



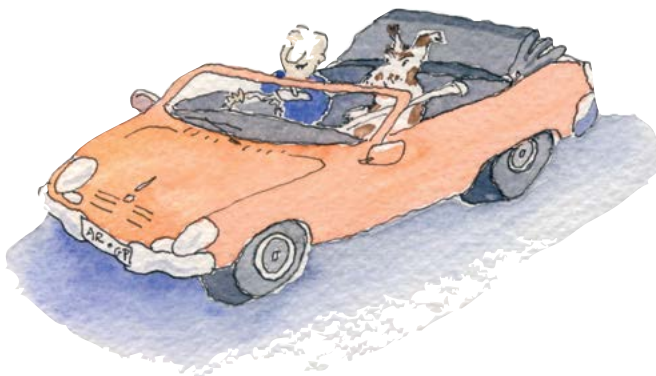
RENASA
INSURANCE COMPANY LIMITED

WELCOME TO
RENASA ASSIST & LIFESTYLE

Renasas Assist offers domestic policyholders
peace of mind in the event of an emergency.

Call 0861 628 328
for assistance 24/7/365.

In the unlikely event of Telkom lines being down please contact
083 791 0201
for assistance in an emergency.



RENASA ASSIST AND LIFESTYLE

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EMERGENCY ROADSIDE ASSISTANCE

These services are available 24/7/365.

The objective is to get the member mobile on the roadside throughout South Africa, Lesotho and Swaziland if the member is stranded because of a vehicle breakdown (vehicle up to 3500kgs).

Services include:

- Changing of the flat tyre using the spare tyre;
- Delivery of fuel up to 10ℓ for the member's own account;
- Flat battery – if the problem can't be resolved the vehicle will be towed to the nearest place of repair or safety up to 60km roundtrip;
- Locksmith services for keys locked in vehicle – unlocking only and the service will be arranged up to 60km roundtrip;
- If the vehicle is disabled – costs are for the member's own account;
- Winching/extracting assistance - within 50 meters of a paved road or highway.

The above services include a call out and 1 hour of labour.

Toll fees are not included in the benefit, and such costs are for the member's own account.

ACCIDENT TOW

When calling the Renasa Assist Line, listen carefully to all the options before making your selection as Accident Related Incidents are diverted to a different Emergency Call Centre. Terms and Conditions as specified in your policy schedule apply.

Transmission of Urgent Messages

The Call Centre will relay messages to a nominated family member, employee or business colleague at the member's request.

Storage

The Call Centre will arrange for the safe storage of the vehicle overnight, on weekends or public holidays. On the next working day, the vehicle will be relocated to the nearest approved dealer. The cost of a second tow is for the member's own account (this excludes tows that are a continuation of the first tow due to a vehicle that was towed after-hours / over weekends / public holidays).

MECHANICAL/ELECTRICAL BREAKDOWNS

The primary objective is to tow a vehicle to the nearest franchise dealer (if under warranty) or to the nearest repairer. The service is limited up to 60km (from starting point to point of dispatch).

Toll fees are not included in the benefit, and the costs are for the member's own account.

Should the member find themselves stranded 100km or more from home because of a vehicle breakdown, the Call Centre can arrange for a 24-hour, Group B rental vehicle or alternatively, overnight accommodation for the driver of the vehicle at one of their preferred providers in the area.

Please refer to your Renasa Assist and Lifestyle wording for the full Renasa Assistance Terms and Conditions and Exclusions.

MEDICAL ASSIST ACCESS

The following benefits are on an access-only basis.

Services include:

- Emergency telephonic advice and information 24/7;
- Referrals to medical practitioners and facilities;
- Liaison with next of kin to keep them informed;
- In addition to the general medical advice service, medical operators will guide a person through a medical crisis situation involving the member. The member will receive emergency advice or have necessary support organised, by utilising the 24-hour Contact Centre.

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 transportation to the nearest appropriate medical facility.

