



WELCOME TO FRONTLINE™ UNDERWRITING MANAGERS (PTY) LTD COMMERCIAL ASSIST

Authorized Financial Services Provider FSP No. 40752 Company Registration Number: 2008/005015/07



Call 0861 113 699 / 060 553 0287 or WhatsApp 060 562 9097 for Emergency Assistance



Roadside Assistance

With Frontline Roadside Assistance, you will be supported in the event of the following emergencies:

- Flat Battery, Keys Locked in Vehicle or Flat Tyre
 - Limited to the prevailing rates.
- Run out of fuel
 - The Call Centre will supply Up to 10 litres of fuel for the member's account.
 - Limited to the prevailing rates.
- Mechanical & Electrical Breakdown
 - These services are offered whether your vehicle breaks down at home or on the road up to a 400km roundtrip
- Accident Tow
 - To the nearest GoBid Storage yard (or any other destination pre-approved by Frontline)

Roadside Trip Interruption Services

- Car Hire, Vehicle Repatriation or Hotel Accommodation
 - Limited to the prevailing rates.

Enhanced Roadtrip Interruption

- Courtesy Transport
 - Limited to the prevailing rates.

Cross Border (Access only)

- This service will be rendered on a best effort basis and will be for the member's account.

In the event that the Frontline Assist Call Centre is not utilised, then the towing costs will not be covered under this Assist Product, the towing costs will be limited under the insurance policy of the client at the prevailing rates.

Storage is limited to the prevailing rates specified in the Policy Schedule.

Any costs in excess of the above limits will be for the member's own account. Vehicle recovery, winching and extraction will be authorised subject to your policy limits.



Emergency Medical Services (Access Only)

You will have the following benefits on an access only basis:

1. 24/7 Telephonic Advice and Information
2. Referrals to Medical Practitioners and facilities
3. Liaison with next of kin

This service includes referrals to Crisis lines in case of:

- Poison Hotline – In House
- Suicide Hotline – Life Line
- Rape and HIV Counselling
- Family and Domestic Abuse
- Child Abuse
- Bereavement
- Counselling

For the member's medical aid or own account:

- Emergency medical response to the scene of an incident
- Emergency medical transport to the nearest appropriate medical facility

Please note: Medical Assistance is only valid for emergencies within the borders of South Africa.



Trauma Counselling

Qualified Professional Nurses and Counsellors are available to provide telephonic debriefing as well as face to face counselling.

Telephonic debriefing is conducted by qualified counsellors. Should the counsellor determine a need for additional face-to-face counselling, the member will be directed to an appropriate Trauma Counsellor for a free session, within the network, nearest to the customer's work or home address.

Refer to full product wording for T&C's.

T's & C's Apply



Do Not Tow Information

Remember the following when you are involved in a Roadside Assist Incident:

Always phone the assist line 0861 113 699, back-up number 060 553 0287 or WhatsApp 060 562 9097 to arrange the required assistance

Unauthorised contractors will put you at risk of:

- Your vehicle ending up at the wrong destination.
- Increased towing fees & claim costs.
- Daily storage charges.
- Increased release fees.
- Car hire (if applicable) cost implications.



T's & C's