



WELCOME TO FRONTLINE™ UNDERWRITING MANAGERS (PTY) LTD HCV 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 arrange for fuel to be delivered to the member. The Call Centre will supply up to 10 litres of fuel for the member's account, additional fuel can be arranged for the member's account.
 - In the case of running out of fuel, Limited to the prevailing rates.
- Mechanical & Electrical Breakdown
 - Limited to the prevailing rate, to the nearest repairer, any additional costs will be for the members account.
 - The call centre will charge a excess fee should the breakdown be caused due to Maintenance.
- Accident Management
 - Towing to the nearest GoBid Storage yard (or any other destination pre-approved by Frontline)

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.



Road Guard

The Road Guard Service provides armed response units to members during a roadside assistance emergency.

The Road Guard will be dispatched to the member by the call centre (2 hour dispatch and 1 hour standby will be facilitated).



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 for Emergency Assistance 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 Apply