



Commercial Assist

24-Hour Assistance Services
Assist Line: 0861 708 007

Roadside and Accident Assist (Vehicles below 3,500kg, including Caravans & Trailers)

Road and accident assistance are applicable to vehicles insured on the underlying Insurance policy.

** Please note: This cover excludes all vehicles over 3,500 kg. A member will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorisation shall not be reimbursed. Assistance is only available in South Africa.*

Patrol Assistance

- Flat battery - jump-start only (replacement of battery for the member's account. Battery replacement is only available in Metropolitan areas.)
- Flat tyre (assistance with changing a tyre - member needs to have a spare tyre available)
- Fuel assistance (limited to 10 liters, up to 2 incidents per annum)
- Transmission of urgent messages
- A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle

Annual Limit: No annual limit, except on the Fuel assistance

Tow-in

Tow-in service in the event of:

- Mechanical and Electrical breakdown – Tow-in service after a mechanical breakdown is limited to 100km round trip. Any amount over 100km will be for the client's account.
- Accident damage – We will tow the vehicle to the nearest approved panel beater up to the limitations of 300km round trip, should this go over the 300km, authorisation will be requested. Accident tows to be billed back to the Insurer.

*** Please note that calculations are made on round trip km and not radius km.**

**** No second tows are covered.**

Courtesy Transport

Where the vehicle needs to be towed to a repairer, we will arrange for the occupants of the vehicle (up to a maximum of two persons) to be transported to a nominated destination where the breakdown has occurred within a 100km radius of your normal place of residence.

Hotel Accommodation

Where the breakdown has occurred outside a round trip of 100 km from the place of residence, resulting in an overnight delay, hotel accommodation for the occupants of the vehicle will be arranged (up to a maximum of four persons).

Limitations: R500 per incident or R1,000 annually

OR

Car Rental

Where the breakdown has occurred outside a round trip of 100 km from the place of residence, a rental car will be arranged, subject to an occupant qualifying for a rental vehicle in terms of the car rental company's general terms and conditions. The costs incurred will be confined to rental charges, delivery and collection of the hire vehicle, and the vehicle must be surrendered on arrival the occupant's destination.

Limitations: R500 per incident or R1,000 annually and subject to availability

Vehicle Repatriation

In the event of a vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the occupant's place of residence, the additional tow costs will be supplemented with the costs of car rental or flight.

Recovery Assistance

In the event that a vehicle needs to be recovered from a ditch/side of the road, we will send out a specialist to assist. We will cover the call out fee and the first hour of labour, all other expenses will be for the member's account or to be covered by insurer.

Limit: Up to R750 per incident. Case dependant, authorisation to be obtained after a quote is received.

* Within 50m off paved roads.

Annual Limit: No limit

Emergency Medical Assist (Access)

The following benefits are advisory services only:

- Medical advice and information
- Emergency telephonic advice and information, 24-hours, seven days a week
- Referrals to crisis lines
- Referrals to medical practitioners and facilities

The following benefits are on an access basis only (all costs are for the Insurer or Policy Holder account):

- Emergency medical response to the scene of an incident
- Emergency medical transportation to the nearest appropriate medical facility
- Inter-hospital transfer
- Medical repatriation
- Escorted return of minors
- Compassionate visits
- Repatriation of mortal remains

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



Keeping you safe.



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