



**RISK SOLUTIONS  
INTERNATIONAL**

**domestic  
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*

## domestic assist

Our assistance products and services are designed to assist our corporate client's customers and their domestic employees with unexpected trauma, medical and compensation cover. Our assistance products are professional services that can be tailor-made and developed according to our corporate client's needs.



### Domestic Employee Compensation Plan

The **Domestic Employee Compensation Plan** assist the employer with a legal helpline and settlement cover. The domestic employee is also covered against injury, disability and death.

The cover includes the following:

- Death cash settlement
- Permanent disability cash settlement
- Medical expense cover for out of hospital medical expenses
- Emergency medical transportation as a result of an accident
- Assistance with settlement cover in the event of a CCMA case



### All Assault Medical and Trauma Cover

All **Assault Medical And Trauma Cover** assist the member with medical and trauma cover including HIV protection service. The member is covered for medical expenses, antiretroviral and prophylactic medication/treatment and psychiatric consultation.

The cover also includes the following:

- Compensation for medical indicated treatments
- Compensation for trauma psychiatric consultation
- Access to world-class hospital care for HIV treatment and diagnostic regimes as a consequence of assault or rape



### 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
- Transportation & Return of stranded children
- Transmission of urgent messages
- Location and transfer of medicines
- Return of mortal remains

# 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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