



**RISK SOLUTIONS
INTERNATIONAL**

**funeral
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

funeral assist

Our assistance products and services are designed to assist our corporate client's customers in the event of a personal medical emergency or funeral related assistance benefits and services in the event of a medical emergency and or death claim. Our assistance products are professional services that can be tailor-made and developed according to our corporate client's needs.



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



Personal Health Advisor

Personal Health Advisor provides unlimited telephonic access to and guidance from qualified nurses. The trained advisor can provide general health and life saving medical advice in the event of a medical emergency.

The following are benefits available to the member:

- 24 - Hour contact centre
- General symptom analysis, advice and referral to healthcare professional
- Emergency medical advice
- Access to audio health library



Repatriation

Repatriation of mortal remains can be arranged where the deceased's body is more than 100 kilometres from their place of residence. The service extends to South Africa and neighbouring countries such as Lesotho, Mozambique and Lesotho. **The service includes the following:**

- Documentation Assistance and co-ordination with authorities
- Transfer of ashes to normal place of residence post cremation
- 1 Night accommodation to the value of R1000 in the event that a family member is required to identify the deceased.
- Care and consideration with regards to cultural customs and believes

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.



Funeral Assist

Funeral Assist is a telephonic assistance contact centre service with trained case managers. The case managers telephonically assist the member with primary funeral arrangement process and procedure advice. **The assistance service include:**

- Establishing the location of the deceased and assistance within the repatriation of the mortal remains to the place of burial within the borders of South Africa
- Arranging overnight accommodation for the next-of-kin in the event of having to identify the body outside the normal area of residence
- Assistance with the necessary funeral arrangements and the referral to reputable undertakers
- Advice on death certificate application and required documentation
- Legal and funeral policy document interpretation assistance with correct policies and procedures
- Referral to post mortem pathologist if required
- Referral to family counselling and support services



Funeral Concierge

The **Funeral Concierge** service acts like a hospitality desk and offers assistance in sourcing the relevant funeral service provider that will meet the client's needs.

Some of the service provider categories include:

- Funeral Burial Requirements such as cremation companies, casket & tombstones
- Funeral Service Requirements such as chapel, special services, travel arrangements
- Funeral Aftercare Services such as grief support, attorneys or care services



Funeral Management Services

The **Funeral Management** Service agents will ensure that the nearest funeral service branch contact the member immediately after notification to the contact centre.

The cover ensures quality service and includes:

- Immediate response by funeral service branch
- Removal of deceased from home or hospital
- National and international repatriation services
- 10 % discount on coffin and service fees, provided the complete funeral service is done through the respective funeral parlours
- Includes cremation and or burial
- Funeral burial requirements
- Funeral service requirements



Funeral Discount Partners

This offers rewards, benefits and discounts available from leading brands across South Africa. The member benefits from pre-negotiated discount.

The following are examples of Funeral Discount Partners products and services:

- Funeral arrangement service agents
- Tombstone and coffin suppliers
- Florist and funeral basket suppliers
- Printing houses and graphic designers
- Transportation services



Tombstone Assist

As part of our service, **Tombstone Assist** specialises in tombstone arrangement and delivery for and on behalf of a member.

Included in this comprehensive offer is:

- National footprint on product supply and service delivery
- 7 - Day turn-around service on delivery once relevant documentation is received
- Cover available for individuals, couples and or families
- Full administration execution management



Airtime Discount

This benefit provide members with access to discounted mobile airtime and data from leading networks in South Africa. The **Discounted Airtime** and data can be offered as a benefit on a funeral policy.

- All major network providers
- Data and airtime vouchers available
- Client determines the value



Checkers & Shoprite Vouchers

Facilitating and sourcing, distribution, support and administration of shopping vouchers for members. Members get a shopping value (to be determined by client) redeemable at any Checkers, Checkers Hyper or Shoprite.

- SMS Notification service
- Call Centre Support
- Redeemable at point of sale
- Complete administration, facilitation and distribution service



Funeral Notification Service

Funeral Notification Services is a funeral notification design image or picture. The image includes all the funeral service information and can be sent to family and friends of deceased via whatsapp or sms.

It includes:

- Graphic designed image
- All relevant information such as funeral burial site, date, contact information
- Photo of deceased prior to passing away



Estate Planning

Estate Planning provides a member with a professional service in order to finalise an estate. It includes the generating of a will based on data provided by the beneficiary. This service also includes free executor services based on estate worth.

- Quick and efficient finalisation of estates
- Professional will generation based on provided data
- No fees on estate smaller than R 250 000



Legal Assist

This powerful dynamic product which provides a comprehensive telephonic legal assistance and advice to the beneficiary and his/her immediate family.

The benefit includes access to qualified lawyers and legal consultants and the service comprise the following:

- 24 - Hour access to legal advice and assistance
- Telephonic consultation
- 30 - Minute face-to-face consultation
- Access to standard legal documentation



Funeral Policy Car Hire

This product is designed as an add-on to a group life or funeral policy. It covers the consumer for car hire for up to four days in the event of a death claim on the underlying policy.

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

- For a predefined number of days (often 4 days)
- No deposit required
- Unlimited kilometres
- 1 Tank of fuel

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*

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