

OLEA HOME & ROADSIDE ASSIST

0861 444 896

Global Choices provides and manages the Olea Assist program on behalf of all members belonging to the Assist program.

ROADSIDE & ACCIDENT ASSISTANCE

Patrol Assistance

- Flat battery - jump start only (replacement of battery will be for the member's account)
- Flat tyre (assistance with changing a tyre - member needs to have a spare tyre available)
- Fuel assistance (limited to five liters per incident)
- Transmission of urgent messages

Limit: Up to R520.00 per incident

Locksmiths

A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle.

Limit: Up to R800 per incident

Tow-in

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – **covered up to R800**, additional km will be for the client's account.
- Electrical breakdown – **covered up to R800**, additional km will be for the client's account.
- Accident damage – **cost covered by insurer**.

Courtesy Transport

Where the vehicle needs to be towed to a repairer, we will arrange for the occupants of the vehicle (up to a maximum of two persons) to be transported to a nominated destination where the breakdown has occurred within a 100 km radius of your normal place of residence.

Hotel Accommodation

Where the breakdown has occurred outside a radius of 100 km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to a maximum of four people). **Cover up to R500.**

T +27 (11) 7996400

6 Georgian Crescent West, Bryanston, 2021

PO Box 70182, Bryanston, 2191 | info@olea.co.za | www.olea.co.za

Olea Risk Services South Africa (Pty) Ltd T/A Olea South Africa is an authorised Financial Services Provider | FSP 44335

Directors: V. de Charnacé* (Chairman), RNP Hood (CEO), DA Strydom (COO), O. Canuel*, O. Dubois*, MD Wood

*French

Car rental

If the circumstance of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental car to enable you to reach your destination, subject to your qualifying for a rental vehicle in terms of the car rental companies general terms and conditions. The costs incurred will be confined to rental charges; delivery and collection of the hire vehicle, and the car must be surrendered on arrival at your destination. **Cover up to R500** and subject to availability.

Vehicle Repatriation

In the event of a member's vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the member's place of residence, we will supplement the additional tow costs with the costs of car rental. **Overall limit of R5 000 per annum per policy.**

**Please note: This cover excludes all vehicles over 3 500kg. A member will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorisation shall not be reimbursed. Assistance is only available in South Africa, Lesotho and Swaziland.*

HOME ASSIST

A home emergency is defined as an event that is potentially life threatening or could possibly cause structural or further damage to your property.

Fixtures, Fittings and Services

In the event of a home emergency, we will arrange for an appropriate repairer (electrician, plumber, locksmith and glazier) to address the problem at one nominated address (**call-out fee and first hour labour is covered, thereafter normal rates apply**). Please note that all parts and materials used are excluded and will be for the member's account. Maintenance related issues are not covered.

Emergency Services Notification and Call out

We will, at your request, relay notification of emergencies to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.



Type of Emergency	What is covered	What is not covered
Electrical	Distribution boards, circuits, main cables causing power failure	Electrical gates and doors
	Earth-leakage relays causing power failure	Jacuzzi, swimming pool and borehole pumps
	Geyser connections, thermostats and elements	Air conditioners and commercial refrigeration
	Multiple plug points causing power failures	Repairs not complying with regulated specifications such as SABS and others
	Lighting strikes on wiring causing power failures	All electrical motors (electric gate motors etc)
	Multiple burnt connections on wiring or plug points causing power failure	White Appliances (Stove, Refrigerator, Dishwasher etc)
	General House Wiring	
	Connections to all electrical motors causing power failure	
	Municipal connections inside the property causing power failure	
Plumbing	Burst water connections and pipes that are causing further structural damage	Concealed pipes are not covered. Specialists are not covered e.g LeakDetectors
	Overflowing blocked drains (internal & external) that can cause further structural damage	Specialists are not covered e.g Drain specialist like Roto-Rooter & Drain Surgeon
	Geyser Problems (No hot water, water pressure, overflowing geyser)	Repairs not complying with regulated specifications such as SABS and others. Replacement of a burst geyser
		Jacuzzis, swimming pools and boreholes
		Leaking tap that runs into a basin or shower
Locksmith	If keys are broken off or lost for a main entrance or exit of the house	Outbuildings and garages
	If a child is locked inside the house or any room within the house	Padlocks
Glaziers	Any glass that has been damaged or broken and is causing a security risk to your premises	Mirrors or any specialised glass
PS. Any other cases we will be able to assist the client but they will be liable for ALL the costs Overall limit of 3 incidents. This is for only residential properties.		



GLOBAL ASSIST SMARTPHONE APP

This Global App solution provides the latest in Value Added Insurance Technology by users with direct access to their policy benefits and assistance to the 24-hour call centre at the touch of a button. The App provides contact 24hours a day via our Live Chat feature as well as capture vital information that can save time, and costs from the scene of an accident such as location verified driver's license data, verified vehicle data, photo's, witnesses, medical data and policy data.

INTELLIGENT PANIC

This Product is a low cost USSD panic solution suitable for all cell phones for both commercial and personal policies. This USSD string allows for anytime access to the 24 hour emergency call centre.

HOME SAFE CHAUFFEUR & AIRPORT

HOME SAFE CHAUFFEUR

This product is designed to encourage responsible driving decisions.

Benefits are as follows:

- We will ensure that you and your vehicle arrive home safely. We will dispatch a vehicle with two drivers(where possible) and drive you home in your own car.
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.

Terms and Conditions

Bookings can be arranged between the following hours:

Mondays to Thursdays	17:00 – 01:00
Fridays	15:00 – 03:00
Saturdays	16:00 – 02:00
Sundays	16:00 – midnight

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- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.
- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request.
- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.
- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled.
- For each and every request, the caller will receive an SMS stating a liability waiver as well as agreeing to the terms over a recorded line. Should the vehicle that requires driving not be comprehensively insured and be in an accident or damage, Global and its drivers will not be held liable.
- Cancellation and rescheduling fees:
 - Two hours prior to booked collection time – Rnil
 - One hour prior to booked collection time – one trip will be eliminated.

AIRPORT DRIVE

This product is designed to drive you to and from the airport.

Benefits are as follows:

We will ensure that you arrive safely to and from the airport.

All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally. The drivers all speak English.

Terms and Conditions

Trips can be arranged via the call centre 48 hours before flight.

In the event where the client need to make a flight change, a 3 hour notice period will be efficient depending on availability.

Pick up and drop off services are available during the following hours:

Mondays to Thursdays	04:00 – 24:00
Fridays	04:00 – 24:00
Saturdays	04:00 – 24:00
Sundays	04:00 – 24:00

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg.
- This service is only available to the insured and his/her direct family.
- When booking a departure drop off it is the client's responsibility to give the correct time to be picked up and to be dropped off for check in and boarding procedures. Ad hoc or last minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby team at the time of the request Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.



- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving and the trip will be cancelled. For International flights, additional time will be allocated to make provision for delays. The maximum time allowed is 2 hours.

Cancellation and rescheduling fees:

- Two hours prior to booked collection time – Rnil.
- One hour prior to booked collection time – one incident will be eliminated.

Terms and Conditions

- We will not be responsible for the loss or damage to any of the following:
- Personal items such as cell phones, laptops, iPad, tablets etc.
- Any luggage being damaged and lost.
- Cost on late arrivals and/or missing your flight due to natural disasters, traffic, law-enforcement road blocked etc.

Annual Limit for Home Safe and Airport – 6 trips per policy.

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