



**RISK SOLUTIONS  
INTERNATIONAL**

**roadside  
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.*

## roadside assist

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



### Motoring Assistance

**Motoring Assistance** is an assistance product for a member in the event of a vehicle mechanical or electrical breakdown or accident. The benefit is included with insured vehicles.

- Towing to the nearest repairer or place of safety
- The call out fee and one hour's labour for a vehicle locksmith or assistance with a flat tyre
- Emergency delivery of 10 liters of fuel (fuel charged at cost)
- Dispatch of a service provider to jumpstart a stranded vehicle
- Emergency overnight accommodation or car hire or taxi arrangements should a member be stranded more than 100 kilometres from the member's home due to mechanical or electrical breakdown



### Accident First Notification

**Accident First Notification** assist both our clients and their insured clients with the first notification of an accident. **Trained case managers will assist the following services:**

- Dispatch of roadside assistance services such as medical personnel
- Arrange for vehicle towing should it be required
- Arrangement for transport of the insured member
- First notification of loss to insurer or insurance broker



### Roadside Safety Support

The purpose of the **Roadside Safety Support** service is to efficiently safeguard a member whose vehicle is stranded on the side of the road at a location that may be dangerous or isolated, placing the member at risk. An armed guard will be dispatched within the shortest possible time to wait with the member until the roadside assistance provider arrives.

- Quick dispatch and Available 24 - Hours a day
- Armed Security Guard dispatch to where member is stranded
- Safeguards until vehicle towing or alternate roadside assistance arrives

# 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.*



## Safe Drive Services

Cover in the event that the policyholder may feel unable or be prohibited from driving according to South African Law on intoxication. By contacting the **Safe Drive Assist** line, a vehicle will be dispatched with two drivers to ensure that you and your vehicle arrive home safely.

- Available within a 50 kilometre radius from the following Metropolitan areas : Bloemfontein, Cape Town, Durban, East London, George, Johannesburg, Port Elizabeth and Pretoria



## Point-To-Point

The **Point-To-Point** service is available to members who have no alternative means of transportation and in the event that the member cannot travel in their own vehicle. By pre-booking the request for transportation, a driver will be dispatched for collection and drop-off.

- Collection and drop-off within 50 kilometres traveling radius from the following Metropolitan areas: Johannesburg, Pretoria, Cape Town and Durban



## Trip Monitor

**Trip Monitor** is a help line where case managers maintain regular telephonic contact with a motorist within the borders of South Africa to facilitate safe travel. This includes the monitoring of short distances at 30 - Minute intervals or more.

- Available 24 - Hours a day
- Contact every 30 - Minutes or more
- Interrupted communication reaction services



## Direction Assist

A **Direction Assist** service for guidance when travelling within the borders of South Africa. The helpline offers detailed map information of major metropolitan areas and basic route information on rural areas.

- 24 - Hour Service
- Detailed Map Information of major metropolitan areas
- Basic route information on rural areas



## Manage My Fine

Assistance with the notification and management of traffic and speeding fines. The service puts the member in the position to be notified of outstanding fines and also reduce penalties and avoid legal action. **Manage My Fines** provide a quick, easy channel to manage outstanding fines. Members will also receive guaranteed fines reductions.

- Fine Notification
- Provide payment channels
- Guaranteed fine reductions
- Manage My Fines service is limited to the main member



## Renew My License

**Renew My License** is a convenient licence renewal notification and facilitation service. The service provide solutions to license renewal, facilitates and ensure delivery of the new licences to the member.

- Reminder Notification
- Assistance Solution
- Facilitation
- Delivery to convenient point for collection



## Pothole Assist

**Pothole Assist** is an assistance service for claiming from the Department of Roads and Transport for damages to your vehicle due to driving through a pothole.

- Advise & guidance on processes and procedures
- Assistance in claim process



## Road Accident Fund Manager

The **Road Accident Fund Manager** policy ensures assistance with claims processes and procedures in the case of a valid claim from the Road Accident Fund in the event of death or injury caused by or due to a vehicle accident in South Africa.

- Advise & guidance on processes and procedures
- Assistance in claim process



## Emergency Medical Assist

24 - Hour Assist contact number where qualified case managers will give the client immediate advice and information and will assist with immediate emergency medical arrangements if necessary.

- The member has access to a 24 - Hour contact centre for medical assistance
- Dispatch of emergency medical services
- Emergency evacuation & medical transport and repatriation utilising either helicopter or road ambulances
- Hospital deposit guarantee in case of medical emergency recoverable from client thereafter
- Transportation & Return of stranded children
- Transmission of urgent messages
- Location and transfer of medicines
- Return of mortal remains



## Crisis Line

This **Crisis Line** is an emergency contact number in the event of an attack, hijacking, house breaking or medical emergency. By dialling the emergency crisis line members are immediately assisted with:

- Immediate dispatch of emergency assistance service providers
- Professional case managers able to assess the situation
- Facilitation and monitoring the incident until help arrives
- Available 24 - Hours a day



## Motor Insurance Car Hire

This product is designed as an add-on to a comprehensive insurance policy and offers car hire as a benefit.

The following cover can be provided for a corporate clients' customers:

- In the case of an insured event such as accidental damage and theft
- For the use of insured/nominated driver
- For a predefined number of days (often 30 days)
- Unlimited kilometres



## Mechanical Breakdown Car Hire

This product is designed as an add-on to a comprehensive insurance policy and offers a three-day mechanical breakdown car hire benefit.

The following cover can be provided for a corporate clients' customers:

- In the case of a breakdown resulting the vehicle to be un-operational
- For the use of insured/nominated driver
- For a predefined number of days (often 3 days)
- Unlimited kilometres

# 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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