

# RED

## ASSIST

**0861 237 873**

SHOULD THIS NUMBER NOT BE AVAILABLE  
PLEASE CALL 066 470 3368 / 69

**Personal Lines**

**ORIGIN**  
FINANCIAL

Authorised Financial Services Provider  
FSP No.: 4873

[www.originfin.com](http://www.originfin.com)



# Roadside & Accident Assist

WE'LL GET YOU ON THE ROAD AGAIN

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Roadside Assist is available 24 hours a day, 7 days a week, 365 days a year and includes the following benefits.

## ACCIDENT TOWING

Towing of the vehicle to the nearest approved repairer from the scene of the accident. All costs will be invoiced to the insurer as part of the claim.

## 2ND ACCIDENT TOW / BREAK-IN TOW / STOLEN AND RECOVERY TOW

Assistance will be provided, however all costs will be invoiced to the insurer as part of the claim.

## MECHANICAL OR ELECTRICAL BREAKDOWN

We arrange to tow the vehicle to the nearest repairer, within a 40km radius.

Where no reputable repairer is available within a 40km radius we will tow the vehicle to the nearest repairer and in this instance will cover the costs up to a maximum of R 1500 incl. VAT.

If you are further than 100km from your permanent residence or destination, where available, and at our discretion, we will provide one of the following:

### CAR HIRE

A limit of R 750 incl. VAT is applicable to this benefit per breakdown.  
Terms and conditions of the car hire company apply.

OR

### OVERNIGHT ACCOMMODATION

A limit of R 750 incl. VAT is applicable to this benefit per breakdown.  
The provision of accommodation is subject to availability.

## REPATRIATION OF VEHICLE

A limit of R 750 incl. VAT is applicable to this benefit per breakdown.  
This benefit applies should the vehicle need to be repatriated from the place of repair, on condition that the breakdown was more than 100Km from your permanent place of residence or destination.

## VEHICLE LOCKSMITHS

Cover will be provided for the call out fee and first hour labour where the keys have been broken or locked in the vehicle.

## FLAT TYRE ASSISTANCE

Cover will be provided for the call out fee and first hour labour to fit the spare tyre. The cost of the repair or the replacement of the tyre is not covered.

# Roadside & Accident Assist

## Continued

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### OUT OF FUEL

Cover will be provided for the callout and first hour labour if you are stranded next to the road as a result of running out of fuel. A service provider will be dispatched to deliver the fuel.

The cost of the fuel will be for the clients account.

### FLAT BATTERY

If your vehicle won't start due to a flat battery, we will dispatch a service provider to attempt to jump start the vehicle. It should be noted that jump starting could result in damage to the vehicles' electronics and a tow to the nearest repairer is recommended.

### TAXI SERVICES

We will arrange transportation for the occupants of the vehicle in the event of the vehicle having to be towed. The cost of the transportation will be for the clients account.

### MESSAGE RELAY SERVICES

The call centre agent will contact relatives, employers or colleagues to inform them of any incident if requested by the client.

### TRIP MONITOR

We will contact you at specific intervals during your road trip if requested by the client. This benefit is available within the borders of South Africa.

### PLEASE NOTE:

- We do not cover any vehicles over 3500kg.
- Origin Assist will not be held liable for any repairs or towing costs not authorised by the contact centre.

### ANNUAL LIMIT:

R 6 000 incl. VAT per policy.










# Household Assist

## DAY TO DAY HOUSEHOLD REPAIRS

Basic Household Assist is only a phone call away, 24 hours a day, “7 days a week”. This service gives our clients direct access to the right resources at the right time.

Included in this benefit is assistance with the following:

✓	Plumbers	
✓	Glaziers	
✓	Appliances (white goods only)	
✓	Electricians	
✓	Locksmiths	

Please Note: The product does not cover the following:

- Replacement of parts. This is quoted separately to the client, who will approve or reject the repair.
- Appliances older than 8 years.
- Replacement of appliances.
- Municipal connections.
- Repairs outside the client’s property.







Annual limit of R 4 000 incl. VAT per policy.



