



WELCOME TO FRONTLINE™ UNDERWRITING MANAGERS (PTY) LTD PERSONAL 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 to the nearest repairer
- Accident Tow
 - Up to a 400km roundtrip 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 Home Assistance

With Frontline Home assistance, you will have access to the following services:

- Plumbers
- Locksmiths
- Glaziers
- Electricians
- Tree Felling
- Beekeepers
- Pest Controllers

Limited to first hour call-out and labour per incident for up to 3 incidents per annum. For maintenance, refer to Advanced Home Maintenance Assistance.



Emergency Medical Services (Access Only)

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

1. 24/7 Telephonic Medical 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
- Bereavement

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 & Assault Counselling

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

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



Advanced Household Maintenance Assistance

This is a maintenance product covering electrical, motor, appliance, plumbing, locksmith and electronic service needs and does not cover replacement of appliances, electronics, geysers or any consequential damages etc.

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



Leak Detection Assistance

The call centre will compensate you for the fair and reasonable cost of tracing the source of water, gas, or oil leak from any fixed domestic water heating appliance.

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



Concierge Services

With Frontline Concierge Services, you will have access to the following services:

- **Home Drive** - When you need to be driven home from a party or event due to being intoxicated
- **Luxury Drive** - Whether you need to be driven to the Airport or require a point-to-point service
- **Medi Cab** - We are able to offer a transfer service for members who have been hospitalized and require transport from the hospital to their home, or where they require transport to hospital for a follow-up appointment following an accident where they cannot travel using their normal mode of transport.

You have access to a total of 10 trips per year to a radius of 50km per incident .



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.



Crime & Security Assist

This is a 24-hour crisis management benefit to assist the member in the event of a home invasion and/or hi-jacking. The Call Centre will assist with the following:

- **Stolen Cellphone** : We will provide you with a cell phone loaded with **pre-paid airtime to the value of R200** if your cell phone was stolen in a hi-jacking.
- **Stolen Keys (because of home invasion):** We will send a locksmith to assist them with the locks, up to the value of R1 000 per incident. The Service Provider will not cover the cost of the replacement of a lock or the cutting of keys.
- **Home Invasion/Attempted Hi-Jacking:** Get a security guard at your residence for 24 hours upon request.
- **Hotel Accommodation:** Up to R1000 per incident upon request.
- **Car Hire Support:** In the case of the member's vehicle being stolen from their premises, we will provide them with Group B car hire for 48 hours to keep them mobile. Only with valid Driver's License & credit card.
- **Investigation Support** : We will provide investigation services to the value of R25 000 to assist with identifying the perpetrators of the incident and recovery of your possessions.



Legal Assist

- A 24-hours telephonic legal advice line;
- A legal document service; and
- A direct legal consultation service
- Letter of demand
- Find a lawyer



Panic SOS

Turn a cell phone into an emergency assistance tool for all emergencies.

PANIC SOS will be there to assist 24/7 no matter where you are. In any form of emergency where the member is unable to contact the call centre telephonically by pressing the SOS Panic button on their cell phone, our emergency alarm centre will contact the member back to assess their emergency needs.

*You will receive a welcome SMS, to save this *120*880*4917# string as a speed dial.*

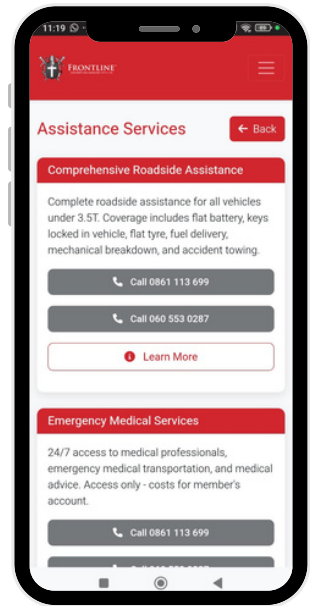
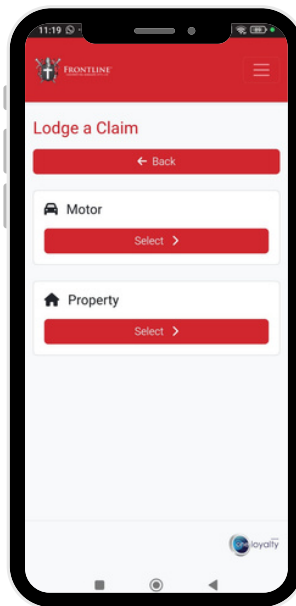
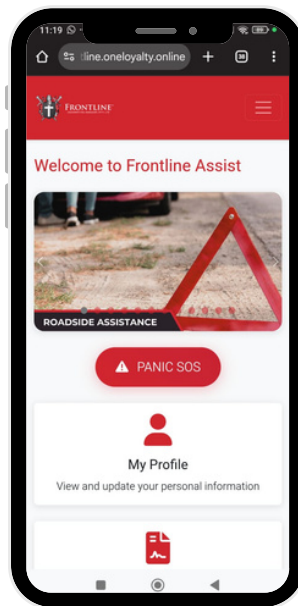
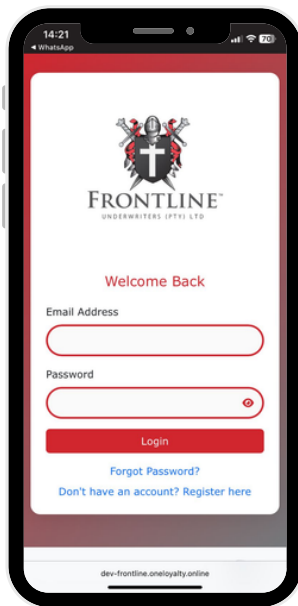




Frontline Assist PWA (Progressive Web App)

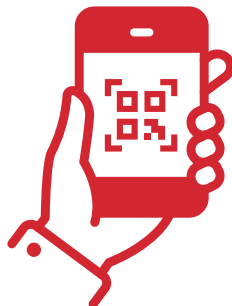
The exciting and innovative Frontline Assist PWA (Progressive Web App) will enhance your experience with Frontline and the call centre. There are many exciting functions packaged into a very smart, future proof web application.

- Seamless access to **Roadside Assistance, Medical Services, Trauma & Assault Counselling, Emergency Home Assistance, Household Maintenance, Leak Detection Assistance, Crime and Security Assist, Legal Assistance, Panic SOS and Concierge Services**
- **Viewing of your policy** details and information
- A **built-in panic button** to push in case of an emergency
- **Document Vault** allows you to securely store your personal documentation, like your drivers licence, birth certificate, passport and many more
- **Lodge a claim** report motor accidents, theft property damage and more. Including **automatic notifications** to your broker
- Track and view the status of your **submitted claims**
- Get an **Accident Case number**
- Book your **Drivers licence Appointment**
- **Refer a friend**



Download the Frontline Assist PWA by Clicking on the link or Scanning the QR code below.

CLICK HERE
to access the App



Refer to the How to Download guide for easy step by step instructions to download and a complete feature overview.

T's & C's apply