

## THE SCHEDULE

### Emergency Medical Assist

The member and his/her immediate family members are in touch with a 24 hour helpline to respond to medical emergencies of any kind. A medical emergency refers to a life threatening episode of illness or injury that requires immediate emergency medical attention. Illness refers to a bodily illness, sickness or disease. Injury refers to an injury caused by accidental (unintentional or unplanned), violent, external and visible means.

Item	Description	Offer limit
Emergency Medical Advice and Assistance	Telephonic guidance and advice with a medical crisis	Telephonic advice.
Emergency Medical Transport & Response	Evacuation from the scene of the medical supervision. Depending on the nature of the medical emergency and various other considerations such as the patient's state and fitness to travel, distance to be covered and availability of the appropriate means of transportation by a fleet of vehicles e.g. ambulance from the public and private medical services is arranged. The patient is taken to the nearest most appropriate medical facility.	Full cost, subject to rate agreement with relevant ambulance service recovered from Members medical aid or paid for by the member directly.
Trauma & Crisis Assistance	Telephonic counseling & referral to crisis centers.	Telephonic advice and referral. Cost of private practitioners for face-to-face counseling paid for by the member.
Medical Facilities & Practitioners Referral	The member has access to a national database of medical doctors, medical facilities, pharmacies etc. Via telephonic referral.	Telephonic referral.
In-Hospital Medical Monitoring	In the event of emergency medical treatment and hospitalization outside the member's town of permanent residence, the helpline monitors the patient's condition and takes care of messaging to relatives or next of kin on a regular basis until the patient is discharged from the medical facility.	
Compassionate Visits	Arrangements in terms of compassionate visits are made and cost paid for in the event of emergency medical treatment and hospitalization which takes place outside the customer's town of permanent residence, exceeding five (5) consecutive days. Appropriate arrangements are made at the discretion of the helpline.	

Escorted Return of Minors	Arrangements in terms of escorted return transport are made and cost paid for in the event of emergency medical treatment and hospitalization which results in minor children being left stranded.
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### Terms & Conditions

In all instances, standard protocol would include confirmation of a medical aid / hospital plan if possible. Cost in terms of services rendered by a Service Provider such as road ambulance is recovered from the member's medical aid and if the member does not belong to a medical aid, cost is payable by the member.

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## Emergency Roadside Assist

Members have access to an efficient roadside emergency help desk. The service is available 24 hours a day, 365 days a year within the borders of South Africa for any of the vehicles used by the main Member or the main Member's immediate family Members.

The service entails 24/7 dispatching of an appropriate service provider in the event of a roadside emergency and continuous follow-up until the incident is attended to. Assistance applies to any of the vehicles registered in the name of the customer.

Assistance refers to the following:

Flat Tyre	Call-out and labour for a tyre change is paid for. If spare tyre or appropriate tyre changing equipment not available the vehicle can be towed to a supplier and the towing cost is paid for by the customer.
Flat Battery	Call-out and labour for a jump start is paid for. If a jump start is not possible, the vehicle will be towed to a place of repair or supplier and the towing is paid for by the customer. A faulty battery should be replaced within a reasonable period. Should assistance with a flat battery be requested more than once within the same week, the cost will be paid by the customer.
Running out of fuel	Call-out to dispatch fuel is paid for and cost of fuel is paid by the customer
Keys locked inside the vehicle	Call-out and 1 <sup>st</sup> hour's labour for retrieval of the keys is paid for or alternatively (on discretion of the case manager) the spare keys are collected instead. In the event of keys lost/stolen the customer will be assisted and cost is paid for by the customer.
Mechanical or electrical breakdown	Towing to the nearest, most appropriate place of repair/safety is paid for.

Emergency Car Hire or Accommodation	Car hire and accommodation is arranged by the case manager and paid for by the customer.
Message relay or conference call	Messages are relayed or the customer is put in touch with the relevant contact by means of a conference call to take care of emergency arrangements.

