



ONE Assist

You work hard for your personal assets, let us work hard for you.

0861 000 286 or 087 066 0286

WHAT **ONE** ASSIST OFFERS

As an individual, you often find yourself juggling multiple responsibilities, from managing your finances to handling household tasks, and sometimes even acting as your own plumber or handyman.

At ONE Assist, we understand this and know that your time is precious. You need to focus 100% of your time and energy on your livelihood. With ONE Assist, we work hard for you by taking care of the administrative tasks.

ONE Assist gives you access to a host of services that will help you navigate the necessary but tedious side of running a household. Think of ONE Assist as your personal concierge and a team of consultants, at your disposal, aiding you with home emergencies.





EMERGENCY AND CONVENIENCE SERVICES

Even with the best plans in place, emergencies can arise. ONE Assist is designed to help you handle unforeseen emergencies with ease. Whether it's plumbing, electrical issues, a broken window, or lost or broken keys; we have someone to assist you.

Emergency Home Assistance

This service helps in emergency situations at your primary residence to limit or prevent further damage to the premises. We will locate an appropriate service provider and pay for the call-out and the first hour of labour. The cost of parts is for your account. If we are unable to dispatch a service provider, we will refund you for the call-out fee and the first hour of labour of your service provider.

Service offered include:

- Plumbers
- Locksmith
- Electrical
- Glaziers
- Emergency service coordination with the police, traffic department, fire brigade, ambulance services, security companies, and more.

Home and convenience drive

Home Safe Chauffeur - a designated driver service that ensures that you arrive home safely after a night out with the added convenience of having your vehicle safely driven home for you.

Home safe Chauffeur applies to the policyholder who is specifically subscribed to this service.



EMERGENCY MEDICAL ASSIST

The ONE Assist team can arrange for medical transport to be dispatched immediately to the scene of a medical emergency, where appropriate lifesaving support will be provided, and where relevant, the patient will be stabilised before transfer is provided to the closest appropriate medical facility.

Any medical treatment at the hospital or medical facility will be for the client's own account.

ROADSIDE AND ACCIDENT ASSIST

The ONE policyholder has access to the following services in the event of a roadside emergency:

Roadside Assistance

- Flat battery - jump-start only (replacement of battery for the policyholder's account)
- Flat tyre (assistance with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five litres per event)

Tow In

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

- Mechanical breakdown
- Electrical breakdown and more.

Limited to 40 kilometers of towing thereafter any further costs of the tow will be for the policyholder's account.

STAND BY YOU

This service may be requested in the event of a breakdown of the policyholder's vehicle. In addition to personal protection, Stand By You reduces the risk of hijacking and vandalism whilst the policyholder is on the side of the road. It is linked to Roadside Assistance in major urban areas.

Stand By You provides roadside security to the policyholder who is specifically subscribed to this service.

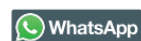
CRIME ASSIST

This is a terrible reality that anyone could face. If you have suffered a violent crime, please contact ONE Assist and they will set their emergency team to action. If your keys have been stolen, they will send out a locksmith to change your keys and remotes. They can even arrange a security guard to be stationed outside your home. It is very important to get professional help as soon as possible. ONE will pay for you and your family's trauma counselling. However, you must use ONE Assist failing which your cover will be limited.

INTELLIGENT PANIC AND WHATSAPP CHAT

All personal lines clients have access to Intelligent Panic benefit where the ONE Assist team will call you back in the event of an emergency or assistance. Download the ONE App and use the panic button for a ONE Assist consultant to contact you. Personal clients can also scan the QR code below to register claims and get policy schedules and information.

For electronic policy schedules and claim submission WhatsApp channel, scan the QR code





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ONE Insurance Underwriting Managers (Pty) Ltd Reg No. 1996/008987/07.
Authorised Financial Services Provider FSP8783 VAT No. 4370160501

Underwritten by:
MUTUAL & FEDERAL | risk
financing
A member of the  **OLD MUTUAL** Group