medical Assist Access

You will have the following benefits on an telephonic access-only basis:

1. 24/7 Telephonic advice and information
2. Referrals to medical practitioners and facilities
3. Liaison with next of kin

This service includes referrals to Crisis lines in case of:

- Poison Hotline – In-house
- Suicide Hotline – Life Line
- Rape and HIV Counselling
- Family and Domestic Abuse
- Child Abuse
- Bereavement
- Counselling

For the member's medical aid or own account:

- Emergency medical response to the scene of an incident
- Emergency medical transport to the nearest appropriate medical facility

Please note: Medical Assistance is only valid for emergencies within the borders of South Africa.



Crime & Security Assist

This is a 24-hour crisis management benefit to assist the member in the event of a home invasion or hijacking. The Call Centre will assist with the following:

Locksmith Assistance:

- **Stolen Keys (because of a home invasion):** We will send a locksmith to assist you with the locks, up to the value of R1 000 per incident. The Service Provider will not cover the cost of the replacement of a lock or the cutting of keys.

Post-Incident Security:

- **Home Invasion/Attempted Hi-Jacking:** Get a security guard at your residence for 24 hours upon request.

Home Invasion Additional Support:

- **Hotel Accommodation:** Up to R1 000 per incident upon request.

Car Hire Support:

- In the case of the member's vehicle being stolen from their premises, they will be provided with a Group B car hire for 48 hours to keep them mobile. Only with valid driver's license & credit card.



Robin Baird Wright Assist

These services are available 24/7/365 days

rbw
ROBIN BAIRD WRIGHT
Insurance Brokers

Home & Convenience Drive

Home Drive:

The service is only available when you are intoxicated and unable to drive your vehicle.

Convenience Drive:

If you require a driver's assistance to get from point A to point B in one of the Taxi/Cab vehicles, our professional team of standby drivers will be at your service when running between meetings, needing an airport transfer, vehicle booked for a service, etc.

***We will provide you with 6 free trips per policy per annum and pre-booking required to ensure availability.**



Home Assistance

With Home assistance, you will have access to the following services:

- Plumbers
- Glaziers
- Electricians
- Locksmiths
- Tree Felling
- Beekeepers
- Pest Controllers

Benefit does not include maintenance

**The member will be assisted with the first hour call-out and labour per incident for up to 3 incidents per annum.*



Panic SOS

Turn a cell phone into an emergency assistance tool for all emergencies.

PANIC SOS will be there to assist 24/7 no matter where the clients are. In any form of emergency where the policyholder is unable to contact The Call Centre telephonically by pressing the SOS Panic button on their cell phone, our emergency alarm centre will contact the policyholder back to assess their emergency needs.

You will receive a welcome SMS, to save this *120*880*4913# string as a speed dial.



For more information on this new product offering, kindly contact the team at
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www.rbwib.co.za