



Franco Bottari & Associates cc  
Suite 6, 20A Village Road, Kloof, 3610  
Po Box 371, Gillitts, 3603  
[www.francobottari.co.za](http://www.francobottari.co.za)  
Telephone: 031 764 0580

Franco Bottari & Associates

# EMERGENCY ASSIST



**0861 359 888**



Roadside  
Assist



Home  
Assist



Medical  
Assist

## **EMERGENCY ROADSIDE ASSISTANCE**

These services are available 24/7/365.



### **Road Patrols**

The objective is to get the member mobile on the roadside. These services are available nationally including Lesotho and Swaziland. They are limited to R500 per incident.

Services Include:

- Change of a flat tyre using member's spare tyre
- Fuel assistance - 10 litres will be delivered to the member. (The cost of the fuel will be for the member's account)
- Flat battery - call out, jump start and 1 hour labour included. (The cost of a battery replacement will be for member's own account.)
- Keys locked in vehicle - unlocking only (cost of replacing keys is for the member's account).
- Minor roadside-running repairs related to breakdowns. This includes mobile solution for coils, immobilizers, fuses and limited assistance on fan belts. (The cost of fuel and parts for member's own account.)

\* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the member's account.

### **Locksmith Services**

In the event that keys are locked inside the member's vehicle, an accredited locksmith will be dispatched by the call centre, to the incident scene to open the vehicle. The service is limited up to R800 per incident. Additional cost for repairs, the replacement of a lock, or ignition switch or the cutting of keys are not included as part of the service, and are for the member's own account.

### **Mechanical and Electrical Breakdowns**



The primary objective of the Service Provider is to tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer. The cost of the first 60km roundtrip is included (from starting point to the point of dispatch), thereafter a charge of R8.63 incl. VAT per km is applicable and will be charged to the member. \* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the member's account.



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## **Car Hire**

In the event that a vehicle has broken down more than 100km from the member's home, the call centre will arrange and pay for 24-hour, group-B car hire for the member to complete his or her journey or to return home. This service is subject to availability and the driver must be in possession of a valid credit card and driver's license. The service is limited to R500 and includes the costs of the daily car rental, unlimited kilometer allowance, insurance fees and the delivery or collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the member's account.



## **Overnight Accommodation**

Instead of the car-rental option, arrangements can be made for overnight accommodation for the driver and four passengers. The service is limited to R500.

## **Vehicle Repatriation**

Should the member choose the car-rental option, and continue his or her journey while the vehicle is being repaired, the Service Provider will pay towards the costs of providing the member with a 24-hour, group-B car hire to collect the vehicle after repairs. Alternatively, a flight ticket can be arranged. This service is limited to R500 and includes the costs of the daily car rental, unlimited kilometre allowance, insurance fees, and the delivery/collection charges of the vehicle to a maximum of 25km respectively. The cost of fuel will be for the member's account.

\* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the member's account.

## **Accident Tow**

In the event of an accident, the call centre will arrange for the vehicle to be towed to the nearest insurance approved motor body repairer (MBR) from the accident scene. The cost of the first 60km roundtrip is included (from starting point to the point of dispatch), thereafter a charge of R8.63 incl. VAT per km is applicable and will be charged to the member.

\* Toll fees are not inclusive within the benefit entitlement, and such costs, will be for the member's account.

## **Message-Relay Service**

In the event of an electrical / mechanical breakdown or an accident, the call centre will, on request, relay any urgent messages to friends, colleagues or family members to advise them of the member's circumstances.

## **Storage**

Should it be required, arrangements will be made for the safe storage of the vehicle overnight or for weekends including public holidays up to a maximum of 4 days. On the next working day, the vehicle



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will be re-located to the nearest approved dealer or approved repairer, as advised by Franco Bottari & Assoc. offices. Thereafter the cost of a second tow will be for the member's own account subject to the member taking direct control of the vehicle to an alternative destination which results in a second tow being required.

### **Mobile Notification Services**

As a member you will receive an SMS notifying you of the update on your active case.

