



Heavy Commercial Vehicle Assist

24-Hour Assistance Services
Assist Line: 0861 708 007



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brm@fiinsure.co.za
fi-insure.co.za

HCV Assist

(Vehicles over 3,500kg)

The Driver is covered for any of the following assistance:

- Flat Battery - jump-start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre – member needs to have a spare tyre available)
- Keys locked in the truck (unlocking only)
- Fuel assistance (limited to twenty litres per incident)

Mechanical & Electrical Breakdown

In the event that the driver experiences a mechanical or electrical breakdown, and the vehicle needs to be towed, we will tow the vehicle to the nearest repairer. Anything over the limitation will be for the member's own account.

Motor Vehicle Accidents

In the event of an accident, the Assistance Call Centre will make arrangements to have the vehicle towed, up to the Insurer Limitations on the policy. Anything over the limitation will be for the member's own account.

Accident tows will be for the Insurance Company's account
Annual Limit: Up to R30,000 per truck

Roadside & Stock Security Guard

We will send out a security guard (either armed or unarmed as required) to the breakdown/accident scene should the driver feel unsafe and or to prevent vandalism/theft of the vehicle or stock-covered for the call out and up to 1 hour per incident per annum

** Please note: A client will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the client without prior authorization shall not be reimbursed. Assistance is only available in South Africa.*

Annual Limit – R15,000 per truck, per annum