



24/7 ASAP - Terms & Conditions

A. Welcome to 24/7 ASAP

24/7 ASAP is pleased to provide you with the following terms and conditions. For your applicable services, please refer to the below schedule of service plans.

Please note that all TrackGuard members hold a Core Service Plan only. This plan offers TrackGuard as a standalone service. TrackGuard does not hold any additional benefits.

B. 24/7 ASAP Service Plan Schedule:

	Core	Silver	Titanium	Platinum
TrackGuard				
Roadside Security	X	X	X	X
Rapid Roadside			X	X
Rapid Roadside Upgrade		X	X	X
Medical Assistance				X
Road Cover		X	X	X
Legal Assistance		X	X	X
Car Hire				X
Take Me Home				X
HIV & Trauma Counselling	X	X	X	X

C. Definitions:

- 24/7 ASAP** shall mean 24/7 ASAP (Pty) Ltd a company, duly incorporated in terms of the laws of the Republic of South Africa under registration number 2012/183088/07.
- 24/7 ASAP Service** shall mean the 24/7 ASAP service plan your elected namely:
 - 24/7 ASAP Core
 - 24/7 ASAP Silver
 - 24/7 ASAP Titanium
 - 24/7 ASAP Platinum.
- 24/7 ASAP Crisis Centre** shall mean the 24/7 ASAP 24hr contact centre dedicated to receiving your Panic Alert and the deployment of your Roadside Security Assistance and 24/7 ASAP Added Benefits Service Providers.
- 24/7 ASAP Crisis Centre Contact Number** shall mean a dedicated contact number for members to telephonically contact 24/7 ASAP should they be unable to use the Panic Button feature. The number is **0861 444 442**
- 24/7 ASAP Added Benefit/s** shall mean the Value Added Products (VAPs) embedded into your selected 24/7 ASAP Service plan. Please refer to Clause B for 24/7 ASAP Service plans and applicable VAPs.

- Additional Member/s** shall mean additional members to your 24/7 ASAP Service as nominated by the Main Member.
- Main Member** shall mean the subscribing member to the 24/7 ASAP Service.
- Medical Emergency** shall mean an acute injury or illness that poses an immediate risk to the Member's life or long-term health.
- Member/s** shall mean Main Member and Additional Member/s.
- Panic Alert** shall mean signal and/or call received by your 24/7 ASAP Crisis Centre from the Member/s.
- Panic Button** shall mean the emergency number saved on your cell phone and the subsequent Panic Alert received by your 24/7 ASAP Crisis Centre.
- Roadside Emergency** shall mean an incident in which you have experienced a vehicle breakdown or accident in an unfamiliar or secluded environment and awaiting the arrival of your elected roadside breakdown assistance.
- Roadside Security Assistance** shall mean the roadside security Service Provider TrackGuard.
- Service Period** shall mean the subscription period from which your first successful debit order has been received by 24/7 ASAP until cancellation.
- Service Provider** shall mean a nominated provider of selected services to the Member/s on behalf of 24/7 ASAP.
- Superfluous Event** shall mean all events other than a Roadside Emergency and 24/7 ASAP Added Benefits needs.

D. Our promise to you:

- The 24/7 ASAP Service provides you with a roadside security service and Added Benefits, from legal to car hire, subject to your selected 24/7 ASAP Service plan.
- When you press your Panic Button on your cell phone, a Panic Alert is received by your 24/7 ASAP Crisis Centre.
- Your 24/7 ASAP Crisis Centre then undertakes to immediately make contact with you to coordinate and dispatch the relevant Service Provider to your aid, be it for a Roadside Emergency or 24/7 ASAP Added Benefits need.

E. How to activate your Panic Button?

- To activate your 24/7 ASAP Service, you are required to set-up an easy-to-use Panic Button on your cell phone. This can be completed by adding 24/7 ASAP as contact to your cell phone directory, simply:
 - Dial the USSD code *120*880*725444#
 - Save as the contact 24/7 ASAP and
 - Add to your speed dial option number 9
- Once completed, this will allow you to dial 9 to make direct contact with your 24/7 ASAP Crisis Centre whereby:
 - The USSD code generates an SMS from your cell phone to your 24/7 ASAP Crisis Centre



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- b. The Panic Alert is received by your 24/7 ASAP Crisis Centre and
- c. You are immediately contacted.

