



24/7 ASAP Rapid Roadside Assist & Rapid Roadside Upgrade Terms & Conditions

**The terms & conditions of the 24/7ASAP Rapid roadside & Rapid roadside upgrade need to be viewed in conjunction with 24/7 ASAP general terms & conditions.*

1.0 Rapid Roadside & Rapid Roadside Upgrade Cover & conditions

24/7ASAP currently offers 2 Roadside services:

1.1 Rapid Roadside- A comprehensive national roadside repair and breakdown service to assist members who have experienced a roadside breakdown and need assistance with their vehicle or to be towed. This service allows the member to access one national network provider.

1.2 Rapid Roadside Upgrade: Rapid roadside upgrade works with the member's current roadside assistance and the 24/ASAP Rapid roadside service. The upgrade service allows the member to be able to access the top 5 national repair service networks rather than just having one network provider. Our on going research suggests in over 50% of cases this upgrade service can reduce your waiting times for your roadside from 10 to 45 minutes as this service allows greater access of roadside networks to assist you.

2.0 Accessing the 24/ASAP Rapid Roadside & Rapid roadside upgrade?

2.1 For a member to access the Rapid Roadside or Rapid Roadside Upgrade service, a member needs to be subscribed to either of the services and will need to use the panic number(*120*880*725444#) or phone (0861 444 442) to contact the 24/7ASAP emergency call centre for the appropriate roadside services to be despatched to the members location (*For further details on the panic button, please see the general terms & conditions of all the 24/7ASAP services or visit www.247asap.co.za*).

2.2 If a member has Rapid Roadside upgrade but has their primary roadside service with another provider, the 24/ASAP emergency call centre can find out, on behalf of the member, the expected time of their roadside service by contacting them. If the member has the roadside upgrade service then we can also let the member know if the rapid roadside

upgrade assist can reduce their expected arrival times and the member can choose to send the closer roadside assistance.

3.0 Standard cover of roadside services

Both Rapid Roadside & Rapid Roadside upgrade members are entitled to the following benefits below:

3.1 A maximum annual limit of up to R5000 of roadside services per member.

3.2 A maximum of 3x call outs per annum.

Members have access to the following services in the event of a roadside emergency (limited up to R500 per incident):

3.3 Flat battery - jump start (replacement of battery from members own account)

3.4 Flat tyre (help with change of tyre)

3.5 Keys locked in vehicle (unlocking only)

3.6 Fuel assistance (limited to five litres per incident)

3.7 Minor roadside running repairs (electrical, coil, immobilizer etc.)

3.8 Transmission of urgent messages

4.0 Towing service cover

Members have access to Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

4.1 Mechanical breakdown – covered up to R500

4.2 Electrical breakdown – covered up to R500

4.3 Accident damage – cost covered to the nearest approved panel beater up to a limit of R1850

5.0 Long distance breakdown coverage and options

For breakdowns more than 100km from home (on the condition that towing is arranged via the assistance call centre): the following options are available to the member.

5.1 Option1 Overnight accommodation for you and four passengers – covered up to R500 each.

5.2 Option 2 24-hour, Group-B car rental – covered up to R500 (subject to availability and the driver being in possession of a valid credit card with R5000 available credit and driver's license)

6.0 Network Coverage & Arrival Times

6.1 The 24/7 ASAP roadside services have national coverage across South Africa.

6.2 The Rapid roadside assistance service aims to be with clients in urban areas within 35-60 minutes and in rural areas between 61-90 minutes. This is in line with other roadside network providers and our aim is always to assist a member as soon as possible.

6.3 There are certain circumstances, which are not in our control and can mean delay of the roadside services. Weather conditions, road conditions, act of god, failure of mobile phone signal can mean delays but the 24/7ASAP call centre will continue to inform the member of the expected arrival times.

7.0 Other General conditions and cover

7.1 The roadside cover excludes all vehicles over 3 500kg, trailers, caravans and boats. You will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by you without prior authorisation shall not be reimbursed. Assistance is only available in South Africa.

7.2 In the event of your vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental (subject to availability and the driver being in possession of a valid credit card with R5000 available credit and driver's license) or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to your place of residence, we will supplement the additional tow costs with the costs of car rental.

7.3 Towing costs that exceed the limits illustrated are to be debited from the clients account. Any amount, which exceeds the limit, will need to be paid by the member in cash to the roadside network provider.

7.4 Tows are provided within a 40km round trip (calculated from tow operator's base to the roadside event and from there to the dealer/panel beater/home)

7.5 No second tows are permitted

7.6 In respect of 24/7 ASAP Rapid roadside & Roadside upgrade services, we accept no liability or damage to the vehicle or any of its components, accessories or contents whilst it is under the supervision from our roadside network provider.