




**MUA
CONCIERGE**

MUA 
Insuring the Individual



**MUA CONCIERGE IS
A COMPREHENSIVE
SECURITY, MOBILITY
AND CONVENIENCE
SERVICE FOR
DEMANDING CLIENTS
ON THE GO.**



DRIVER SERVICES

Multiple benefits for maximum peace of mind include:

- We collect you and deliver you to your hired car in the event of an accident.
- Have your vehicle picked up for servicing or repairs and collected upon completion.
- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; from Monday to Friday from 08:00 - 17:00.
- Kindly note that this service is subject to availability and it is therefore advisable to book as early as possible - we can accommodate bookings up to 7 days in advance.
- You have access to a total of 12 trips per year in combination with the Drive Home Safe service (see below).



DRIVE HOME SAFE SERVICE

Your safety is paramount. If you have enjoyed a drink or two, we will collect you and your vehicle and deliver you safely home within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; during the following hours:

Mondays to Thursdays	17:00 - 01 :00
Fridays	15:00 - 03 :00
Saturdays	16:00 - 02:00
Sundays	16:00 - midnight

Kindly note that this service is subject to availability and it is therefore advisable to book as early as possible (a minimum of 2 hours in advance) and up to 7 days in advance. You have access to a total of 12 trips per year in combination with the Driver Services (refer to the previous section).



AIRPORT SERVICE

Since early times, a concierge's work was to make arrangements and run errands. Nowadays, the concierge epitomises enhanced levels of convenience for the individual.

In an acknowledgement of our client's crowded schedules, we are proud to offer an exclusive service to get you to the airport when you simply can't afford to miss a flight or need to return home after a journey. The convenience of knowing you can arrive at departures and arrivals unruffled, stress-free and on time is worth its weight in gold. We will drive you to and from the airport within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; 7 days a week from 04:00 to midnight.

Kindly note that this service is subject to availability and it is therefore advisable to book as early as possible - at least 48 hours before your flight. We can accommodate bookings up to 7 days in advance.

- You have access to a total of 6 trips per year for this service (over and above the 12 trips for the Driver and Drive Home Safe services mentioned earlier in this brochure).
- If you need to make a change in your booking due to a flight change, a 3-hour notice period will be sufficient, depending on availability of the service.



- The service is only available to you the policyholder and your direct family members.
- When booking a trip it is your responsibility to provide us with the flight number as well as the correct pick-up and drop-off times to allow for check-in and boarding procedures.
- Ad hoc or last-minute requests will be accommodated 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.
- Bookings for trips on public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, we will notify you that the pick-up driver has arrived at which time you will have 2 hours to meet the driver. After the 2 hours, we will notify you that the pick-up driver will be leaving, and the trip will be cancelled.

Cancellation and rescheduling

- Two hours prior to booked collection time - no charge.
- Less than two hours prior to booked collection time - one trip will be eliminated from your annual allowance.

Please note that MUA and its service providers cannot be held liable for:

- the loss or damage to any personal belongings such as cellphones, laptops, electronic equipment or luggage.
- any costs you incur resulting from late arrivals or missed flights due to natural disasters, traffic or law enforcement actions (such as road blocks).



TRAUMA & TREATMENT CHAUFFEUR

You may have to visit your oncologist, plastic surgeon or any other medical/trauma related service provider for medical treatment and be in need of a driver. Our treatment and trauma benefit was designed after we received a phone call asking if we would please assist our client with transport to her chemotherapy session. Through mindful risk management, we consider all the scenarios where you may need us or a service that would give you peace of mind. We understand that insuring the individual means also caring for you when you need it most.

- This service provides you with transport to and from a medical facility. You are welcome to use it up to 6 times per annum (over and above the 12 trips for the Driver and Drive Home Safe services mentioned earlier in this brochure) as noted in the airport service. Each incident is capped at R500 and any costs incurred over and above this will be for your account.
- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg; from Monday to Friday from 06:00 to 20:00.
- Kindly note that this service is subject to availability. We recommend that you book as early as possible, at least 48 hours before your scheduled appointment to avoid disappointment.
- At the specified time and location, we 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, we will notify you that the pick-up driver will be leaving, and the trip will be cancelled.

Cancellation and rescheduling fees:

- We will not charge you if you cancel/reschedule the trip 2+ hours before your booked collection time.
- If you cancel/reschedule 1 hour before your booked collection time, one trip will be eliminated from your annual allowance.





CRIME VICTIM ASSIST

This is a 24-hour crisis management service to support you in the event of a hi-jacking. We'll assist with the following:

- If your cell phone is stolen during a hi-jacking, we'll provide you with a cell phone loaded with pre-paid airtime to the value of R200.
- If your vehicle is stolen during a hi-jacking, we'll provide you with standard car hire for 48 hours to keep you mobile.
- If your credit or debit cards are stolen during a hi-jacking, we'll provide you with a pre-loaded debit card up to the value of R600 to assist you in the interim.
- If your keys are stolen during a hi-jacking, we'll send a locksmith to your home to assist you with your locks, up to the value of R1,000 per annum.
- If you have been hi-jacked at your place of residence, we'll place a dedicated security guard at your home for 24 hours.
- We will provide application forms from Home Affairs if your ID book, passport or driver's licence was stolen or lost in the incident.
- We will provide investigation services to the value of R25,000 to assist with identifying the perpetrators of the incident and recovery of your possessions.



Call **0861 000 682** to access any of the **MUA Concierge** benefits as described in this leaflet.

In the unlikely event of difficulty using the 0861 number above please dial **076 715 8967** for assistance.

CAPE TOWN

4th Floor, Gihon Building,
cnr. Bill Bezuidenhout & Sportica
Roads, Tygervalley, 7530

PO Box 5777, Tygervalley, 7536

JOHANNESBURG

Ground Floor, Unit 2,
Bruton Office Park,
18 Bruton Road, Bryanston

PO Box 131152, Bryanston, 2021

DURBAN

1st Floor, Units 5 & 6, Aloe Block,
Fairway Green, 3 Abrey Road,
Kloof, 3610

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auto  general

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MUA

Insuring the Individual

MUA Insurance Acceptances (Pty) Ltd is an authorised Financial Services Provider (FSP No. 37947) underwriting on behalf of Auto & General Insurance Company Limited, an authorised Insurer and Financial Services Provider (FSP No. 16354). Partners and benefits may change from time to time. All benefits are only redeemable via the call centre. E&OE.