



SUREASSIST
ASSISTANCE INSURANCE

**LEAVE YOUR INSURANCE
IN OUR HANDS**



ROADSIDE ASSISTANCE

The following services are available:

- Dead battery – Jump-start only (replacement of a damaged battery is for your own account)
- Flat tyre (assistance to change the tyre)
- Locksmith for keys locked inside the vehicle (unlocking only)
- Fuel assistance (limited to 20 litres per incident – fuel costs are for your own account)
- Relay of urgent messages

Towing services to the nearest approved dealer, automotive repair centre or panel beater in case of:

- Accident
- Mechanical or electrical breakdown

Limited coverage in case of mechanical or electrical breakdown:

- Towing is limited to a 120km radius from the point-of-call to the destination.

In case the breakdown occurred more than 100km from your residence, R800 for overnight accommodation OR 24-hour car rental is included.

In case your vehicle is further than 100km from your home after repairs or an accident, and provided our call centre arranged the tow, R800 for 24-hour car rental OR R800 towards your airfare to fetch your vehicle after repairs is included.

All abovementioned costs are payable in advance by you and will be reimbursed upon our receipt of proof of payment.

Call 080 000 8741 for assistance in case of an emergency on the road. Overall limitation of R5000 per policy, per year.

**Please note: Coverage excludes all vehicles with a GVM/TVM above 3500kg, motorbikes, trailers, caravans and boats. All expenses incurred as a result of arrangements made by yourself without prior approval, will not be reimbursed. Roadside assistance is only available in South Africa, Lesotho and Swaziland.*

PROTECT ME

Smartphone technology reminds us constantly of our potential exposure to crime.

“Protect Me” is specifically designed to help you when you feel most vulnerable. Upon activation of the panic button, a message is sent to:

- the five closest reaction units.
- the control rooms of all our security partners in the area.

Limited Coverage:

- The first two emergency calls are included, thereafter it is for your own account. This limit is only in effect if the security company makes a physical appearance.
- Four users are included. To add your dependents, contact your broker or use the app to load them yourself.

MOBILE APP

Take us wherever you go!

Download our AFGRI Insurance Brokers app, SureAssist, by visiting the App Store or Google Play and get immediate access to a variety of services.

Get direct access to emergency services! The SureAssist app provides peace of mind to you and your loved ones in case of an emergency.

Our 24/7 call centre is ready to help.

When you use the SureAssist app, your GPS-coordinates are shared automatically with our team, so we can respond immediately during an emergency.



INSURANCE BROKERS

HOME ASSISTANCE

DEFINITION

A home emergency is defined as a life-threatening incident or an incident that may cause structural damage to your insured property.

In case of damage to fixtures and fittings at your risk-coverage address, we can arrange the following services:

- Electrician (e.g. in case of a faulty gate motor)
- Plumber (e.g. in case of blocked drains or a burst geyser)
- Locksmith (e.g. in case of lost house keys)
- Glass Repair Service (e.g. in case of a broken window after burglary)

All materials and parts used are for your own account. Call-out fees and the first hour of labour are covered. Thereafter normal rates apply. Overall limitation of R2000 per policy, per year

NOTIFY EMERGENCY SERVICES

Upon your request, we notify the appropriate emergency services of your emergency.

BENEFITS ARE ONLY AVAILABLE VIA OUR CALL CENTRE AT 0860 234 743

MAINTENANCE ASSISTANCE

The repair of faulty fixtures and fittings (e.g. a broken toilet handle) at your risk-coverage address.

All materials and parts used are for your own account. Call-out fees and the first hour of labour are covered. Thereafter normal rates apply. Overall limitation of R1000 per policy, per year.

Call Centre 0861 666 235
or alternatively 071 883 5195

T • 011 063 2347
Insurance@afgri.co.za

1st Floor 12 Byls Bridge Boulevard
Highveld Ext 73 Centurion

MY LEGAL HAND

- Wrongfully arrested?
- Victim of the abuse of power by law enforcement?
- What should I do if I have committed a crime?
- Where can I find a lawyer 24/7?
- What should I do in case of arrest or questioning?

WE HAVE THE SOLUTION!

My Legal Hand is there for you 24/7 during any legal dispute or even if you simply need advice.



PICK ME UP

PRE-BOOKING – Book a ride in advance.

IN THE MOMENT – Did you have a bit too much to drink?

Call us to book a ride.

- Six rides per year are available (Maximum 50km calculated from the depot to your pick-up and drop-off locations)
- Additional kilometres will be charged to your credit card.

Any expenses incurred as a result of arrangements not made by SureAssist will be for your own account.



INSURANCE BROKERS



AFGRI Insurance Brokers (Pty) Ltd is an Authorised Financial Service Provider • FSP NO. 1435 Member of FIA • A member of the AFGRI Group.



This brochure should be read in conjunction with the full policy wording which is more detailed and available from the broker. Roadside assistance services are only available in the event that the breakdown or accident occurs in South Africa, Lesotho or Swaziland. All other benefits are only valid within the borders of South Africa. T's and C's apply.