



# DOMESTIC ASSIST

010 271 3026 | 0861 468 882

## ACCIDENT MANAGEMENT

Accident Management is available 24 hours a day, 7 days a week, 365 days a year and includes the following benefits:

### ACCIDENT TOWING

Towing of the vehicle to the nearest approved repairer. Any additional costs will be for the Insurer or the client's account.

### 2ND ACCIDENT TOW / BREAK-IN TOW / STOLEN AND RECOVERY TOW

Assistance will be provided, however, all costs will be for the Insurer or the clients account.

## ROADSIDE ASSIST

Roadside Assistance for a mechanical or electrical breakdown is available 24 hours a day, 7 days a week, 365 days a year and includes the following benefits:

We will arrange to tow the vehicle to the nearest repairer, within a 100 km radius.

Where no reputable repairer is available within a 100 km radius we will tow the vehicle to the nearest repairer.

If you are further than 100 km from your permanent residence or destination, where available, and at our discretion, we will provide one of the following:

### • CAR HIRE

A limit of R500 is applicable to this benefit per breakdown. Terms and conditions of the car hire company apply.

### • OVERNIGHT ACCOMMODATION

A limit of R500 is applicable to this benefit per breakdown. The provision of accommodation is subject to availability.

### • REPATRIATION OF VEHICLE

A limit of R1 500 is applicable to this benefit per breakdown. This benefit applies should the vehicle need to be repatriated from the place of repair, on condition that the breakdown was more than 100 km from your permanent place of residence or destination.

### VEHICLE LOCKSMITH

Cover will be provided for the call-out fee and first hour labour where the keys have been broken or locked inside the vehicle.

### FLAT TYRE

Cover will be provided for the call-out fee and first hour labour to fit the spare tyre. The cost of the repair or the replacement of the tyre is not covered.

### OUT OF FUEL

Cover will be provided for the call-out fee and first hour labour if you are stranded next to the road as a result of running out of fuel. A service provider will be dispatched to deliver the fuel. The cost of the fuel will be for your own account.

### FLAT BATTERY

Cover will be provided for the call-out fee and first hour labour if your vehicle won't start due to a flat battery. We will dispatch a service provider to attempt to jump start the vehicle. It should be noted that jump starting could result in damage and the cost thereof will be for your own account.

### TAXI SERVICE

We will arrange transportation for the occupants of the vehicle in the event of the vehicle having to be towed. The cost of the transportation will be for the clients account.

### MESSAGE RELAY SERVICE

A Consultant will contact relatives, employers or colleagues to inform them of any incident if requested by the client.

### POTHOLE

Towing of the vehicle to the nearest approved repairer within a 100 km radius will be covered from the scene of the incident, when there is no damage to the body of the vehicle.

### ANNUAL LIMIT

R3 000 per policy.

### PLEASE NOTE

- We do not cover any vehicles over 3 500 kg.
- CLC Assist will not be held liable for any repairs or towing costs not authorised by the contact centre.

## ADVANCED HOUSEHOLD

This comprehensive benefit provides you with assistance for day-to-day household or office repairs with regards to the following:

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

Included in this benefit is assistance with the following:

- Tree Felling
- Beekeeping
- Handyman
- Rubble / rubbish removal
- Carpet / upholstery cleaning
- Fumigation
- Gutter Cleaning
- Relocation

### TABLE OF BENEFITS

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	Jacuzzi's	Fridges/Freezers	Handyman
Geyser Elements	Garage Doors	Washing Machines	Rubble / Rubbish Removal
Power Failures		Tumble Dryers	Carpet / Upholstery Cleaning
Distribution Boards	PLUMBING	Dishwashers	Fumigation
Earth Leakage Relays	Blocked Drains		Gutter cleaning
Faulty Circuits	Water Leaks	ELECTRONICS	RELOCATION
Stove Plates / Elements	Geyser Valves and Elements	Televisions	Moving Company
General Office Wiring	Blocked and Overflowing Toilets		Cleaning Services
Main Cables	Blocked Baths, Sinks and Taps	LOCKSMITHS	Carpet Cleaners
Light Switches	Leaking Pipes	Unlocking of Doors	Security Guard
Burnt Plug Points	Shower Outlets	Replacement of Locks	Security Consultant
Lighting Wiring	Water Connections		DSTV / TV Installations

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, Motors Electronics & Locksmiths		1	R280
Relocation	R1 000	1	R280
Other	R1 000	1	R280

\*All values depicted include VAT.