The below details will be sent to your mobile phone after lodging a case:

- Name of Primary Case Manager
- Reference Number (ease of calling in and enable any one of the Assist Agents to intervene or provide further details to the member)
- Once a Service Provider has been appointed, the responding Service Provider details will be sent along with the ETA
- Any changes made to the case (new Service Provider and additional requests etc.)
- If there is a shift change, the details of your New Case Manager will also be sent

### **General Terms & Conditions**

- Services will only be rendered to validated members
- Battery replacement costs are for the member's account
  - Limited to South African territory only
- Roadside-assistance services are only available in the event that the breakdown or accident occurs within South Africa, Lesotho or Swaziland
- All services must be authorised, arranged and managed by the call centre. Any costs incurred through arrangements made by the member without prior authorisation from the call centre, shall not be reimbursed
- In the event of a mechanical or electrical breakdown, the vehicle is to be towed to the closest franchised dealer or authorized repair centre from the scene of the breakdown
- The liability only extends to the towing of one vehicle and not a trailer, boat or caravan. Multiple tows (e.g. where you need a trailer, boat or caravan towed) will be for the member's account. Second tows will be for the member's account
- A member will only be entitled to the car hire and overnight accommodation benefits if the vehicle was towed by the service provider
- An accident shall be defined as damage to one or more body panels (which will require repair in a body shop) as a result of a collision with another vehicle or object. An accident shall also include instances where the engine catches fire, or where impact with a pothole, kerb or pavement results in damage to the suspension, wheels or undercarriage (and not necessarily the body panels), and where it is clear to the member and the service provider that the damage is of an insurable risk in nature. In instances of doubt the service provider shall arbitrate on this latter definition. In the event of the accident being caused by mechanical failure, and in essence where the vehicle under these description is non-drivable, the incident will be considered to be an accident.
- In the event of an accident, the vehicle is to be towed to the closest insurance approved motor body repairer (MBR) or member elected panel beater to the scene of the accident.
- Please note that each benefit will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.



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**The Member will not be entitled to service where:**

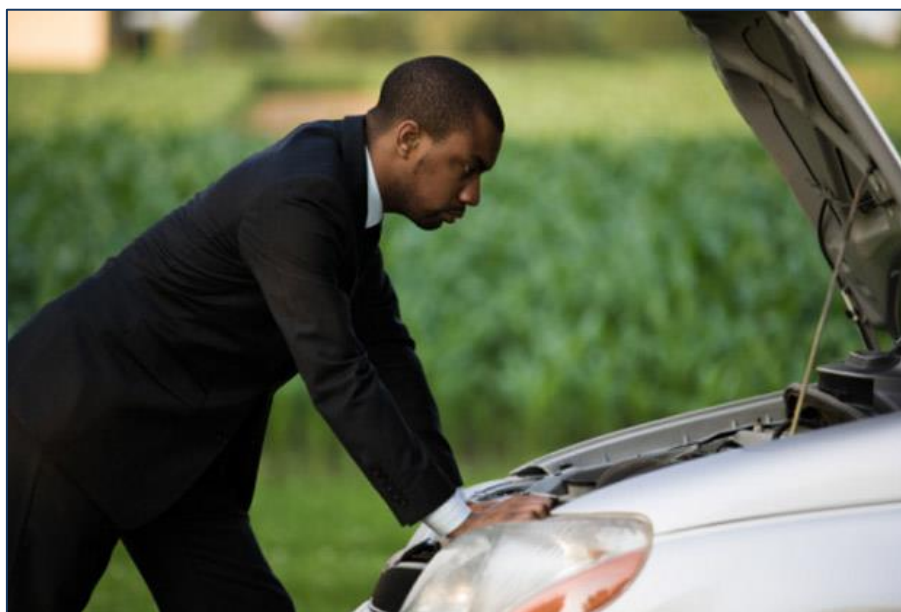
- The vehicle is not insured on the current insurance policy with Franco Bottari & Ass.
- The vehicle is not in a roadworthy condition prior to the incident
- The vehicle is a motor home or large panel van (weighing in the excess of 3.5 tons)
- The vehicle has a gross mass exceeding 3.5 tons
- The fault is with a trailer, boat trailer or caravan
- The vehicle is already at a place of repair

