



SASTUA

South African Short Term Underwriting Agency

FIRST CARE ASSIST

Personal Lines

Commercial Lines

0861 346 435

Roadside Assist

First Care 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. First Care Assist covers up to R3 000 per annum on a personal lines policy. However, limits may vary on commercial lines policies as indicated on your policy schedule.

MECHANICAL OR ELECTRICAL BREAKDOWN

First Care Assist will tow the vehicle to the nearest repairer and will cover costs to a maximum of R1 500 (incl. VAT) per incident. If you are further than 100km from your permanent residence or business address, where available, and at our discretion, First Care Assist will provide the following:

- Vehicle hire assistance (group A or B) to the maximum limit of R500 (incl. VAT) per incident (Subject to presenting a valid credit card and drivers' license).

OR

- Hotel accommodation for a maximum of 4 people at a hotel of our choice (Maximum limit of R500 (incl. VAT) per incident, and subject to availability).

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

First Care 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.
- Jump start (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. First Care Assist cannot be held liable should you choose to jump start your vehicle rather than tow it to the nearest repairer.*

Please Note:

- First Care Assist does not cover the cost of parts or repairs for vehicle breakdowns. This includes, but is not limited to, new batteries, tyres, locks and keys.
- First Care 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

First Care Assist will arrange for the vehicle to be towed to the nearest repairer.

Unfortunately First Care Assist does not include the cost of, but offers assistance for:

- A vehicle that is not registered on your First Care Assist insurance 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.
- A vehicle older than 10 years.*

**Only applicable to mechanical or electrical breakdown.*

First Care Assist will not be held liable for any repairs or towing costs not authorized by the contact centre.

Household / Office Assist

Household/office Assist is only a phone call away, 24 hours a day, "7 days a week".

The household/office Assist product covers the client for the call out fee and the first hour labour of the service provider.

Benefits

The product covers the following:

- Call out fee and 1st Hour labour of the service provider
- Management of the quotation and repair process on behalf of the client by the Customer Relations Consultants.

The following areas are covered:

- Electrical
- Plumbing
- Appliances
- Electronics
- Locksmiths

Please Note:

The product does not cover the following:

- Replacement of parts. This is quoted separately to the client, who will approve or reject the repair.
- Appliances older than 10 years.
- Replacement of appliances.
- Municipal connections.
- Repairs outside the client's property.

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.
- Transfer of life saving medication and emergency blood.
- 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.

Legal Assist



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.*
- 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.*

Eezi Assist



There is no need for you to remember our telephone number. You simply press a button on your cell phone and we call you!

This benefit is available 24 hours a day, 7 days a week.

Registering for Eezi Assist:

1. Simply register yourself and any 4 direct family members' mobile numbers on the website bit.ly/First_Care_Eezi_Assist.
2. Choose register for Eezi Assist.
3. Complete the form.
4. Click submit.
5. An activation sms will be sent to your cellphone which needs to be loaded as a speed dial.
6. Should you, or any of your registered family members, be involved in a vehicle collision, vehicle breakdown, and/or medical emergency or need any other assistance, simply press the assigned button for 2 seconds and the contact centre will call you and provide any service or assistance you require.*

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 0861 346 435

**The signal is cellphone network dependent.*

Unlike similar products on the market, Eezi Assist offers the above service to you and 4 direct family members at no additional cost.



0861 346 435

This brochure should be read in conjunction with the policy wording which is available from the broker.

These benefits are only available in South Africa.



Authorised
Financial
Services Provider
FSP no: 26908

Underwritten by:

MUTUAL & FEDERAL | risk
financing

A member of the  OLD MUTUAL Group

Authorised Financial Services Provider

May 2015