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



EMERGENCY HOME ASSISTANCE/ OFFICE ASSISTANCE

Available 24-hours a day 365 days a year.

The Home and/or Office

The Assistance programme provides assistance to the member when you are involved in a Home and/or Office Emergency.

A Home and/or Office Emergency means any sudden, unexpected and/or unforeseen event at the member's home or office, requiring the immediate and/or urgent services of a domestic tradesman to limit/minimise or prevent further damage to the home and/or office.

This benefit is restricted to home and/or office emergencies and only applies to the member's eligible premises/primary place of permanent residence/office premises within the Republic of South Africa and used for domestic/business purposes, including outbuildings.

Emergency Services Notification and Call-out

At the member's request, the Assist Call Centre

will relay a notification of the emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

Services include

The Home and/or Office Assistance programme entails arranging emergency services to the member:

- Plumbers;
- Glaziers;
- Electricians;
- Locksmiths;
- Tree Felling;
- Bee Keepers and Pest Controllers.

The member will be assisted with up to three incidents per annum (only the first hour labour and call-out is included in the service).

HOME AND CONVENIENCE DRIVE

Home Drive

Services include an automated SMS communication service, which will SMS the member on the afternoon of their bookings should they wish to change their collection details.

Please note: this service is subject to availability in peak periods (Easter, December and New Year's Eve).

Convenience Drive

If the member requires a driver's assistance to get them from A to B in the form of a taxicab, pre-booking of this service 24-hours prior is required. In peak periods (Easter, December and New Year's Eve) the service is limited to a 4-passanger sedan vehicle including luggage.

The benefit includes 6 Home and Convenience Drive trips to a radius of 50km per incident per annum. Any additional kilometres travelled will be charged at R11.00 per km.

Additional Passengers Drop-Off

Service is available to a valid member and limited to their specified vehicles only. Up to 4 additional passengers can be transported at no cost provided that the entire trip is not longer than 50km, and takes no longer than 1 hour.

The additional cost of R50.00 per additional/unplanned drop-off will be charged.



BAIL PROTECT

Relief – Recoveries – Assistance

With the police now able to arrest anyone with outstanding traffic offences, the number of people in South Africa who can be arrested and be granted bail for relatively minor traffic offences is increasing. Bail is a legal right and many people are unaware of this right and how to access it.

For the duration of your claim, you receive:

- 24/7/365 days a year Call Centre support if you are arrested and require bail;
- Comprehensive legal advice on your rights;
- Assistance by contacting the police officer on duty to verify the arrest and bail details
- Contact your family to advise them of bail assistance;
- Assistance on your behalf where we ensure that we report to the relevant police station to post your bail;
- After bail follow-up and assistance;
- Maximum amount of bail per incident is R3 000 – no assistance is available for bail in excess of this amount.

Bail Protect Assistance will be provided for:

- Road traffic offences such as neglecting to pay speeding fines;
- Failure to appear in court to defend such traffic offences (contempt of court);
- Driving while under the influence of alcohol;
- Drinking in public;
- Common assault;
- Shoplifting or theft where the amount is less than R2 500;
- Fraud where the value involved does not exceed R2 500;
- Public disturbance.

LIFESTYLE BENEFITS

Using a comprehensive service provider database, our dedicated consultants are able to refer members to the best available services, which are:

- Restaurant bookings;
- Kids referral services;
- Entertainment;
- Household;
- Travel;
- Automotive.



*One Loyalty acts on behalf of these principals
and is not responsible for acts or errors or omission made by them or their agents.*

Please note that benefits may not be used in conjunction with specials, promotions, sales or with any loyalty programme.

The terms and conditions of use may vary from partner to partner and benefits may change without notice. Please refer to your Renasa Assist and Lifestyle wording for more details and exclusions.



Renasa Insurance Company Limited is an Authorised Financial Services Provider (FSP License No 15491) and is licensed to conduct non-life insurance business (License No IN0140).