In the event of a collision or damage as a result of an accident resulting in the vehicle non-drivable, the customer will be assisted by the 24 hour helpdesk to ensure that the risk of both the broker/insurer as well as the customer is being managed effectively in terms of towing authorisation and instruction in terms of the appropriate motor body repairer or yard. The cost of towing is payable by the customer.

The service entails:

- The case manager establishes whether or not the customer's vehicle is insured and if insured, a conference call with the client's insurance call centre is facilitated to ensure accident management compliance.
- If the vehicle is not insured or the customer does not know the details of the insurer or broker, an approved and contracted Towing Operator is dispatched or authorised on scene. Towing is arranged at an agreed and preferential rate and is payable by the customer.
- The Towing Operator is instructed to tow the vehicle to the towing company's yard.
- If insured but no details of the insurer, the member is advised to notify his/her broker or insurer immediately the next working day in order to arrange for release of the vehicle, or if not insured, to arrange release and pay for the towing cost immediately the next working day.

With any assistance that is needed on the road simply dial \*120\*2416\*77# and one of our friendly agents will call you back and assist you with whatever roadside emergency you have. You can also call our 24/7 call centre directly on 0861 112 940.

### Terms & Conditions

- Cost for services rendered by service providers is paid for limited to 3 incidents per annum.
- Assistance applies to roadworthy vehicles only.
- Vehicles refer to non-commercial vehicles, limited to 3 500kg with no restriction on the year model of the vehicle.
- Assistance is also offered with the towing of trailers, caravans and boats but the cost is payable by the member.
- Towing as a result of accident is payable by the customer.

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## Funeral Assist

The Funeral Assist product offers specialized, professional assistance to customers with funeral arrangement during a time of need, the aim is to provide telephonic assistance in a language which poses no or otherwise a limited communication barrier in the time of distress.

The Funeral Assist product includes the following services:

- Faxing or e-mailing of required claim forms or referral/transfer to relevant numbers;
- Referral to funeral parlours, undertakers and/or pathologists listed on an extensive national database of service providers for either funerals or cremations.

- Advice on standard funeral practices such as operating hours of government mortuaries, transportation requirements and required paperwork in the event of long distance repatriation locally or across border.

### **Terms & Conditions**

- The territory is limited to the borders of South Africa including Swaziland and Lesotho.
- Beneficiaries of the benefits are the customers which mean the person who is listed as the main customer/beneficiary of the product as well as the customer's spouse/life partner and financially dependent children under the age of 21 year living at the customer's permanent residence.
- Cost payable for incident not attended to by the 24/7 helpline will not be refunded.
- An independent network of service providers with contractual service level agreement in place are dispatched by the helpline. Contractual agreements with these service providers are dependent on strict qualifying criteria and client satisfaction in monitored on a regular basis. As per these agreements, the responsibility for damage, loss or poor workmanship resides with the service provider. The helpdesk will however attend to queries relating to service provider and make every effort to negotiate a satisfactory solutions to any service dispute or complaint, provided such complaint in received in writing within 14 days.

## **Medical Database**

The Medical database ensures that the most relevant information is given to the emergency personnel that are dispatched in order to treat members in the most efficient and effective way in times of need.

The Medical Database stores the Member's medical information in a virtual high security encrypted medical database. In the unlikely event that a members is hospitalized or rushed to an Emergency Room, paramedics and medical personal will be equipped to make crucial lifesaving decisions. Any highlighted conditions shall be alerted, so that when the paramedic renders treatment, they will have the pertinent information on hand and take special precaution in rendering treatment. The Medical Database is linked to Panic Button, so should the Panic Button be triggered, Members relevant medical information will be available via the agent, to advise emergency response in advance. The information is protected under strict security system and personal details are only available on a need to know basis for Emergency Personal to respond accordingly.

