



**RISK SOLUTIONS  
INTERNATIONAL**

**commercial  
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

*To help one million households in South Africa by providing real value-added products and services to create meaningful employment for 10,000 artisans*

## commercial assist

Our assistance products and services are designed to assist commercial clients in the event of a roadside emergency. The motor related assistance products and services are designed to be attached to an underlying commercial insurance policy. Our assistance products are professional services that can be tailor-made and developed according to our corporate client's needs.



### Roadside Assistance

**Roadside 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 up to 3.5 tons.

- 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)
- 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



### Commercial Accident Manager

Our **Commercial Accident Manager** is a service that assist with motor vehicle accident management for and on behalf of commercial clients.

**The management service includes:**

- Notification and dispatch of emergency medical services
- Conference call facilitation with all relevant parties
- Towing arrangements to a place of safety or repair
- Transportation arrangements for driver and passengers
- Relay of emergency messages
- Access to legal advice relating to the accident
- First notification of loss to insurance company or broker



## 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 Assistance** 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
- Repatriation of member to a treating facility closer to their place of residence if the incident occurred more than 200 kilometres from member's home
- Transportation & Return of stranded children
- Transmission of urgent messages
- Location and transfer of medicines
- Return of mortal remains

## 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*

## 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.*

### Contact us

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