# Advanced Household Assist

## DAY TO DAY HOUSEHOLD REPAIRS

This comprehensive benefit provides you with assistance for day-to-day household repairs with regards to the following:

✓	Electrical		✓	Appliances	
✓	Plumbing		✓	Electronics	
✓	Motors		✓	Locksmiths	

Included in this benefit is assistance with the following:

✓	Tree Felling		✓	Carpet/upholstery cleaning	
✓	Beekeeping		✓	Fumigation	
✓	Handyman		✓	Gutter Cleaning	
✓	Rubble/rubbish removal		✓	Relocation	

Using our database of approved service providers, we can assist you with the following:\*

ELECTRICAL	MOTORS	APPLIANCES	OTHER
Faulty lights	Gates	Microwave ovens	Tree felling
Faulty plugs	Swimming pools	Stoves	Beekeepers
Geyser thermostats	Jacuzzis	Fridges	Handyman
Geyser elements	Garage doors	Freezers	Rubble/rubbish removal
Power failures	PLUMBING	Washing machines	Carpet/upholstery cleaning
Distribution boards	Blocked drains	Tumble dryers	Fumigation
Earth leakage relays	Leaks	Dishwashers	Gutter cleaning
Stove plates / elements	Tap washers	Air conditioners	Window Washing
General house wiring	Toilet rubbers	ELECTRONICS	RELOCATION
Main cables	Geyser valves	Televisions	Moving company
Light switches	Burst pipes	DVD players	Cleaning services
Burnt plug points	Blocked baths, sinks & taps	Hi-fi's	Carpet cleaners
Lightning wiring	Shower outlets	VCR's	Handyman
Faulty circuits	Water connections	LOCKSMITHS	Security guard / consultant
	Municipal connections	Unlocking of doors	Rubble/rubbish removal
		Replacement of lock	DSTV/TV installations

\* DSTV Installations: not applicable to new installations

The maximum cover per claim, faults per claim and excesses shown on the table below are applicable:

PRODUCT	MAXIMUM COVER PER CLAIM	NO. OF FAULTS PER CLAIM
Electrical & Plumbing	R2 000	4
Appliance, Motor, Electronics & Locksmiths		1
Relocation	R1 000	1
Other	R1 000	1

All values depicted include VAT.

### LIMITS:

- There is an overall limit of R 2 000 per policy per annum.
- Also included in this product is the Relocation benefit which will assist you with moving house.

This benefit was specifically created to ease the burden of moving to the policy holder and will cover up to R 1 000 incl. VAT per move.



# Home Invasion & Hijacking

WE GET YOU BACK ON TRACK

## Home Invasion

This is a 24 hour crisis management product to assist you in the event of a home invasion. We will assist with the following:

- In the case of your cellphone being stolen in a home invasion, we will provide you with a cellphone loaded with a pre-paid airtime to the value of R 100.
- In the case of your vehicle being stolen, we provide you with Group B car hire for 48 hours to keep you mobile.
- In the case of your credit card being stolen, we will provide you with a pre-loaded debit card up to the value of R 500 to assist you in the interim.
- In the case of your keys being stolen in a home invasion, we will send a locksmith to your house to assist you with your locks, up to the value of R 1 000 per annum.
- In the case of your home being invaded, we will place a security guard at your house for 24 hours after the invasion has taken place.
- In case of your home being invaded, we will provide hotel accommodation to the value of R 1 000 per annum.

## Hijacking

In the event of a hijacking, the client will be given the options to be assisted with one of the following:

- A cell phone preloaded with airtime will be delivered to you when your cell phone was stolen in a hijacking.
- Car hire for 24/48 hours to be mobile (If vehicle as taken in hijacking).  
General terms and conditions of the car hire company will apply.
- R 500 to get by if your cards have been stolen (If cards stolen in hijacking).
- If your keys have been stolen, we will send a locksmith to your house up to R 1 000.
- A security guard can be placed at your residence if the incident occurred there.

\*Only one of the above events will be covered per annum.

### Annual Limit:

R 2 000 (Hijacking / Home Invasion)

# Legal Assistance

## LEGAL ADVICE A PHONE CALL AWAY

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Legal advice and assistance from qualified attorneys on any legal matter.

This includes:

- Telephonic legal advice.
- 24 Hour legal referral.
- Four, 30 minute consultations with a qualified attorney, at no cost to our client.

In the event of more technical questions, eligible persons may be referred to more qualified legal advisers which may have cost implications to the policyholder.

At the discretion of our legal representative. It should be noted that this benefit is intended to provide basic telephonic legal advice.





# Safe 'n Sound

WE GET YOU HOME SAFE AND SOUND

This is a pre-booking designated driver service that will get you home safely if you have been drinking.

If you are aware of a function or event where after you may need alternative transport home, you will be driven home in your own vehicle by a designated driver.

## **This benefit offers**

- 12 free trips per year.
- 50kms per trip and thereafter a fee per kilometer is payable directly to the driver.
- The service is available for personal lines policy holders only.
- This service can be utilised if the client needs to be transported to the airport, or a taxi type service when your vehicle was at the dealership for a service. Trips like these will be deducted from your trips per annum.
- Services are available in the following areas:
  - Johannesburg
  - Pretoria
  - Cape Town
  - Durban

Please note: Subject to availability of drivers.