**The service provider does not refund:**

- Labour, overtime or cellular-phone charges, toll-gate fees, call-out fees, weekend levies, storage charges, hitching/salvage/recovery (defined as an insurable risk related to accessing the vehicle) fees and the cost of spare parts
- Repair charges
- Charges for assistance rendered by a private person
- Charges for assistance required due to participation in a motorised-sporting event

**Road Guard**

In the event that a member is involved in a roadside event (accident or breakdown), while the member waits for their roadside services, an accident runner could be dispatched to the roadside event within 30 minutes. The response vehicle will stay with the driver, to ensure as much as possible a safe surrounding, until their roadside services have arrived. This service is for the member's own account.



## **HOME ASSISTANCE**

Available 24-hours a day 365-days a year (call out and 1 hour labour included). To qualify for the Home Assistance emergency service, either the Home Buildings or Home Contents need to be insured through Franco Bottari & Ass.



Our Home Assistance program provides assistance to the member when you are involved in a Home Emergency. A Home Emergency means any sudden, unexpected and/or unforeseen event at the eligible resident requiring the immediate and/or urgent services of a domestic tradesman to limit/minimize or prevent further damage to the home.

This benefit is restricted to home emergencies and only applies the eligible premises/primary place of permanent residence, within the Republic of South Africa and used for domestic purposes, including outbuildings.

### **Emergency Services Notification and Call-out**

At the member's request our Assist Call Centre will relay a notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

**The Home Assistance program shall entail the following emergency services to customers:**

1. Plumbers
2. Glaziers
3. Electricians
4. Locksmiths
5. Tree Felling
6. Bee Keepers and Pest Controllers



### **Mobile Notification Services**

The member will receive an SMS notifying them of the update on your active case.

The below details will be sent to the member's mobile phone after lodging a case:

- Name of Primary Case Manager
- Reference Number (ease of calling in and enable anyone of the Assist Agents to intervene or provide further details to the member)
- Once a Service Provider has been appointed, the responding Service Provider details will be sent along with the ETA
- Any changes made to the case (new Service Provider and additional requests etc.)
- If there is a shift change, the details of your New Case Manager will also be sent

\*Please note that each benefit will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.



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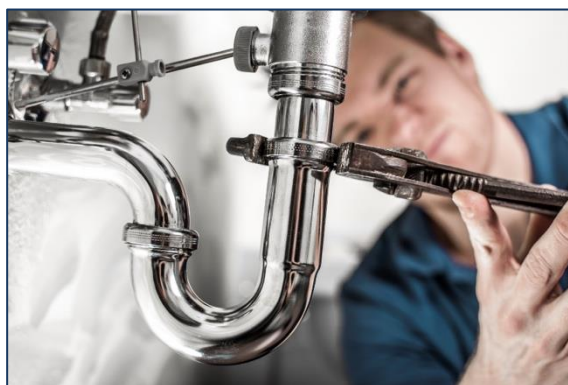


## Terms and Conditions

- Overall limit of three incidents or R2000 per member, per annum applies.
- Please note that the call out fee and first hour of labour will be included under Home Assistance, **however the cost of parts and additional labour will be for your own account.**
- Where the incident is not considered an emergency that requires immediate attention, we will provide a referral for any specific Service Provider and all costs will be for the member's own account.
- The benefit period is one calendar year and the benefit does not accumulate, but is a maximum amount per annum.
- A repair incident is considered per service category, e.g. if an electrician is called out to do repair on the distribution board as well as an electrical connection, this is treated as one call out.
- Benefit excludes maintenance (of any kind)

### Exclusions:

- Replacing light bulbs
- Adjustment of thermostats
- Any remote controls or access controls
- Normal wear and tear
- Unlocking of safes
- Non-emergency situations



## Plumbers

Assistance shall be provided to the member in circumstances where they have requested access to the service where the emergency is any of the following:

- Visible burst water connections and pipes
- Blocked drains, toilets, baths and sinks, that are causing further damage to the home
- Emergency Geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems
- Burst geyser
- Flooding on property due to storm drains / external pipes / sewerage pipe leakage

