

The king's emergency assist



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KingPrice[™]
INSURANCE

FSP no. 43862

PERSONAL ♦ COMMERCIAL ♦ LIFE

The king's emergency assist

Your own royal guard 24/7

You're part of our royal family now and we've got your back! The king has you covered, 24/7/365.

Whether your issue is medical or mechanical, our emergency assist line is always just a call away. It's always better to be safe than sorry.

So, please save our emergency assist number on your phone now: 0860 50 50 50. Your problem = no problem. (You're in the king's safe hands.)

Roadside assist

Help is just a call away

King Price comprehensive car insurance clients qualify for the following emergency roadside assistance within SA borders. This type of assistance is limited to 3 incidents per year, per car that's listed on your policy schedule.

Breakdown... Mechanical or electrical

1 of the king's hand-picked towing operators will tow your car to the nearest place for repair or safekeeping.

Flat tyre... Feeling a little let down

You're covered for the labour cost of the tyre change, at both roadside and non-roadside locations.

Run out of petrol... Left high and dry

10 litres of petrol will be delivered to you as soon as we can. The cost of the petrol will be for your own account.

Flat battery... There's just no spark


We'll be there in a flash to jump-start your car and get you on the road again.

Keys locked in your vehicle... A locksmith is on his way

Our locksmith will be on his way soonest and you can rest assured that you're covered for the first hour's labour.

Remote assistance... Broken down and your home nowhere in sight

In an event of a breakdown more than 100km from your home, you're covered for 1 of the following:

- Accommodation for the night.
- Taxi service to give you a lift home.
- Rental of a class B rental vehicle, if you're able to produce a valid credit card as per the rental company's  conditions.

* **Please note: All the remote assistance services are covered up to a maximum of R500 per incident and they must be arranged through the king's emergency assist line.**

Accident assist

We don't like to think about this, but in the case of an accident

You as a cherished comprehensive vehicle insurance client, can relax. The King has you covered... All you need to do is call the king's emergency assist line and let us take care of everything, for you.

We don't like to think about this, but in the case of an accident

- Arrangements for your vehicle to be towed to a King Price-approved place of repair.
- Arrangements for transport back home or to your place of work, for the driver and passengers.



What's NOT covered by the king's roadside or accident assistance

- Vehicles not listed and insured on your King Price policy schedule.
- Costs of any parts that may be needed for repairs such as batteries, tyres, lubricants, keys, locks, etc.
- Costs of any petrol that we may need to bring to you.
- Towing or repairs that haven't been booked via the king's emergency assist line.
- Commercial vehicles used for business or trade (except for sedans, SUVs and LDVs not exceeding 2,500kg).
- Non-registered or unroadworthy vehicles.
- Recovery of the vehicle if extra help is needed to move it into an easier place to be towed from.

Medical assist

Your safety is our concern, always

King Price comprehensive vehicle insurance clients are entitled to any of the following medical assist services, following an accident. These are completely free, as long as the accident occurs within SA borders.

Need medical care... We'll be there

If you need emergency medical care, we'll pay to have you transferred to the nearest hospital as quickly as humanly possible.

Further medical transportation... Doing what's best for you

If the treating doctors or medical assistance directors recommend that you be transferred to a different hospital, then we'll cover that too.

Hospitalisation... Bringing you closer to home

We'll transport you to a hospital closer to home, if the current hospital doesn't have the facilities to do so, within 24 hours of the accident occurring. This can only be done if your medical condition permits it, or if your treating doctor advises that longer hospitalisation is required.

* **Please note: You, or a person representing you, must call our emergency assist line as soon as possible and within 24 hours of any event, that requires that you get medical assistance. This is very important, even if the urgency of the situation required instant assistance from another medical service provider.**

What's NOT covered by the king's medical assist

We'll provide you with the medical assistance you need, but the king will be under no obligation to pay for any of the following:

- When the emergency isn't medically justified and can adequately be treated at, or near, the place where the injury occurred.
- If you're able to travel as a seated passenger in any form of transport, without needing a medical escort.
- If you need medical care as a result of you intentionally trying to commit suicide, or if you participated in any criminal activity.