# Medical Assist

## 24-HOUR EMERGENCY ASSISTANCE HELPLINE

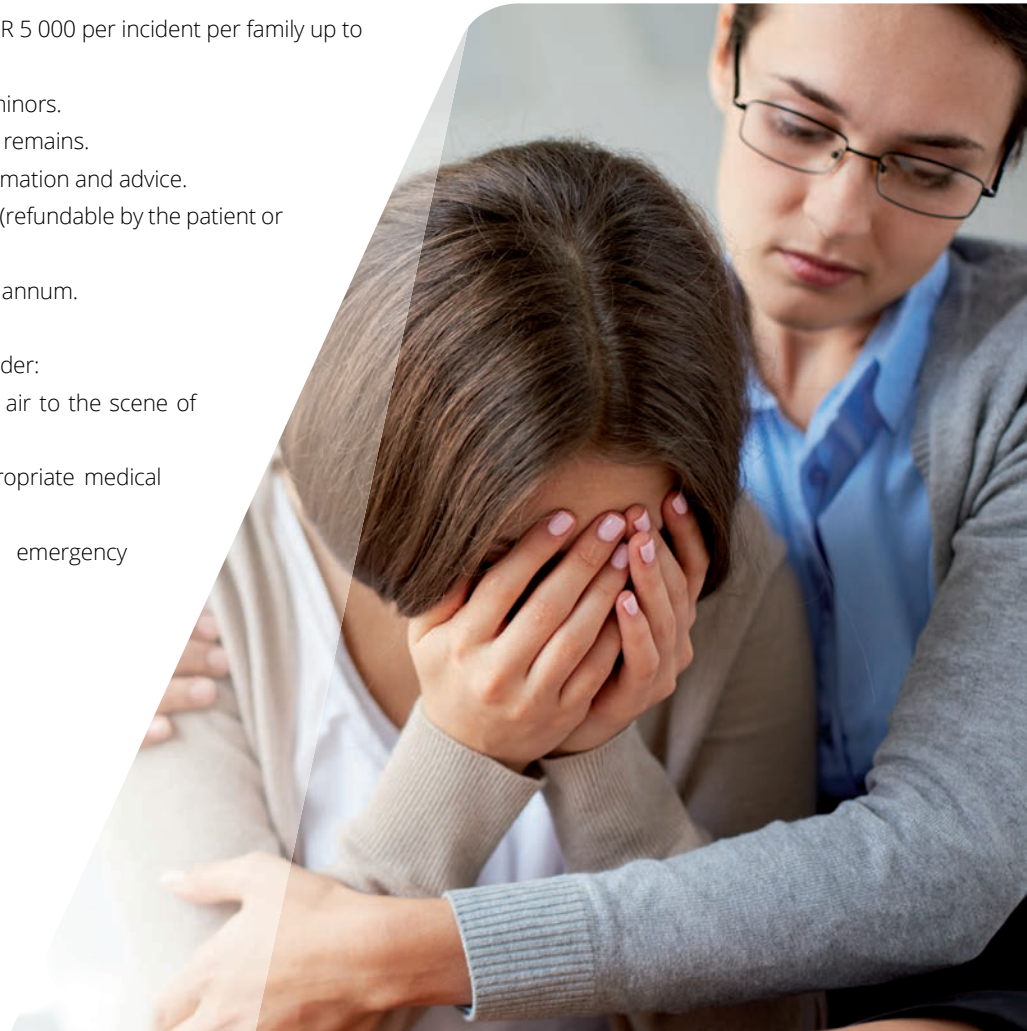
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Medical Assist will provide you with assistance 24 hours a day, 7 days a week, 365 days a year. In the event of a medical emergency, we will arrange the following:

- Emergency telephonic "911" type medical advice and information.
- Emotional support and tele-counselling.
- Telephonic trauma counseling and referral.
- Referral to psychiatric consultations up to R 5 000 per incident per family up to R 10 000 per annum.
- Companionship and or care of stranded minors.
- Repatriation of patient or return of mortal remains.
- Confidential non-emergency medical information and advice.
- R 5 000 Admission to hospital guaranteed (refundable by the patient or their medical aid).
- Cover is limited to R 20 000 per policy per annum.

At the discretion of the medical service provider:

- Emergency medical response by road or air to the scene of medical emergency.
- Transfer of the patient to the most appropriate medical facility.
- Transfer of life saving medication and emergency blood.



# Get in touch

# 0861 237 873



**ORIGIN**  
FINANCIAL

This brochure should be read in conjunction with the policy wording which is available from the broker. These products consist of risk and non-risk products.  
These benefits are only valid within the borders of South Africa.



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