3. Should you not own a cell phone, or be unable to utilise the Panic Button feature for any reason, you will be required to manually alert the 24/7 ASAP Crisis Centre by dialling the 24/7 Crisis Centre Contact Number.

NB

- *Your Panic Button can only be utilised if your cell phone is switched on and you have an available balance of R5.00.*
- *Please ensure that with the purchase of every new cell phone device, you repeat the above steps to ensure your Panic Button is active and available at your fingertips.*
- *However, in the event that you acquire a new cell phone number, please contact the client services department on 0860 33 33 43 to update your details accordingly.*
- *It is the Members' responsibility to ensure that 24/7 ASAP is always updated with your current cell phone details failing which may you may not be recognised by the 24/7 ASAP Crisis Centre as a Member and therefore resulting in service non-delivery.*

F. Roadside Security Service: TrackGuard

1. The roadside security service is a core service to all 24/7 ASAP Service plans and is provided by TrackGuard.
2. In the event of a Roadside Emergency, TrackGuard provides you with an armed reaction unit to protect you while you wait for the arrival of your roadside assistance provider.
3. TrackGuard is highly trained and skilled in personal protection, always using the appropriate means to ensure your personal security is never threatened.

G. 24/7 ASAP Added Benefits:

- *These 24/7 ASAP Added Benefits are subject to the 24/7 ASAP Services plan you have selected. To view the benefits you are entitled to please refer to Clause B.*

1. At 24/7 ASAP, we aim to provide you with a comprehensive solution to all your emergency needs.
2. To access all your 24/7 ASAP Added Benefits simply press your Panic Button to send a Panic Alert to your 24/7 ASAP Crisis Centre so help can be dispatched to you immediately.
3. For our 24/7 ASAP Added Benefits members we have now incorporated the following Value Added Products (VAPs):

3.1 Rapid Roadside Assistance

3.1.1 Benefits:

- 3.1.1.1 In the event of an mechanical and/or electrical breakdown Rapid Roadside Assistance provides you with a national roadside repair, breakdown and tow service up to 100km round trip from place of incident to nearest repairer/Yard

3.1.1.2 Should your vehicle require towing in regard to an accident and you have vehicle insurance with a towing service, the 24/7 ASAP Crisis Centre will assist you to make contact with your insurance company to make the necessary arrangements for your vehicle to be towed.

3.1.1.3 In the event that your vehicle requires towing as a result of an accident, of which you do not have insurance and/or a roadside provider your vehicle will be towed within a 100km radius of the scene of Roadside Emergency which is inclusive of the Service Provider's trip to repair/ storage facility.

3.1.1.4 All towing outside the 100km radius will be for the member's account and as per the Service Provider's towing rate.

3.1.1.5 As a further Rapid Roadside Assistance benefit, fuel can be brought out to you when your vehicle fuel tank runs empty. Fuel is limited to a maximum of 10 litres only.

3.1.1.6 Should you experience Roadside Emergency and be stranded more than 100km away from home, 24/7 ASAP will pay up to a maximum of R1000 for accommodation or car hire. You will require a valid credit card for the deposit fee for the vehicle.

3.1.1.7 For a minor Roadside Emergency such as a flat tyre, flat battery, keys locked in vehicle 24/7 ASAP will cover the call-out fee and 1 hour's labour only. The cost of spares and/or other material will be for the member's account and as per the Service Provider's billing rate.

3.1.2 Limitations:

3.1.2.1 This 24/7 Added Benefit is limited to 2 uses per annum and a single towing per Roadside Emergency.

3.1.2.2 All commercial and business related vehicles are excluded from this 24/7 Added Benefit.

3.1.2.3 Vehicle storage costs is limited to 1 overnight stay. All additional vehicle storage costs will be for the member's account and as per the Service Provider's billing rate.

3.1.2.4 In the event of an accident 24/7 ASAP will not assist with vehicle salvage.

3.1.2.5 Hotel accommodation expenses require an upfront payment by the member. Thereafter 24/7 ASAP will reimburse the member within 7 working days of receipt of a valid check-in and proof payment.

