



Welcome to Frontline Commercial Assist

You can now enjoy 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 113 699** and one of our consultants will gladly assist you.

www.frontlineinsurance.co.za



Roadside and Accident Assistance

* Please note: This cover excludes all vehicles over 3,500 kg. 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.

Patrol Assistance

Members have access to the following services in the event of a roadside emergency:

- 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)
- Fuel assistance (limited to 10 litres per incident)
- Transmission of urgent messages

Annual Limit: Up to R800 per incident or R1600 annually

Locksmiths

A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle.

Annual Limit: R900 per incident or R1800 annually

Tow-in

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – we will arrange for the towing of the vehicle to the nearest repairer in a 200km radius
- Electrical breakdown – we will arrange for the towing of the vehicle to the nearest repairer in a 200km radius
- Accident damage – 200km radius. Tow-in cost covered after accident to the nearest nominated storage yard (Currently GOBID), if outside of the 200km radius then Frontline Management to be contacted for approval of extra km's or if outside of business hours and outside 200km radius, Tow-in to the nearest approved repair centre.

If the Frontline Tow Assist Call Centre is not utilised, then the following costs, covered by the policy, will be limited to:

- **Tow R3750 (maximum) vehicles 3.5 Ton and under**
- **Tow R7500 (maximum) vehicles over 3.5 Ton**
- **Storage R6000 (maximum)**

Any costs in excess of the above limits will be for the member's own account.

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 200 km radius (up to R500) of your normal place of residence or work.

Hotel Accommodation

Where the breakdown has occurred outside a radius of 200km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to maximum of four people).

Annual Limit: R800 per group per incident or R1600 annually

Car Rental

Where the breakdown has occurred outside a radius of 200km from the place of residence, a rental car will be arranged, subject to an occupant qualifying for a rental vehicle in terms of the car rental company's general terms and conditions. If the circumstance of the problem entitles you to the hotel accommodation benefit but you would prefer to continue your journey immediately, we will arrange for a rental car to enable you to reach your destination. 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.

Annual Limit: 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 R750 for 24-hour, Group-B car rental or, contribution towards 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.

Cross Border

We are able to provide access only assist service through the call centre, we will contact a service provider in the area to assist - all costs will be for your account. Alternatively, you are able to make your own arrangements to get the car to the border and we will cover the tow from the border to the nearest repairer within the limit.

OVERALL LIMIT OF R5 000 PER ANNUM PER POLICY.

A photograph of a person holding a child in a sunlit forest. The sun is low in the background, creating a warm, golden glow and lens flare. The person's face is partially visible, looking down at the child. The child's head is resting on the person's shoulder.

Commercial Trauma Assist

Should any person on the insured's premises suffer any form of mental or physical trauma following assault or robbery, the Company shall indemnify the insured for the actual and reasonable costs of all psychological or other medical treatment required by such person, for a maximum period of three (3) months following the assault or robbery, for any amount not exceeding R10 000 in respect of all such persons and during any one Period of Insurance.

Annual Limit: R10 000 per policy



All of these benefits are only available through the Frontline Assist Call Centre on

086 1113 699

In the event that you are unable to get through on the Assist line,
please call **087 110 1511** Back up line.

*Please note that any costs incurred or arrangements made independently from the
Frontline Assist Call Centre will be subject to limits provided.

Partners and benefits may change from time to time.

Terms and Conditions apply. E&O.E.

Gqeherba

T +27 (0) 41 373 0445

BCX Building, 3rd Floor Office 2
106 Park Drive, St Georges
Gqeherba, 6001

Johannesburg

T +27 (0) 11 026 3140

A4 Lifestyle Riverfront Office Park,
Bosbok Drive,
Randpark Ridge, 2169

Satellite Offices

East London

T +27 (0)87 944 8264

Kroonstad

T +27 (0)56 213 4991

Cape Town

T +27 (0) 21 919 9080

Unit 204 2nd Floor,
Golden Isle Building, 281 Durban Rd
Belville, 7530

Durban

T +27 (0) 31 562 0155

18 The Boulevard,
Westway Office Park,
Westville, Durban, 3634

This value added product is managed by Global Choices Lifestyle (Pty) Ltd (FSP No: 44544)
and underwritten by Guardrisk Insurance Company Limited (FSP No: 75)



FRONTLINE™
UNDERWRITING MANAGERS (PTY) LTD