



MSB ASSIST
0861 115 867 OR
087 114 3709

PERSONAL

ROADSIDE ASSIST

Members have access to the following services in the event of a roadside emergency:

- Flat battery - jump start only (replacement of battery for the member's account)
- Flat tyre (help with changing of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (fuel is for member's account)
- Transmission of urgent messages

Tow in services to the nearest approved dealership within a **100km round trip** from the accident or breakdown scene (If under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown
- Electrical breakdown

Accident tow facilitation to be reimbursed by insurer.

You are covered for a 100km round trip from where the tow truck dispatched to where the vehicle is going to be dropped off

For breakdowns and accidents more than 100km from home (on condition that the towing is arranged via the assistance call centre) we will:

- **Refund R800 for overnight accommodation** for you and four passengers OR
- **Refund R800 for 24-hour, Group-B car rental** (subject to availability and the driver being in possession of a valid credit card and driving license)

In the event of your vehicle being left for repairs after a breakdown or accident more than 100km from home (on condition that the towing is arranged via the assistance call centre), we will:

- **Refund R800 for 24-hour, Group-B car rental** (subject to availability and the driver being in possession of a valid credit card and driving license) OR
- **Refund R800 for a flight ticket** to collect the vehicle after repairs

The above costs are payable upfront by you and will be reimbursed upon receipt of proof of payment.

OVERALL LIMIT OF R5 000 PER POLICY, PER ANNUM, EXCLUDING ACCIDENT TOWING COSTS.

*** PLEASE NOTE:** This cover excludes all vehicles with a GVM over 3 500kg. You will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by yourself without prior authorisation will not be reimbursed. Assistance is only available in South Africa, Lesotho and Eswatini.

EMERGENCY SERVICES NOTIFICATION

We will at your request, relay a notification of an emergency to the police department, traffic department, fire brigade, ambulance services, your security company or any other emergency service provider.

BENEFITS ARE ONLY AVAILABLE THROUGH THE CALL CENTRE ON 0861 115 867 OR 087 114 3709

Scan the QR code below to add MSB Assist to your contacts



MSB Insurance Administrators

Assist | AUG 2024

In the event that a new/additional provider/partner/underwriter is necessitated, IBLs reserves the right to proceed. Due notice will be communicated as per applicable legislation. Terms and Conditions Apply. Errors and omissions excepted (E&OE).



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HOME ASSIST

A home emergency is defined as an event that is potentially life threatening or could possibly cause structural damage to a property. Call-out fee and first hour labour are covered, thereafter normal rates apply.

WHAT IS COVERED

In the event of a home emergency as a result of breakage of fixtures and fittings, we will arrange for an appropriate repairer to address the problem at one nominated address.

- Electrician (in the event of electric gate not working)
- Plumber (in the event of a blocked drain or burst geyser)
- Locksmith (in the event of front door keys being lost)
- Glazier (in the event of a broken window after a burglary)

PLEASE NOTE THAT ALL PARTS AND MATERIALS USED ARE EXCLUDED AND WILL BE FOR THE MEMBER'S ACCOUNT.

OVERALL LIMIT OF 3 INCIDENTS OR UP TO R2 000 PER POLICY, PER ANNUM

Please note that any costs that are incurred through arrangements made independently will not be reimbursed.

MY LEGAL HAND

Have you ever found yourself in a sticky situation that made you feel vulnerable or have you ever heard of such a situation?

- False arrest!
- Victim of Law enforcement abusing their power!
- What to do if you have committed a criminal act?
- Where to find a lawyer 24/7?
- Do you know what to do when you are arrested and or interrogated?
- 30 min consultation for any criminal offence

Look no further! At My Legal Hand, we will stand by your side to assist you with any legal matter 24/7 even if it is just advice needed.

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This programme is managed by Independent Broker Lifestyle Solutions (Pty) Ltd. IBLS is an Authorised Financial Services Provider – FSP No. 32425. Partners and benefits may change from time to time. Terms & Conditions Apply. Error and Omissions Excluded.



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Administrators**

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