3.1.2.6 Fuel will not be delivered to a Member's place of residence, office, shopping centre or similar

3.2 Rapid Roadside Assistance Upgrade

3.2.1 Benefits:

3.2.1.1 Rapid Roadside Assistance Upgrade provides a service that works with the member's current roadside assistance to allow the member to be able to access the 24/7 ASAP national repair service networks rather than just a single network provider.

3.2.1.2 With a wider repair service network available, you can choose between your current provider and the



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24/7 ASAP network in terms of response times to your Roadside Emergency. Please note the 24/7 ASAP cannot guarantee quicker response times than that of your current service provider.

3.2.2 **Limitations:**

- 3.2.2.1 In order to qualify for the Rapid Roadside Assistance Upgrade benefit, Member's must have an existing roadside assistance service either with an insurer or an independent service provider.
- 3.2.2.2 This 24/7 ASAP Added Benefits will only be dispatched to a Member's Roadside Emergency if the estimated time of arrival of the Member's roadside assistance is in excess of 10 min when compared to the Rapid Roadside Upgrade Network.

3.3 **Medical Assistance**

3.3.1 **Benefits:**

- 3.3.1.1 In the event of a Medical Emergency, this 24/7 ASAP Added Benefit provides you with access to medical advice, a medical response to the scene of the incident, transportation, 24hr telephonic referrals, repatriation after medical treatment (including mortal remains) and inter-facility transportation arising from the initial event which led to an ambulance being dispatched by your 24/7 ASAP Crisis Centre.
- 3.3.1.2 Should you require an inter-facility transfer, you will be transported from the treating to the receiving medical facility, provided that your Medical Emergency response was managed by the 24/7 ASAP Crisis Centre.
- 3.3.1.3 All transfers are dependent on discussions between the treating and receiving doctors agreeing to discharge and receive the patient and may result in a delay.

3.3.2 **Limitations:**

- 3.3.2.1 This 24/7 Added Benefit is limited to 1 transfer per Medical Emergency per annum and 2 medical responses per annum per Roadside Emergency.
- 3.3.2.2 The medical response team dispatched to the Medical Emergency may be either a provincial or private ambulance depending on availability.
- 3.3.2.3 The Medical Assistance 24/7 Added Benefit is subcontracted to a professional medical emergency Service Provider. Consequently, 24/7 ASAP will not be held accountable for the Service Provider's turnaround times and/or service delivery.
- 3.3.2.4 24/7 ASAP will not be held liable for actions and/or omissions of the Services Providers or for any damages caused by their performance or lack thereof.
- 3.3.2.5 24/7 ASAP will not be held liable for the occurrence of any incidents, criminal or otherwise, that may occur prior to arrival of the medical Service Provider.
- 3.3.2.6 The benefit extends to only covered members on the policy

- 3.3.2.7 Non-members and not paid up members will be liable for all related costs

3.4 **Road Cover:**

3.4.1 **Benefits:**

- 3.4.1.1 Should you sustain bodily injuries in a vehicle collision, your Road Cover benefit will assist you in claiming both general and medical damages from the Road Accident Fund.
- 3.4.1.2 This 24/7 ASAP Added Benefit is a service that lodges and monitors your claim from start to finish
- 3.4.1.3 For full terms and conditions of this 24/7 ASAP Added Benefit please visit www.roadcover.co.za

3.5 **Legal Assistance**

3.5.1 **Benefits:**

- 3.5.1.1 This 24/7 ASAP Added Benefit provides you with 24hr telephonic legal advice, consultation with attorneys and the provision of legal documentation where necessary.

3.5.2 **Limitations:**

- 3.5.2.1 This 24/7 Added Benefit is limited to 2 hrs per annum per member (in this regard extending to Main Member and immediate family only).
- 3.5.2.2 Each legal consultations are limited to single 30 min consultations.
- 3.5.2.3 Your Legal Assistance benefit is limited to lease agreements, property law, consumer advice, debt advice, and representation at litigation.

