



Our 24-Hour Assistant Services

Assist Line: 0860 264 264

Back-up Line: 087 110 1717
For MTN Users: 011 246 2271

www.ami.co.za

ROADSIDE & ACCIDENT ASSIST

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 will be for the member's account. Battery replacement only available in Metropolitan areas.)
- Flat tyre (assistance with changing a tyre - member needs to have a spare tyre available)
- Fuel assistance (limited to five litres per incident)
- Transmission of urgent messages

Annual Limit: Up to R750 per incident or R1500 annually

Locksmiths

- A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle.

Annual Limit: Up to R900 per incident or R1800 annually

Tow-in

- Mechanical & Electrical breakdown – Tow-in service after a breakdown is limited to an amount of R1500. Any amount over R1500 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 R3750, should this go over the R3750, authorisation will be requested.

** 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, occupants of the vehicle (up to a maximum of two persons) will be transported to a nominated destination. Destination needs to be within a 100km radius of your normal place of residence or work.

Limit: Up to R500

Hotel Accommodation

- Where the breakdown has occurred outside of your normal 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).

Limit: Up to R500 per incident or R1000 annually

OR

Car Rental

- Where the breakdown has occurred outside of your 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.

Limit: Up to R500 per incident or R1000 annually and subject to availability

Vehicle Repatriation

In the event of a vehicle being left for repairs, we will pay 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.

Limit: Up to R500

Annual limit: 2 Incidents per category, per policy, per annum



HOME ASSIST

Home Assist is applicable to buildings and contents insured on the underlying Insurance policy.

Fixtures, Fittings, and Services

An appropriate repairer (electrician, plumber, locksmith and glazier) will be called out to address the problem at one nominated address.

Limit: Call Out Fee and first hour of labour. Thereafter costs will be for the policy holder.

**Please note that all parts and materials used are excluded and will be for the members account. Maintenance related issues are not covered.*

Emergency Services Notification

At the policy holder's request, a notification of an emergency will be sent out to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.



Call outs

A summary of this product is illustrated in the table below;

	Inclusions	Exclusions
Electricity	• Distribution boards, circuits, and main cables causing power failure • Earth-leakage relays causing power failure • Geyser connections, thermostats and elements • Multiple plug points causing power failures • Lighting strikes on wiring causing power failures • Multiple burnt connections on wiring or plug points causing power failure • General house wiring • Connections to all electrical motors causing power failure • Municipal connections inside the property causing power failure	• Electrical 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 (electric gate motors etc.) • White appliances (Stove, Refrigerator, Dishwasher, etc.)
Plumbing	• Burst water connections and pipes that are causing further structural damage • Overflowing blocked drains (internal & external) that can cause further structural damage • Geyser problems (not hot water dependent on case circumstances, water pressure, overflowing geyser)	• Concealed pipes are not covered. Specialists are not covered e.g. Leak Detectors • Specialists are not covered e.g. Drain specialist like Roto-Rooter & Drain Surgeon • Repairs not complying with regulated specifications such as SABS and others • Replacement of burst geyser • Jacuzzis, swimming pools and boreholes • Leaking tap that runs into a basin or shower
Locksmith	• If keys are broken off or lost for a main entrance or exit of the house • If a child is locked inside the house or any room within the house	• Outbuildings and garages • Padlocks
Glazier	• Any glass that has been damaged or broken and is causing a security risk to your premises	• Mirrors or any specialized glass

** Please note: For any other cases not mentioned above and parts, we will be able to assist the member with referrals, but they will be liable for ALL the costs.*

Annual limit: Up to 3 incidents per annum (1st Hour of labour and call out fee)

GEYSER & PIPE REPLACEMENT SERVICE

(Available only if your building is insured through Ami Underwriting Managers (Ami))

These services will be fulfilled by the Call Centre, subject to the cover provided in your Ami Policy schedule.

Please note: This is an Ami Policy Benefit, which is subject to your building being insured through Ami, and Ami Policy Terms and Conditions.

This benefit falls outside of the Ami Assist Programme.



CONCIERGE SERVICES:



HOME SAFE CHAUFFEUR

This product is designed to encourage responsible driving decisions.

Benefits:

- We will ensure that **you and your** vehicle arrive home safely. We will dispatch a vehicle with two drivers (where possible) and drive you home in **your own car**.
- All drivers carry a cell phone and dress professionally. The drivers all speak English.
- Each incident is capped at R535, any costs incurred over and above this will be for the client's account.

