



**RISK SOLUTIONS
INTERNATIONAL**

**legal
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

legal assist

Our assistance products and services are designed to assist our corporate client's customers with legal advice and assistance. Our assistance products are professional services that can be tailor-made and developed according to our corporate client's needs



Legal Assist

This powerful dynamic product which provides 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



Document Assist

Document Assist is a service that assist an insured member with the replacement of important documentation in the event of theft or loss. The service also allow for electronic storage of important reference information in a confidential password protected file that can be retrieved 24 - Hours a day from anywhere in the world.

The service includes:

- Providing key details to relevant authorities for replacement
- Electronic storage platform available 24 - Hours a day



Tax Assist

By contacting the **Tax Assist** line during office hours consultants can help with any tax and financial advice query or issue.

This service includes advice on the following:

- Completion of income tax returns and tax payable
- Advice on allowed deductions, administrative issues and tax amendments
- Financial advice on retirement benefits, debt and post retrenchment financial planning

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.



Identity Theft

In the event of **Identity Theft** the member will be compensated according to the stated amounts in the policy document.

Cover is provided for the following, dependent on the terms and conditions:

- Legal expenses
- Lost income
- Obligation to pay
- Miscellaneous expenses



Credit Assist

Credit Assist gives members access to their credit information from credit bureaus in a side by side comparison. The service assist members to build, manage and protect their credit profile.

Some of the benefits included in the service is:

- Expert advice
- Access to credit management tools and alerts
- 3 Credit Bureau credit reports



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



Life Cover And Premium Waiver

The **Life Cover And Premium Waiver** assist the policyholder of a short-term insurance policy with life cover for both the policyholder and spouse as well as a premium waiver option in the event of a death or retrenchment.

The benefits of the cover includes the following:

- Cover for death of the main member and spouse
- Premium waiver in the event of the death of the main policyholder
- Premium waiver in the event of retrenchment of the main member



Umbrella Liability

The Insurers will indemnify the Insured up to the Limit of Indemnity stated in the Schedule for all sums which the Insured becomes legally liable to pay as damages arising from an occurrence anywhere in the world, but not in respect of any judgment, award, payment or settlement made within countries which operate under the laws of the United States of America or Canada (or to any order made anywhere in the world to enforce such judgment, award or settlement either in whole or in part) during the Period of Insurance. Limit to indemnity claim applicable.

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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