3.6 **Car Hire Services**

3.6.1 **Benefits:**

- 3.6.1.1 In the event of an accident, mechanical and/or electrical breakdown 24/7 ASAP offers you a car hire service.
- 3.6.1.2 The 24/7 ASAP car hire Service Provider is contracted to South Africa's top 5 car hire companies. Once your nearest car hire company has been located a hired car will be arranged for your pick up and use.
- 3.6.1.3 You will be required to present a credit card, to the car hire company, for the payment of a deposit.
- 3.6.1.4 All fuel usage, toll fees and traffic fines will be for the Member's account only.
- 3.6.1.5 You will be required to present your ID and driver's licence to the car hire company before making use of the vehicle.
- 3.6.1.6 Should your 5 day car hire service expire, you will be required to enter into a separate service agreement with the car hire company to continue your use of the vehicle.
- 3.6.1.7 Car Hire is limited to the Category B vehicle only.

3.6.2 **Limitations:**

- 3.6.2.1 This 24/7 ASAP Added Benefit is limited to 2 car hire services arising from a Roadside Emergency, per annum per policy
- 3.6.2.2 Each car hire is limited to a maximum of 5 days. Any additional days of car hire will be for the



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Member's account and will form part of a separate agreement between the Member and the car hire company.

- 3.6.2.3 All commercial and business related vehicles are excluded from this 24/7 Added Benefit.
- 3.6.2.4 Car hire can take up to 24 hrs to arrange dependant on the Member's location and time of request.
- 3.6.2.5 Car hire will not be provided if there has been no roadside breakdown, accident or electrical breakdown i.e. a Roadside Emergency.
- 3.6.2.6 Member will need to request car hire within 72 hrs of the Roadside Emergency.
- 3.6.2.7 Car Hire will only be arranged during offices hours of 8am to 5pm.

3.7 **Take Me Home Service:**

3.7.1 **Benefits:**

- 3.7.1.1 In the event that you are over the legal alcohol limit and are unable to drive yourself to your next destination this 24/7 Added Benefit provides you with a designated driver to assist you.
- 3.7.1.2 The designated driver will drive the member and their vehicle to the required destination within the 50km radius

3.7.2 **Limitations:**

- 3.7.2.1 This 24/7 Added Benefit is limited to 3 trips per annum per request.
- 3.7.2.2 Each trip is limited to a maximum radius of 50km.
- 3.7.2.3 The vehicle that the designated driver will drive has to be owned in the name of the main member
- 3.7.2.4 The member has to be insured on the vehicle that is to be driven by the take me home serviced. Additionally the vehicle has to be in a roadworthy condition otherwise service may be refused
- 3.7.2.5 Any additional KM required will be paid directly by the member to the service provider
- 3.7.2.6 No more than 1 trip per month will be permitted.
- 3.7.2.7 You are required to contact the 24/7 ASAP Crisis Centre 5 hrs to book this benefit and 24hrs in advance during peak season.
- 3.7.2.8 The Take Me Home Service benefit is limited to metropolitan areas only.
- 3.7.2.9 24/7 ASAP cannot guarantee the availability of vehicles and is dependent on demand of the service provider.

3.8 **HIV Prevention & Trauma Counselling:**

3.8.1 **Benefits:**

- 3.8.1.1 In the event of exposure to HIV through a trauma or assault, you have access to 24hr telephonic HIV counselling, emergency evacuation to an HIV treatment facility,
- 3.8.1.2 This treatment facility allows for immediate HIV testing following exposure as well as follow up testing 90 days later. Your treatment further included preventative medication for sexually

transmitted diseases (STD) if required, 28 day post exposure prophylaxis (antiretroviral therapy).

- 3.8.1.3 You and your family members are entitled to ongoing telephonic counselling services to assist.
- 3.8.2 **Limitations:**
 - 3.8.2.1 This 24/7 Added Benefit is limited to 2 uses per annum per family.
 - 3.8.2.2 Each use is limited to 2 doctor consultations and 2 blood tests.