Home assist

We take pride in our royal treatment

If you're a buildings insurance client you qualify for the following assistance with household or outbuildings emergencies. This type of assistance is limited to 3 incidents per year, per insured address that's noted on your King Price policy schedule.

So, try to be careful! The cover includes the call-out fee and 1 hour's labour.

Something broken... Something fixed

Help is just a phone call away. Call us to arrange services of:

- Plumbers.
- Electricians.
- Locksmiths.



The king's cab

The king's cab... Your own, personal chauffeur

If you're going out on the town and know you'll be 'over the limit' when you're ready to go home, we'll drive you (and the car listed on your policy) safely into your own driveway.


Just remember, to enjoy this peace of mind, you'll need to add the king's cab to your policy at a small extra cost.

A small price to pay

For a minimal cost that will be added to your monthly insurance premium, you'll be able to summon the king's cab 6 times a year.

You're more than welcome to make use of this service as often as you want, but if this is more than 6 times a year, additional charges will apply.

When summoned, the king's cab with 2 hand-picked drivers will come to your rescue. 1 will chauffeur you home in your own car, while the other will go along to bring your driver back once you're home safe and sound. Sounds like a great idea, right?

 **Please note: The king's cab isn't a taxi service, and we'll only be able to transport you in your own car.**

How to call

You may book the king's cab by calling 0860 50 50 50, until 02:00. To make sure that you don't wait too long for your drivers to pick you up, you should book no less than 1 hour before you want to be collected during off-peak times and 2 hours during peak times.

Cancellations, rescheduling or change of location must also be done on the same number. But please make sure that you do so 90 minutes before your scheduled pick-up. Failure to do so will result in penalty fees being charged. And no one wants to lose a trip unnecessarily. You might need that trip for another occasion.

Peak/off-peak periods	Start time	Closing time
Off-peak: Sunday evening to Thursday morning	First pick-up: 17:30	Last bookings at 02:00 Last pick up at 03:00
Peak: Thursday evening to Sunday morning	First pick-up: 17:30	Last bookings at 01:00 Last pick up at 03:00

Picking you up and dropping you off

When you book your king's cab, we'll agree on where you have to be picked up. As soon as our driver arrives at the spot, we'll let you know. You'll then have 15 minutes to say your goodbyes and meet our driver. The call centre will try to call you again and send an SMS. If we still can't reach you within this time frame, our driver will be forced to leave you behind and head to the next rescue. If we have to collect you from a big venue like a casino, make sure to let us collect you at a place that can be easily spotted. This way we can avoid both you and our driver going on a wild goose chase.

Weekends and happy holidays

Please be sure to book your king's cab well in advance over weekends, public holidays and the peak period that falls over the festive season (15 November to 15 January). For us to be able to help you AND all the other party animals in our royal family, your booking should be made at least 2 hours in advance. Also, because we're doing the run-around during this time of the year, pick-up times can't be changed once your booking is officially confirmed.

Where we operate

The king's cab will be at your beck-and-call within 50km of the city centres of Johannesburg, Pretoria, Durban, East London, George, PE, Cape Town and Kimberley. Should you need us to travel a little further, an extra fee will be payable in cash directly to the driver.

What about your buddies or BFFs

Whether they're your mates, buddies, girlfriends or BFFs... If they were your wingmen (or women) while partying, you can't leave them out in the cold. As an associated member of our royal family, we'll happily collect 2 of your friends who are with you, as long as we can collect and drop everyone off at the same place. Can you say 'after-party'?

Want more

If your busy social calendar requires it, you're more than welcome to summon the king's cab more than 6 times, but then you'll just need to pay for the service yourself. You may still book these trips with the king's cab, on 0860 50 50 50. These extra fees will be payable by you in cash.

For any additional info on the services offered above please feel free to call 0860 50 50 50 or drop us an email at clientcare@kingprice.co.za



Notes

A series of horizontal dotted lines for writing notes.

TAKE CARE
OUT THERE!

