



## Domestic Assist



# Call 0861 255 226 for Assistance



### Roadside Assistance

With All4U Roadside Assistance, you will be supported in the event of the following emergencies:

1. Flat Battery
2. Keys locked in vehicle
3. Flat Tyre
4. Run out of fuel
5. Mechanical & Electrical Breakdown
6. Accident Tow



### Home Drive

The service is only available when you are intoxicated and unable to drive your vehicle.

*This benefit includes 6 Free Home Drive trips. Pre-booking is required to ensure availability.*



### Home Assistance

With All4U Home assistance, you will have access to the following services:

- Plumbers
- Locksmiths
- Glaziers
- Electricians
- Tree Felling
- Beekeepers
- Pest Controllers

**Benefit does not include maintenance.**



### Medical Assist Access

You will have the following benefits on an access only basis:

1. 24/7 Telephonic Advice and Information
2. Referrals to Medical Practitioners and facilities
3. Liaison with next of kin

**This service includes referrals to Crisis lines in case of:**

- Poison Hotline – In House
- Suicide Hotline – Life Line
- Rape and HIV Counselling
- Family and Domestic Abuse
- Child Abuse
- Bereavement
- Counselling

**For the member's medical aid or own account:**

- Emergency medical response to the scene of an incident
- Emergency medical transport to the nearest appropriate medical facility

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



### Panic SOS

**Turn a cell phone into an emergency assistance tool for all emergencies.**

PANIC SOS will be there to assist 24/7 no matter where the clients are. In any form of emergency where the policyholder is unable to contact The Call Centre telephonically by pressing the SOS Panic button on their cell phone, our emergency alarm centre will contact the policyholder back to assess their emergency needs.

*You will receive a welcome SMS, to save this \*120\*880\*4876# string as a speed dial.*



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## Crime & Security Assist

This is a 24-hour crisis management benefit to assist the member in the event of a home invasion. The Call Centre will assist with the following:

### Locksmith Assistance:

- **Stolen Keys (because of home invasion):** We will send a locksmith to assist them with the locks, up to the value of R1 000 per incident. The Service Provider will not cover the cost of the replacement of a lock or the cutting of keys.

### Post-Incident Security:

- **Home Invasion/Attempted Hi-Jacking:** Get a security guard at your residence for 24 hours upon request.

### Home Invasion Additional Support:

- **Hotel Accommodation:** Up to R1000 per incident upon request.

### Car Hire Support:

- In the case of the member's vehicle being stolen from their premises, we will provide them with Group B car hire for 48 hours to keep them mobile. Only with valid Driver's License & credit card.



## Do Not Tow Information

Remember the following when you are involved in a Roadside Assist Incident:

Always phone the assist line **0861 500 106** to arrange the required assistance.

**Unauthorised contractors** will put you at risk of:

- Your vehicle ending up at the wrong destination.
- Increased towing fees & claim costs.
- Daily storage charges.
- Increased release fees.
- Car hire (if applicable) cost implications.



## Discounted Fines Self-Help Portal

With Discounted Fines Assist members have access to a unique service that is designed to take the hassle out of traffic fines. Discounted Fines Assist will work with members to firstly notify them of all fines, and then provide a quick, easy and painless channel to get these fines paid, with the added benefit of guaranteed fine reductions for members.

*Discounted Fines are giving discount up to 50%*



## Licence Disc Self-Service Portal

Vehicle Licence Disc Renewal members have access to a unique service that is designed to take the hassle out of, licence disc renewals. Vehicle Licence Disc Renewal will work with members to firstly notify them of licence renewals, and then provide a quick, easy and painless channel to get these vehicle licence disc's renewed, with the added benefit of having your licences delivered to you.



## Pothole Self-help Portal

Pothole Expert was set up to serve the need around the massive pothole (and roadworks) problem on the South African Roads by alleviating the financial burden damages to tyres creates for drivers. Pothole Expert assists members in recovering up to 100% of the money that has been paid out as a result of pothole damages to tyres or the vehicle.

[CLICK HERE](#)

[to access the Fines & Licence & Pothole Portal](#)