### Exclusions:

- Jacuzzi, swimming pools and boreholes and borehole pumps; leak detection inspections, repairs not complying with regulated specifications such as SABS and others, leaking taps, replacement of a burst geyser, septic tanks and water supply interruptions to permanent residence

## Glaziers

- Glazier assistance is a 24-hour help line, offering assistance were a service provider is dispatched to ensure that side glass or building glass can be professionally replaced
- Broken or badly cracked window panes which could result in access to the residence
- No materials are included as this is for the member's account (the actual glass etc. is for the member's own account)



## Electricians

Assistance shall be provided to members in circumstances where they have requested access to the service where the emergency is any of the following:

- Distribution boards, circuits, main cables causing power failure
- Earth-leakage relays causing power failure
- Geyser connections, and elements, causing 100% power failure
- Plug points causing 100% power failure
- Light fittings or switches causing 100% power failure
- Lightning strikes on wiring
- Multiple burnt connections on wiring or plug points causing 100% power failure
- Connections to all electrical motors (e.g. electric gate motor) causing 100% power failure



### Exclusions:

Electric gates and doors; jacuzzi, swimming pool and borehole pumps; air conditioners and commercial refrigeration; repairs not complying with regulated specifications such as SABS and others; all electrical motors (e.g. electric gate motor); main electrical supply interruptions to permanent residence.

## Locksmiths

- If keys are broken off or lost for a main entrance or exit of the house (This includes outbuildings)
- If a person is locked inside the house or any room within the house

### Exclusions:

- Burglary incidents (the member will be assisted, but is liable for the cost. These costs can be claimed through Franco Bottari & Assoc. under your insurance policy, subject to the policy excess).
- Garages
- Padlocks
- Replacing of damaged locks (the member will be assisted at his / her own expense)
- Business premises

### Additional benefits also included are:

- Tree Fellers/ Bee Keepers and Pest Controllers - paid for up to the per incident limits only and only within day light hours.
- Should a break in occur, security assistance and guarding services will be provided at the member's request. This will be for the member's own account and again can be claimed under your insurance policy held by Franco Bottari & Ass. Subject to the policy excess.

## Bee Keepers and Pest Controllers

Assistance will be provided for the below pests:

- Ants, Mice, Rats, Flies, Spiders, Cockroaches



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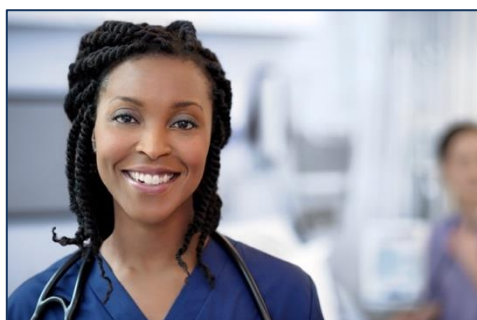
## **MEDICAL ASSIST ACCESS**



**The following benefits are on an access only basis. These services include:**

- Emergency telephonic advice and information – 24/7
- Referrals to medical practitioners and facilities
- Liaison with next of kin to keep them informed

In addition to the general medical advice service, medical operators will guide a person through a medical crisis situation involving the member. The member will receive emergency advice or have necessary support organised, by utilising the 24-hour Contact Centre Doctor.



**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

**The service provider will arrange for the following but the costs are for the member's medical aid or own account:**

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

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

**You as the policy holder are the “member”. As the services are linked to your personal insurances, any member of your immediate family residing with you, are also considered to be a “member” and may make use of these services by quoting the name of the policy holder (your name) and their relationship to you, when calling the Emergency Assist number.**

**FOR FURTHER INFORMATION OR ENQUIRIES REGARDING  
EMERGENCY ASSIST SERVICES, IN A NON-EMERGENCY, PLEASE  
CONTACT OUR OFFICES 031-764 0580 DURING OFFICE HOURS**

Franco Bottari & Associates Emergency Assist Services are provided through One Loyalty Rewards (Pty) Ltd. 2002/004475/07  
+27 11 291 7300 | [www.oneloyaltyrewards.co.za](http://www.oneloyaltyrewards.co.za) | 3<sup>rd</sup> floor, Sandown Mews West Tower, 88 Stella Road, Sandown, Sandton



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