

Welcome to Forsyth & Nash Assist

With Forsyth & Nash Assist, you can now enjoy some peace of mind in the event of a roadside and home emergency. You also benefit from an array of concierge services, and discounts on Roadtrip packages.



Please call 0861 627 427 and one of our consultants will gladly assist you.



Road and Accident Assistance

Roadside Assistance

Members have access to the following services in the event of a roadside emergency (limited up to R650 per incident or R1300 annually):

- Flat battery - jump start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre - member needs to have a spare tyre available)
- Keys locked in vehicle (unlocking only) (limited up to R900 per incident or R1800 annually)
- Fuel assistance (limited to five liters per incident)
- 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 and/or Electrical breakdown – we will arrange for towing to the nearest repairer in a 40 km round trip. Any thing over and above will be for the members account
- Accident damage – cost covered to the nearest approved panel beater up to the limitation of a 40 km round trip. Should this go over the 40 km limit, authorisation will be required

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 or work.



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 (per group) per incident or R1000 annually.

Overall limit of 2 incidents per annum per category.

**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 and Swaziland.*

Car Rental

If the circumstances of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental car to enable you to reach your destination, subject to your qualifying for a rental vehicle in terms of the car rental companies general terms and conditions. The costs incurred will be confined to rental charges; delivery and collection of the hire vehicle, and the car must be surrendered on arrival at your destination. Cover up to R500 per incident or R1000 annually and subject to availability.

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.



Home Assist

Overall limit of 3 incidents (1st hour of labour and call out fee) per annum per policy.

Fixtures, Fittings and Services

In the event of a home emergency, we will arrange for an appropriate repairer (electrician, plumber, locksmith and glazier) to address the problem at one nominated address (call-out fee and first hour labour is covered, thereafter normal rates apply). Please note that all parts and materials used are excluded and will be for the members account. Maintenance related issues are not covered.

A home emergency is defined as an event that is potentially life threatening or could possibly cause structural or further damage to your property.

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.



| Type of Emergency | What is covered | What is not covered |
|--|--|---|
| Electrical | Distribution boards, circuits, main cables causing power failure | Electrical gates and doors |
| | Earth-leakage relays causing power failure | Jacuzzi, swimming pool and borehole pumps |
| | Geyser connections, thermostats and elements | Air conditioners and commercial refrigeration |
| | Multiple plug points causing power failures | Repairs not complying with regulated specifications such as SABS and others |
| | Lighting strikes on wiring causing power failures | All electrical motors (electric gate motors etc) |
| | Multiple burnt connections on wiring or plug points causing power failure | White Appliances (Stove, Refrigerator, Dishwasher etc) |
| | General House Wiring | |
| | Connections to all electrical motors causing power failure | |
| | Municipal connections inside the property causing power failure | |
| Plumbing | Burst water connections and pipes that are causing further structural damage | Concealed pipes are not covered. Specialist are not covered e.g Leak Detectors |
| | Overflowing blocked drains (internal & external) that can cause further structural damage | Specialist are not covered e.g Drain specialist like Roto-Rooter & Drain Surgeon |
| | Geyser Problems (No hot water – dependent on case circumstances, water pressure, overflowing geyser) | Repairs not complying with regulated specifications such as SABS and others. Replacement of a burst geyser |
| | | Jacuzzis, swimming pools and boreholes |
| | | Leaking tap that runs into a basin or shower |
| Locksmith | If keys are broken off or lost for a main entrance or exit of the house | Outbuildings and garages |
| | If a child is locked inside the house or any room within the house | Padlocks |
| Glaziers | Any glass that has been damaged or broken and is causing a security risk to your premises | Mirrors or any specialised glass |
| PS. For any other cases not mentioned above, we will be able to assist the member with referrals but they will be liable for all costs | | |



CRIME VICTIM ASSIST

Hi-jacking or Home Invasion

This product is designed to assist you in the event of a hi-jacking or home invasion emergency (available 24 hours).

Limit of 1 incident up to R5
000 per annum per policy.