H. **General Conditions:**

1. **Service Subscription:**

- a. This service is available to the Main Members and the nominated Additional Members during your Service Period.
- b. Subscriptions are charged in advance on a monthly basis.
- c. Subscription will be paid by debit order on the date specified by the Main Member and/or the Additional Members.
- d. Failed debit orders will be recovered in subsequent debit order attempts, together with any incurred bank charges, as well as the current debit order that is due and payable.
- e. Debit orders due for collection for the months of January will be collected in advance from the 15th to the 25th of December of the previous year.
- f. 24/7 ASAP reserves the right to collect premiums via Non Authenticated Early Debit Order collection (NAEDO) and/or similar collection methods.
- g. Membership subscription must be in paid in full and up-to-date in order to access your 24/7 ASAP Service and/or your 24/7 ASAP Added Benefits, failing which your respective requested service will not be deployed in the event of a Roadside Emergency and/or Added Benefit need.
- h. All subscriptions will be subject to a market-related premium increase as and when required. This premium increase will be communicated to you by way of our website 247asap.co.za.

2. **Cancellations:**

- a. Your service subscription is a month-to-month contract that is subject to your cancellation.
- b. Should you wish to cancel your subscription, you are entitled to do so without any penalty.
- c. However, in the event that you wish to downgrade your service subscription or are experiencing financial difficulties, we encourage you to contact our client services department to discuss the alternative payments available to you.

3. **Client Services:**

- a. To address all queries, including the set-up of your Panic Button, you can contact 24/7ASAP client services department where a friendly client services agent will be able to assist you.



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- b. 24/7ASAP client services department is available to you from Monday to Friday, 08h30 to 17h00.
- c. The client services department can be contacted on 0860 33 33 43.

4. **Compliments and Complaints:**

- a. At 24/7 ASAP, we value our clients and welcome your feedback on our services to help us ensure that you always receive impeccable service from your 24/7 ASAP team.
- b. To submit a compliment or complaint, please contact our client services department.
- c. In the event of a complaint, we undertake to make contact with you within 24hrs of receiving such complaint. We further undertake to investigate, resolve and provide feedback to your complaint within 5 working days thereof.

I. **General Exclusions:**

- 1. 24/7ASAP reserves the right to cancel dispatch services at any time and without notice if it is in the reasonable opinion of your 24hr Crisis Centre agent that the call-out is a Superfluous Event.
- 2. Your 24/7 ASAP Service is available to the Main Member and Additional Members only and not transferrable to any other party.
- 3. Should a non-member falsify their identification in an attempt to utilise your membership for any other party 24/7 ASAP will not deploy the relevant services.
- 4. In the event that a Main Member and/or an Additional Member colluded with the non-member to utilise any of the services, the Main Member and/or Additional Member will be held liable for all service costs.
- 5. The 24/7 ASAP Service and the 24/7 Added Benefits are only available within the Republic of South Africa.
- 6. Members must be subscribed and up to date on payment for services to be rendered.

J. **Disclaimer:**

- 1. In order to utilise your Panic Button, you must ensure that your cell-phone is turned-on and has an available balance of R5.00, failure to do so will discharge 24/7 ASAP of all liability should your Panic Alert not be received and your requested service not be deployed.
- 2. TrackGuard utilises Location Based Service technology (LBS) which is only available to MTN and Vodacom network subscribers. Main Members and/or Additional Members who do not have access to LBS, TrackGuard undertakes to utilise alternative methods to obtain your location and deploy your Roadside Security Service but will not be held liable should your location not be accurately obtained.
- 3. For the respective service to be deployed to you, it is the responsibility of the Main Member and/or Additional Member to ensure that your subscription is fully paid and up-to-date. 24/7 ASAP will not be held liable for any failed debit orders which may render the subscription in arrears.

- 4. 24/7 ASAP will not be held liable for actions and/or omissions of our services providers or for any damages caused by their performance or lack thereof.
- 5. 24/7 ASAP will not be held liable for the occurrence of any incidents, criminal or otherwise, that may occur prior to arrival of our service provider at the scene of the breakdown.
- 6. 24/7 ASAP will not be held liable for the occurrence of any incidents, death that may occur prior to arrival of our emergency services at the scene of the emergency.
- 7. Members that were specifically marketed a Household Assistance service on a tele-sales call are hereby advised to contact the 24/7 ASAP client services department for their applicable terms and conditions.