### **The information available shall include, but not limited to:**

- Medical history and records
- Allergies
- Special Precautions
- Previous Operations
- Chronic Conditions from which you suffer e.g. Diabetics, Asthma.
- Chronic Medication in an emergency situation these personal details can be accessed telephonically via medical database Assist Call Centre.

### **In order to update or change information on the medical database members need to:**

- Log onto Rescue 247 website.
- Go to the members area
- Click on "Register / Update Details Now"
- Fill in all relevant details

### **Terms & Conditions**

- This benefit is only available to members of Rescue 247 who have filled in their details.
- It is the onus of the member to update their medical information and that of their beneficiaries.
- The information passed onto the medical personnel is taken directly from the medical database.
- Medical database information is linked to the members ISDN number.

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## Panic Button

The Member is able to trigger a panic alert via his/her cell phone. The 24/7 contact centre will receive the alert and contact the member back in order to facilitate the relevant emergency assistance.

Emergency assistance involves a call-back to the Member to establish the nature of the trigger such as being stranded in an unfamiliar location requiring directions, burglary, unexpected medical emergency, etc. Once the request is confirmed telephonically, the relevant assistance is arranged and the standard operating procedure in terms of regular follow-ups are undertaken until the case is closed. Assistance includes message relay and conference calls with the relevant service provider such as the flying squad, fire brigade or relatives.

The following options will be made available to the Rescue 247 member when dialling the Panic Button \*120\*2416\*99#

1. Medical Emergency
2. Medical Advice
3. Please Call Me
4. SAPS Flying Squad
5. Fire Brigade

The Panic Button makes use of USSD. Once signed up the customer would then make use of the system by dialling the USSD trigger on their cell phone. A Rescue 247 agent will receive the distress, verify the member and assist accordingly.

### How to utilise the service:

Step 1: Simply dial the USSD short code \*120\*2416\*99#

Step 2: Rescue 247 members will select the option which they require assistance with.

Step 3: Call Centre Agent will contact the member to assist them with their emergency.

### Terms & Conditions

Panic Button is a facility available for the exclusive use of the member. By subscribing the member acknowledges that they are bound by the following terms and conditions.

- The Member acknowledges that this Service is only valid within the Republic of South Africa.
- The member acknowledges and accepts that availability, quality and coverage of the Service may be limited from time to time
- A member whose subscription is not fully paid or is in arrears shall not be entitled to make use of these facilities nor is there any obligation on any of its nominated Supplier to provide its service to such member.
- The member acknowledges that the facility offered by Rescue 247 is not available to any unauthorized person who includes any unsupervised person under the age of 13 (thirteen) years.
- On the basis of information supplied, Rescue 247 shall assess the nature of the emergency in order to determine the appropriate response.
- In the event that Rescue 247 should fail to, or be unable to determine the true nature of the assistance for any reason, but nevertheless responds, the member shall be liable for any unnecessary expenditure thereby incurred.
- The Panic Button facility is available on all National Cellular Networks, the member acknowledges that unless there is sufficient airtime on their cellular phones, minimum amount will vary based on the cellular network costs) the service will not be triggered and therefore no alert will be received for this service.

- In certain instances relating to criminal activity including theft, burglary, hijacking, kidnapping or violent crimes, Rescue 247 reserves the right to utilise Public Emergency Service, to attend to the emergency as it determines appropriate.
  - The member irrevocably indemnifies Rescue 247, its Successors, Suppliers and Assigns for any loss or damage that it may incur, including serious or fatal injury, from the use of the Panic Button facility. The member undertakes irrevocably to give effect to this indemnity when signing up for Rescue247.
    - Nothing herein contained shall restrict the member from independently utilizing another means of Emergency Services as an available option.
    - Quality and Coverage of the Service may be limited from time to time.
    - Service may be unavailable and/or adversely affected as a result of inter alia physical features such as buildings and underpasses as well as atmospheric and other general causes of interference.
    - Rescue 247 will not take any responsibility regarding the delay of the Government Service Provider.
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