



**RISK SOLUTIONS
INTERNATIONAL**

**home
assist**



Assistance Products & Services

Unique and tailored solutions

Using its capabilities as a base, RSI builds combined and customised products and service solutions for its corporate clients that suit their customers' needs.

we listen to your needs

We build products and solutions to fit our corporate client's strategy.

Working in synergy with our corporate clients, by first understanding their strategies, we develop products and solutions that talk to their specific pain points and opportunities. For example their strategies could be focussed on cost, growth or customer service. This approach helps us to give our corporate clients products and solutions that fit.

our purpose

RSI's purpose is to help customers of our corporate client's in their hour of need with financial products and services that make their lives easier.

home assist

Our assistance products and services are designed to assist our corporate client's customers in the event of a home related emergency repair. Our assistance products are professional services that can be tailor-made and developed according to our corporate client's needs.



Home Assist

Home Assist provides assistance for emergency household repairs that need to be carried out and that could result in consequential damage. It also refers to a situation where a policyholder has no access to essential services such as electricity, hot water or sanitary use.

- 24 – Hour helpline
- Emergency repairs
- Includes call – out fee and first hour labour
- Excludes cost related to parts
- Dispatch of service providers for electrical and plumbing problems, locksmiths and glaziers



Home Security Guard

In the case of an attempted or successful break-in or forced entry to the property of the policy holder, an armed **Home Security Guard** can be dispatched to safeguard the member's property and wait with the member until help arrives. **The security service includes:**

- Armed security guard
- Safeguards property
- Safeguards member



Home Relocation Services

This benefit provides assistance for insured members who are relocating. We facilitate access to a number of **Home Relocation Services** such as:

- Moving services
- Cleaning services
- Re-connection of appliances
- Member receives a contribution amount to be paid toward cost of any of the listed services

watch us **WOW** your customers

We help our corporate clients retain their customers. We see it as our role to delight your customers, to WOW them. Insurance policies can often be contentious with clients not fully grasping their cover and not remembering that there are limitations to their cover at claim stage. In order to help mitigate this, RSI have tailored their products and services to ensure maximal customer service and to increase customer retention, particularly after a claim.

our products deliver **real** customer value

We deliver real value products and services, cost effectively and with excellent customer experience.

VAPS (Value added products and services) for the insurance market are typically priced based on consumer perceived value and not always on real value. The time is right to turn this on its head.

We ensure that our corporate clients' customers:

- *Acquire real value (not only perceived value) products*
- *Make maximal use of benefits*
- *Pay a fair price for their products*
- *Experience excellent service*

Contact us

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