



## **RENASA ASSIST**

**24 Hours 7 Days a Week**

Welcome to Renasa Assist. Members receive great discounts and special offers from a wide selection of top quality service providers.

Benefits are immediately available so simply call Renasa Assist on:

0861 RENASA (0861 736272)

### **ROADSIDE ASSISTANCE**

This is a service that allows the members to continue their journey should anything go wrong. 24 hours 7 days a week.

#### **Roadside Assistance includes:**

- Flat battery
- Flat tyre change
- Keys locked in vehicle
- Fuel assistance – when member runs out of fuel (cost of fuel on your account)

#### **Tow-in service to the nearest repair centre in the event of:**

- Mechanical breakdown – up to R500
- Electrical breakdown – up to R500
- Accident damage – Free

Overnight accommodation for driver and occupants (max 6 persons) should breakdown be more than 100km from the member's home – up to R500

Courtesy transport – should breakdown occur more than 100km from home – up to R500

Car rental (in lieu of overnight hotel accommodation following a breakdown more than 100km from home) – up to R500

Overall limit for roadside of R5,000 per annum per policy

### **EMERGENCY MEDICAL ASSISTANCE**

This service is to provide critical care assistance in moments of catastrophe.



### **Medical Advice and Information Hotline:**

The medical personnel, including paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice. This is an advisory service, as a telephonic conversation does not permit an accurate diagnosis.

- Emergency telephone advice and information 24hrs 7 days a week
- Emergency medical response to the scene of an incident
- Emergency medical transportation to the nearest appropriate medical facility for further medical care
- Repatriation of mortal remains
- Telephonic counseling and or referral to psychologist or psychiatrist
- Escorted return of minors

### **LEGAL**

This is an assistance service providing the member with legal support and advice.

#### **Member Benefits:**

- 24-hour service
- Free 30 minute consultation with an attorney
- Employment labour law and industrial relations service
- Free legal documentation service
- Free will service
- Estate planning service
- Low cost legal fees/divorces

Overall limit of R1 500 per policy per annum.

### **HOME SERVICE PROGRAMME**

#### **Fixtures, Fittings and Services:**

Should you need the services of a domestic tradesman or repairer as a result of breakage of fixtures or fittings, we will arrange for an appropriate repairer to come to your home to address the problem.

- Electrician
- Plumber
- Locksmith
- Glazier

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

We will, at your request, relay notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

#### **Appliance Assistance Referral Service:**

If you need to arrange for the repair of any appliance (excluding audio and computer equipment) we will refer you to an appropriate repairer and co-ordinate the collection and delivery of the appliance by the repairer. While we are available to co-ordinate the assistance on a 24-hour basis, repairs will only be effected during business hours. Any costs incurred will be for your own account.

Overall limit for household assist of R2 000 per annum per policy.

### **HIV Assist**

The purpose of this produce is to ensure that you gain access to confidential testing and treatment within the 72 hour window period after potential exposure, thereby greatly reducing the possibility of becoming HIV positive. It is strongly recommended that the care centre be contacted immediately after the incident.



### Benefits

- Access to 24-hour, 365 days per year Care Centre for HIV/AIDS information, advice and counseling
- Access to two blood tests for rape, trauma or potential exposure cases at an appropriate provider recommended by the care centre
- Access to anti-retroviral or prophylactic therapy
- Morning-after pill
- Access to STD preventative medication

### **Funeral Assist**

A 24-hour assist line to help those left behind to deal with the complex affairs surrounding a death during the time of grief.

The service includes assistance with the following:

- Location of the deceased
- Interpretation of the funeral policy
- Referral to a pathologist if an autopsy is necessary
- Advice on claiming procedures under the policy
- Advice on handling of all necessary documentation such as obtaining a death certificate and border-crossing documentation
- Referral to reputable undertakers
- Assistance with the funeral arrangements

### **OTHER BENEFITS AND SERVICES**

#### **ADT**

12% off new installations and upgrades or one month's free subscription on link up. New customers only.

#### **Trellidor**

Trellidor has become a world renowned brand offering its customers the best range of barrier security products around the world. 10% discount in Johannesburg and Pretoria only.

#### **CONNECT**

##### Pre-paid Airtime

Member receives great discounts on airtime ordered via the call centre:

- Vodacom – up to 10% discount
- MTN – up to 10% discount
- Cell C – up to 10% discount
- Telkom – up to 5% discount

#### **Computer Hardware and Software**

Up to 15% discount on computer equipment delivered to your door.

#### **TRAVEL**

Members receive great discounts on travel arrangements made through the travel desk.

- Airline flights up to 15%
- Bus trips discount of up to 15%
- Car hire discounts of up to 20%
- Cruise discounts of up to 15%
- Hotel discounts up to 10%
- Special rates on travel insurance



## CONCIERGE

### Auto Concierge

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

All aspects of the vehicle are catered for:

- Accessories
- Shocks
- Tyres
- Batteries
- Exhausts
- Windscreens

### Household Concierge

We will locate the relevant service provider in your area and arrange to have them come through to your home and then supply you with a quote for services related to your home or garden.



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