

Roadside & Accident Assistance

Roadside Assistance

Members have access to the following services in the event of a roadside emergency (limited up to R750 per incident):

- Flat battery – jump start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five litres per incident)
- Minor roadside-running repairs (electrical, coil, immobilizer etc.)
- Transmission of urgent messages

Tow-in

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – covered up to R750
- Electrical breakdown – covered up to R750
- Accident damage – cost covered to the nearest approved panel beater up to a limit of R2300

Courtesy Transport

Where the vehicle needs to be towed to a repairer, we will arrange for the occupants of the vehicle (up to a maximum of two persons) to be transported to a nominated destination where the breakdown has occurred within a 100 km radius of your normal place of residence.

Hotel Accommodation

Where the breakdown has occurred outside a radius of 100 km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to a maximum of four people). Cover up to R500.

Vehicle Repatriation

In the event of a member's vehicle being left for repairs, we will pay up to R500 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 member's place of residence, we will supplement the additional tow costs with the costs of car rental.

Overall limit of R6 000 per annum per policy.

**Please note: This cover excludes all vehicles over 3 500kg. 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, Lesotho, Namibia, Mozambique, Botswana, Zimbabwe and Swaziland.*

Auto Concierge

Using our comprehensive dealer database, a dedicated consultant will contact all the relevant workshops and car dealerships in your area and source the best prices on vehicle parts or accessories that you may need.

Advanced Driving

The biggest cause of motor accidents is human error and the inability to respond appropriately to potentially hazardous situations. We offer a concierge service to source the best driving courses to suit your requirements.



Car Hire

Book your next car rental through the MUA travel desk and experience exceptional service. You have access to a wide selection of cars and services available from Europcar and you will receive a preferential rate. Please note that standard car hire terms and conditions apply. In order to redeem these benefits, call the MUA number on 0861 000 682.

Risk Prevention Products

These risk prevention products are aimed at decreasing your exposure to risk. You will receive discounted rates on the following products:

- Security and protection devices, these include mace, pepper spray, stun/taser guns
- Maintenance – tyres, shocks, batteries etc.
- Map assist and satellite navigation devices
- Roadside assist products and car safety products
- Children car safety products
- Hijacking courses
- Fines assist. We will advise you on the payment process, either where you can pay your fine or how to pay your fine online.
- Shuttle assist-drunken driving prevention

Trauma & Assault

24-hour Emergency Assistance Hotline

In the unfortunate event of a traumatic incident, we will provide the member with counselling by trained medical professionals. This is a 24-hour emergency assistance helpline that:

- Arranges the nearest local emergency assistance service as well as provides emergency transport to the nearest, most appropriate medical facility
- Offers referrals for psychiatric consultations
- Covers R5 000 per insured person with a maximum of R10 000 per family per occurrence in respect of psychiatric consultations

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. Intelligent Panic has access to every emergency service you may need, as well as access to your own security company, medical information and other useful contacts.

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.

Do you need emergency medical advice over the phone, do you need to find a doctor or an ambulance fast, have you been involved in an accident – or are you lost and feeling vulnerable? Intelligent Panic is there for you.

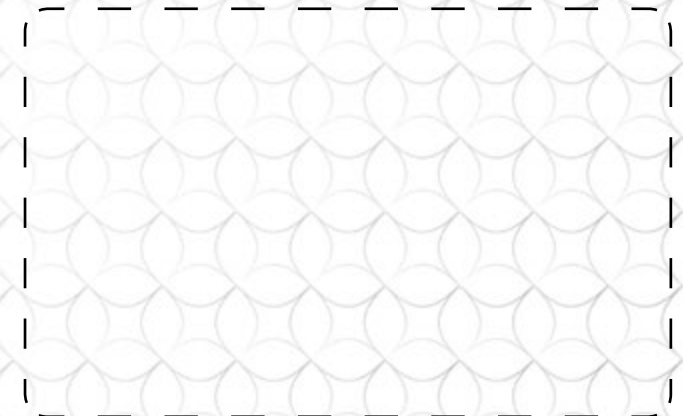
Access every emergency support service out there from one button on your cell phone.

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.

Hi-Jacking Benefit

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

- In the case of your cell phone being stolen in a hi-jacking, we will provide you with a cell phone loaded with pre-paid airtime to the value of R100
- In the case of your vehicle being hi-jacked, we will 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 R500 to assist you in the interim
- In the case of your keys being stolen in a hi-jacking, we will send a locksmith to your house to assist you with your locks, up to the value of R1000 per annum
- In the case of you being hi-jacked at your place of residence, we will place a security guard at your house for 24 hours



MUA Concierge

One luxury our clients never have is the luxury of time. MUA Concierge is a service where a professional chauffeuring company will take care of the time-consuming process of claims-related events on your client's behalf. Some of the perks of this service include:

- having your client's insured vehicle picked up from their home or work and taken to be assessed for damages as well as fetched after repairs;
- being dropped off for a routine service; or
- your client being picked up and chauffeured home in case they had one too many drinks.

This service is offered to MUA policyholders at a fee of R30 per month which allows for up to 12 trips per year and is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, East London, Port Elizabeth, George and Cape Town.



Call

0861 000 MUA (682)

for all your Road Assist benefits as described in this leaflet. In the unlikely event of difficulty using the 0861 number above please dial 083 793 3136 for assistance.

Partners and benefits may change from time to time.
All benefits are only redeemable via the call centre.
Terms & conditions apply. E&OE.



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PHONE +27 861 682 467 FAX +27 864 550 713 ADDRESS 4th Floor, Gihon Building, Cnr. Bill Bezuidenhout & Sportia Street, Tyger Valley POSTAL P O Box 5777, Tyger Valley, 7536 EMAIL newquotes@mua.co.za

DBN
PHONE +27 861 682 467 FAX +27 864 550 713
ADDRESS 1st Floor Units 5 & 6, Aloe Block, Fairway Green, 3 Abrey Road, Kloof, 3610 POSTAL PO Box 591 Gillitts 3603 EMAIL newquotes@mua.co.za

JHB
PHONE +27 861 682 467 FAX +27 864 550 713
ADDRESS Ground Floor, Unit 2, Bruton Office Park, 18 Bruton Road, Bryanston POSTAL PO Box 131152, Bryanston 2021 EMAIL newquotes@mua.co.za

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MUA ROADSIDE ASSIST

Welcome to MUA Roadside Assist, where we offer you peace of mind in the event of an emergency situation. You also receive great offers from a wide variety of service providers, which are immediately available to you.

Call 0861 000 MUA (682) for more information and one of our consultants will gladly assist you. This is your emergency contact number, please save it on your cellphone.

ROAD ASSIST BENEFITS
0861 000 MUA (682)