Terms and Conditions:

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Gqeberha, East London, George, Bloemfontein, KZN South-Coast and Pietermaritzburg.
- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- The driver shall not take any liability for any incidents involving Vehicle scheduled for HSC Assist, GC undertake that any vehicle requesting this service is Comprehensively insured.

- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.
- Cancellation and rescheduling fees:
 - Two hours prior to booked collection time – No Cost.
 - 90 Minutes prior to booked collection time – One incident will be eliminated.

** Someone specified in the policy must be present for the service if a Chauffeur Service is booked. Trips cannot be transferred. The insured must use this service with the insured vehicle in order for HSC to be eligible.*

AIRPORT DRIVE

This product is designed to drive you to and from the airport.

Benefits:

- We will ensure that you arrive safely to and from the airport.
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.

Terms and Conditions:

- Trips can be arranged via the call centre 48-hours before the flight.
- In the event where the client needs to make a flight change, a 3-hour notice period will be efficient depending on availability.
- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Gqeberha, East London, George, Bloemfontein, KZN South-Coast and Pietermaritzburg.
- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check-in and boarding procedures.
- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.
- Cancellation and rescheduling fees:
 - Two hours prior to booked collection time – No Cost.
 - 90 Minutes prior to booked collection time – One incident will be eliminated.

- Please note the Assist and its select partner and service providers are not responsible for the loss or damage to any of the following:
 - Personal items such as cell phones, laptops, I-pads, tablets, etc.
 - Any luggage being damaged or lost.
 - Cost on late arrival and or missing your flight due to natural disasters, traffic, law-enforcement roadblocks, etc.

TRAUMA & TREATMENT CHAUFFEUR

This product is designed to get you from and to home after any trauma or treatment session should you not have available transport.

Benefits:

- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.
- Each incident is capped at R535, any costs incurred over and above this will be for the client's account.
- This benefit will also apply to transport the insured from a medical facility (post-medical treatment) to their house of residence.

Terms and Conditions:

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Gqeberha, East London, George, Bloemfontein, KZN South-Coast and Pietermaritzburg.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.
- Cancellation and rescheduling fees:
 - Two hours prior to booked collection time – No Cost.
 - 90 Minutes prior to booked collection time – One incident will be eliminated.

Annual limit:

Home Safe Chauffeur
Airport Drive
Trauma Treatment Chauffeur



6 Trips Annually

Trips are interchangeable between concierge products

CRIME VICTIM ASSIST

This product is a 24-hour crisis management tool to assist you in the event of a hi-jacking or home invasion. The product offers the following:

- In the case of a stolen cell phone, a mobile phone is preloaded with R200 airtime, so that you can stay in touch with your loved ones and make the necessary arrangements.
- 3 Months of access to the We Care App containing all your available Assistant Services.
- Application form links for Drivers/Vehicle Licenses and ID/Passport will be available via the We Care Mobile App.
- In the case of a vehicle being stolen, a Group B car hire will be arranged for 48-hours.
- R1000 cash contribution to help you get back on your feet.
- Locksmith to assist you with your locks at home, in case your keys were stolen, or your home invaded, to the value of R1000 per annum.
- Placement of a 24-hour security guard, should you have been hijacked or a victim of a home invasion.
- Hotel accommodation to the value of R2000 per annum, should you feel unsafe in your home after a home invasion.
- Investigation services to the value of R25 000 to assist with identifying the perpetrators of the incident and recovery of your possessions.

Annual Limitation: Up to 1 incident per policy

INTELLIGENT PANIC

In a panic situation, you never want to be alone! Intelligent Panic provides you and your loved ones with 24 hour access to your own experienced crisis manager – who will help you through your emergency.

You never have to remember an emergency number again!

Intelligent Panic is a breakthrough in emergency support – you will never have to remember another emergency number again.

You will never be alone in an emergency!

The Intelligent Panic service provides you with your very own crisis manager. When you are in an emergency – WE take charge! Your crisis manager will call you back on your cell phone and help you through your crisis – whatever that may be.

Access every emergency support service out there from one button on your cell phone.

To have access to Intelligent Panic, you need to register and then choose one number on your cell phone that acts as your panic button. In an emergency, just press that one number – and we take charge of the rest. Your crisis manager will call you back and access the most appropriate support that you need. Your crisis manager will be in telephone contact until your crisis situation is resolved.

