



ROADSIDE

TUFFASSIST is there for you 24 hours a day, 365 days a year throughout South Africa

Mechanical or Electrical Breakdown

- Tow the vehicle to the nearest repairer.

If you are further than 100km from your permanent residence, where available and at **TUFFASSIST** discretion, **TUFFASSIST** will -

- offer car hire assistance (Group A or B) for a maximum of 24 hours (Max. limit of R500 per incident) Please ensure that you have a valid credit card when travelling. Should you need a replacement car, car rental companies will only release the car to you if you have a valid credit card. Subject to availability.

OR

- offer hotel accommodation for a maximum of 4 people at a hotel of our choice (Max. limit of R500 per incident). Subject to availability.

If the vehicle needs to be left behind for repair whilst you continue your journey, **TUFFASSIST** will provide an allowance of R500 per incident to assist with the repatriation of your vehicle.

TUFFASSIST will also cover the call out and first hour's labour should you be in need of one of the following services:

- Vehicle locksmiths
- Flat tyre assistance
- Jump Start (flat battery) *
- Approximately 10 litres of fuel should it be required in emergency situations. The cost of the fuel will be for your own account.

* It should be noted that jump-starting some vehicles could result in damage to the vehicle's computer system. **TUFFASSIST** cannot be held liable should you choose to jump-start your vehicle rather than tow it to the nearest repairer.

Collision

- We will arrange for the vehicle to be towed to the nearest repairer.

Unfortunately **TUFFASSIST** does not include the cost of, but offers assistance for:

- Parts, new batteries, tyres, locks, keys etc
- A flat tyre but no spare tyre to replace it with

Cover is limited to R3000 per policy per year



MEDICAL

In the event of a medical emergency that involves bodily injury or serious medical condition the following services are available 24hrs at the scene of the accident:

- Emergency medical transportation to the closest and most appropriate facility for further medical care;
- Non-emergency medical and health advice;
- Telephonic counseling and/or referral to psychologist or psychiatrist;
- Repatriation of mortal remains.

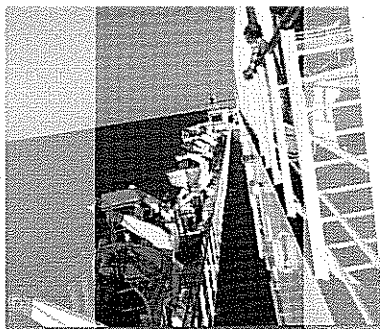
Bear in mind that although our assistance is free you or your medical aid will need to cover the costs incurred from the service provider



LEGAL

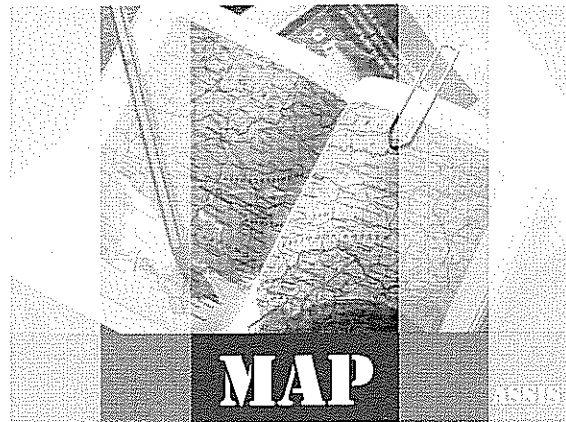
Legal advice and assistance from qualified attorneys on any legal matter. **TUFFASSIST** 24 Hour Emergency Assist offers the following benefits:

- Telephonic legal advice
- 24 Hour legal referral
- Assistance on drawing up a will
- Assistance with legal documentation, such as power of attorney, sale or lease agreements
- Telephonic guidance on contractual law
- Estate planning guidance



TRAVEL

Information on all types of travel packages, trips, flights, accommodation, availability, and bookings on your behalf. This benefit is only available during office hours.



MAP

Lost or need directions from A to B? Simply call **TUFFASSIST** and we will provide you with the directions you require either by voice, fax or SMS.

This brochure contains a summary of the **TUFFASSIST** Benefits. You are welcome to contact our office during office hours for more detailed information in respect of the policy wording.

These benefits are valid within the borders of South Africa.


Customer
Loyalty
Consultants
July 2009
Authorised Financial
Services Provider
FSP no. 25800
012 661 3345