LIMITS

- There is an overall limit of R4 000 per policy per annum.
- No excess is applicable for any claim lower than R600 for electrical, plumbing, appliances, motors and electronics.
- An excess of R280 is payable for other/relocation.
- Also included in this product is the relocation benefit which will assist you with moving homes. This benefit was specifically created to ease the burden of moving to the policy holder and will cover up to R1 000 per move.

PLEASE NOTE

- This product does not cover the following:

Appliances older than 8 years | Replacement of Appliances  
Municipal Connections | Repairs Outside of the Clients Property

EMERGENCY MEDICAL & TRAUMA ASSIST

Emergency Medical & Trauma Assist will provide you with assistance 24 hours a day, 7 days a week, 365 days a year. In the event of a medical emergency, we will arrange the following:

- Emergency telephonic "911" type medical advice and information.
- Emotional support and telephone 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).

At the discretion of the medical service provider:

- Emergency medical response by road or air to the scene of a medical emergency.
- Transfer of the patient to the most appropriate medical facility.
- Transfer of life-saving medication and emergency blood.

ANNUAL LIMIT

R10 000 per policy.

LEGAL ASSIST

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

This includes:

- Telephonic legal advice.
- 24 Hour legal referral.
- Two free 30 minute consultations with a qualified attorney.
- Free standard documentation.

At the discretion of our legal representative. It should be noted that this benefit is intended to provide basic telephonic legal advice. In the event of more technical questions, eligible persons may be referred to more qualified legal advisers which may have cost implications to the eligible persons.

LIMIT

R2 000 per policy.

HIV PREVENTION

The possibility of you or a family member coming into contact with HIV/AIDS is not limited to sexual intercourse.

It may be contracted through various means, such as blood transfusion, rape, motor vehicle accidents or other injuries to name a few.

The first 48 hours are critical. Should you receive the correct treatment and medication within this period your risk of contracting the virus decreases significantly.

Should you or a member of your immediate family or employees, in the case of the policy wording, be exposed to HIV, we offer you the following benefits:

- A 24 hour contact centre staffed by HIV specialist medical Practitioners.
- Access to details of the nearest medical facility where treatment can be administered.
- Unlimited telephonic counselling 24 hours a day, 7days a week, 365 days a year.
- Two incidents per family per annum.
- Two consultations with qualified personnel.
- Two blood tests per incident.

SAFE ' N SOUND

This is a pre-booking service providing you with 2 benefits:

DESIGNATED DRIVER SERVICE

If you are aware of a function or event where you may need alternative transport home, you will be driven home in your own vehicle by a designated driver.

CONVENIENCE DRIVER SERVICE

Standing by to assist you should you need a convenience drive to a meeting, airport drop off or simply taking your car in for a service and need to be taken to work/home.

THIS BENEFIT OFFERS:

- 50 km per trip and thereafter a fee per kilometre is payable directly to the driver.
- The service is available for personal lines policy holders only.
- Services are available in the following areas:
  - 24 / 7, 365 days a year in the following areas:
    - Johannesburg.
    - Pretoria.
    - Cape Town.
    - Durban.
- The service is available from 18:00 – 02:00 in the following areas:
  - Gqeberha (Port Elizabeth).
  - Bloemfontein.
  - East London.
  - George.
  - Nelspruit.

ANNUAL LIMIT

6 trips per policy.

PLEASE NOTE

- Subject to availability of drivers.

EEZI ASSIST

Use our speed dial number to easily reach us. Just press the button, and our Consultant will call you back. No need to remember our number!

- This benefit is available 24 hours a day, 7 days a week, 365 days a year.
  - Simply register yourself and direct family members (personal lines) or employees' (commercial lines) mobile numbers on the following link [bit.ly/clc\\_eezi\\_assist](https://bit.ly/clc_eezi_assist)
  - An activation sms will be sent to your mobile phone which needs to be loaded as a speed dial
  - Should you, or any of the registered persons, need any assistance, as specified in your policy wording, simply press the assigned button for 2 seconds and a Consultant will phone you\*.
- \*The signal is cellphone network dependent.

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 468 882 / 010 271 3026.

