



APIO OFFICE ASSIST
0861 444 896

PRODUCT OFFERING

Global Choices will provide the following program on behalf of all members belonging to the Assist program.

OFFICE ASSIST

Office Assistance refers to emergency assistance related to the premises covered.

- **Fixtures, Fittings and Services**
An appropriate repairer (electrician, plumber, locksmith and glazier) will be called out to address the problem at the address provided.
Limit: Call Out Fee and first hour of labour. Thereafter costs will be for the member.
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**
At the members request, a notification of an emergency will be sent out to the police, traffic, fire brigade, ambulance, security or any other emergency service provider.

Call outs

A summary of this product service is illustrated in the table below;

Emergency	Inclusions	Exclusions
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
	Lightning 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 Premises Wiring	
	Connections to all electrical motors causing power failure	
	Municipal connections inside the property causing power failure	

connected insurance

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Apio Risk Services PTY LTD is an authorised Financial Services Provider | FSP 44335

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Plumbing	Burst water connections and pipes that are not concealed and are causing further structural damage	Concealed pipes are not covered. Specialists are not covered e.g Leak Detectors
	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 – dependent on case circumstances, 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/sink or shower
Locksmith	If keys are broken off or lost for a main entrance or exit of the Premises	Outbuildings, bedrooms and garages
	If a child is locked inside the Premises or any room within the Premises	Padlocks
Glaziers	Any glass that has been damaged or broken and is causing a security risk to the premises	Mirrors or any specialised glass
Fire	We will alert the relevant Fire SP/Brigade to the scene. All cost related will be for the Clients account.	N/A

**Please note: For any other cases not mentioned above and parts, we will be able to assist the member with referrals, but they will be liable for ALL the costs.*

Annual limit: 3 incidents covers call out fee and first hour of labour. This covers only one address. All additional parts and labour for the client's account.