Benefits are as follows:

- If your cell phone is stolen, a cell phone with pre-paid airtime to the value of R200 will be provided
- In the case of your vehicle being stolen, a Group B car hire will be arranged for you for a period of 48 hours
- A pre-loaded debit card up to the value of R1 000 will be provided to you if your credit card has been stolen
- In a hi-jacking if your house keys are stolen, we will provide you with a locksmith to assist you with your locks to the value of R1 000 per annum
- A security guard will be provided at your home for 24 hours in the case of a hi-jacking or home invasion
- We will provide you with application forms from Home Affairs if your ID Book, Passport or Driver's License has been stolen or lost during the incident



CHAUFFEUR ASSIST

Home Safe Chauffeur

This product is designed to encourage you to drive responsibly. Statistics show car incidents as a result of drinking and driving account for a large percentage of accidents on our roads, especially at night.

Benefits are as follows:

- We will ensure that you and your vehicle arrive home safely. We will dispatch a vehicle with two drivers (where possible) and drive you home in your own car
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English

Home Safe Chauffeur

Airport Drive

Trauma Treatment
Chauffeur

Limit of 6 trips per annum

What are the terms and conditions?

- Bookings can be arranged between the following hours:

| | |
|----------------------|------------------|
| Mondays to Thursdays | 17:00 – 01:00 |
| Fridays | 15:00 – 03:00 |
| Saturdays | 16:00 – 02:00 |
| Sundays | 16:00 – midnight |
- The 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.
- Ad hoc or last-minute requests will be accommodated by the Service Provider 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
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre 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, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.
- Cancellation and rescheduling fees:

| |
|--|
| Two hours prior to booked collection time – Rnil |
| One hour prior to booked collection time – one incident will be eliminated |



TRAUMA & TREATMENT CHAUFFEUR ASSIST

Trauma & Treatment Chauffeur

This product is designed to get you to and from home after any trauma or treatment session should you not have available transport.

Benefits are as follows:

- All drivers speak English and are dressed to impress.
- Drivers are equipped with a valid drivers license and carry a cellphone
- This benefit includes transport for you from a medical facility (post cancer treatment) to your home.

What are the terms and conditions?

- This service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban and Cape Town.
- At the specified time and location, the call centre 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, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.
- Cancellation and rescheduling fees:
Two hours prior to booked collection time – Rnil
One hour prior to booked collection time – one incident will be eliminated

AIRPORT DRIVE

Airport Drive

This product is designed to drive you to and from the airport

Benefits are as follows:

- We will ensure that you arrive safely to and from the airport
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English

Terms and Conditions

- Trips can be arranged via the call centre **48 hours before flight**
- **In the event where the client need to make a flight change, a 3 hour notice period will be efficient depending on availability.**
- Pick up and drop off services are available during the following hours:

| | |
|----------------------|---------------|
| Mondays to Thursdays | 04:00 – 24:00 |
| Fridays | 04:00 – 24:00 |
| Saturdays | 04:00 – 24:00 |
| Sundays | 04:00 – 24:00 |
- The 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.
- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check in and boarding procedures.
- *Ad hoc* or last-minute requests will be accommodated by the Service Provider 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
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre 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, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.
- Cancellation and rescheduling fees:
Two hours prior to booked collection time – Rnil
One hour prior to booked collection time – one incident will be eliminated

Terms and Conditions

Please note that FORSYTH & NASH and its select partner and service providers are not responsible for the loss or damage to any of the following :

Personal items such as cell phones, laptops, i-pads, tablets etc

Any luggage being damaged and lost

Cost on late arrivals and or missing your flight due to natural disasters, traffic, law-enforcement, road blocks etc.

All of these benefits are only available through the
Forsyth & Nash Assist call centre on

0861 627 427

In the unlikely event of Telkom's lines being down, please call

backup number **087 110 1588**

Please note that any costs incurred or arrangements made independently from the Frontline assistance call centre will not be reimbursed. Partners and benefits may change from time to time.

Terms & Conditions Apply. E&O.E.

FANIB Assist is a value-added service and not considered a financial product regulated under the FSCA (Financial Sector Regulation Act). Clients are therefore not afforded the same protections in respect of this value-added service/product that may apply to financial products that are regulated in terms of this Act.



Contact Information

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