



LEGACY
UNDERWRITING MANAGERS (PTY) LTD

0861 468 882

Domestic Concierge Assist

ROADSIDE ASSIST



Legacy Underwriting Managers 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

Mechanical or Electrical Breakdown

Legacy will arrange for the towing of the vehicle to the nearest repairer in a 100km radius. Annual limit R3 000 incl. VAT

If you are further than 100km from your permanent residence or destination, where available, and at our discretion, Legacy 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).*
- Hotel accommodation to the maximum of R500 Incl. VAT.*

Should the vehicle be left behind for repairs while you continue your journey, Legacy Assist will provide an allowance of R1500 (incl. VAT) per incident to assist with the repatriation of your vehicle.

* Subject to availability.

Legacy 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. Legacy Assist cannot be held liable should you choose to jump start your vehicle rather than tow it to the nearest repairer.

Please Note:

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

ROADSIDE ASSIST CONTINUED



Collision

Towing of vehicle to nearest approved panel beater / repairer from point of incident / accident. The cost of the tow will be invoiced to the insurer as part of the claim. Should the eligible person not register a claim, the cost will be for the eligible persons account.

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

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

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

ADVANCED HOUSEHOLD ASSIST



Basic Household Assist is only a phone call away, 24 hours a day, "7 days a week". This service gives our clients direct access to the right resources at the right time. Annual limit of R4 000.00 incl. VAT per policy.

The benefit covers the cost of the service providers' call out fee and the first hour labour for the following:

- Plumbers
- Glaziers
- Appliances (white goods only)
- Electricians
- 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 & TRAUMA 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.

HIV ASSIST



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, 7 days a week, 365 days a year.
- Two incidents per family per annum.
- Two consultations with qualified personnel.
- Two blood tests per incident.

LEGAL ASSIST



Legal advice and assistance from qualified attorneys on any legal matter.
Annual limit per policy is R2 000.00

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.



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SAFE 'N SOUND / CONCIERGE



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.

What is Covered:

- 10 Trips per annum which includes 50kms per trip and thereafter a fee per kilometer 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, Cape Town, Durban and Bloemfontein

Annual Limit

10 Trips per annum.

Each incident is capped at R500, any costs incurred over and above will be for the members account. This service is available within a 50Km radius of all major city centres

CLC HELP 247 APPLICATION



An intuitive App to make your assistance service experience even easier. The App offers the following:

- **"We Call You" Button**
You can simply press the button and the consultant will phone you back within 30 seconds. We will receive your policy information and geo-location from the App.
- **"You Call Us" Button**
This allows you to phone the contact centre directly from the App.
- **"Protect Me" Button**
- **"Claims"**
You can register various claims from the Mobile App.
- **"Accident Guide"**
A step by step guide to collect important information at the scene of an accident. Some features include:
 - * Scan the license disc and drivers license.
 - * Add photographs.
 - * Collect third party or witness information.
- **"Assistance Services"**
View assist products, history and policy wording.

To download the Legacy Assist App go to your App store and download the CLC Help247 App. Alternatively follow this link <http://bit.ly/38dCese>, or scan the QR Code. This App is available on Android, Huawei or iOS devices on the App store as CLC Help247.

