

Home Assist

Fixtures, Fittings and Services

In the event of a home emergency as a result of breakage of fixtures and fittings, we will arrange for an appropriate repairer (electrician, plumber, locksmith, glazier etc.) to address the problem at one nominated address (call-out fee and first hour labour is covered, thereafter normal rates apply). Please note that all parts and materials used are excluded and will be for the member's account.

A home emergency is defined as an event that is potentially life threatening or could possibly cause structural damage to a property.

Overall limit of 3 incidents or up to R2 000 per annum per policy.

Emergency Services Notification and Call-out

We will, at your request, relay notification of emergencies to the police, fire brigade, ambulance, security or any other emergency service provider.

Risk Prevention Products

These risk prevention products are aimed at decreasing your exposure to risk. You will receive discounted rates on the following products:

- Security and protection products
- Lightning protection
- Pool safety
- Tree felling
- Waterproofing
- Plumbing maintenance
- Electrical maintenance
- Palisade Fencing
- CCTV
- First aid kits



Trauma & Assault

24-hour Emergency Assistance Helpline

In the unfortunate event of a traumatic incident, we will provide the member with counselling by trained medical professionals. This is a 24-hour emergency assistance helpline that:

- Arranges the nearest local emergency assistance service as well as provides emergency transport to the nearest, most appropriate medical facility
- Offers referrals for psychiatric consultations
- Covers R5 000 per insured person with a maximum of R10 000 per family per occurrence in respect of psychiatric consultations

Home Invasion

This is a 24 hour crisis management product to assist you in the event of a home invasion. We will assist with the following:

- In the case of your cell phone being stolen in a home invasion, we will provide you with a cell phone loaded with pre-paid airtime to the value of R100
- In the case of your vehicle being stolen, we will provide you with Group B car hire for 48 hours to keep you mobile
- In the case of your credit card being stolen, we will provide you with a pre-loaded debit card up to the value of R500 to assist you in the interim
- In the case of your keys being stolen in a home invasion, we will send a locksmith to your house to assist you with your locks, up to the value of R1000 per annum
- In the case of your home being invaded, we will place a security guard at your house for 24 hours after the invasion has taken place.
- In case of your home being invaded, we will provide hotel accommodation to the value of R1000 per annum.

Intelligent Panic

In a panic situation, you never want to be alone! Intelligent Panic provides you and your loved ones with 24 hour access to your own experienced crisis manager – who will help you through your emergency.

You never have to remember an emergency number again!

Intelligent Panic is a breakthrough in emergency support – you will never have to remember another emergency number again. Intelligent Panic has access to every emergency service you may need, as well as access to your own security company, medical information and other useful contacts.

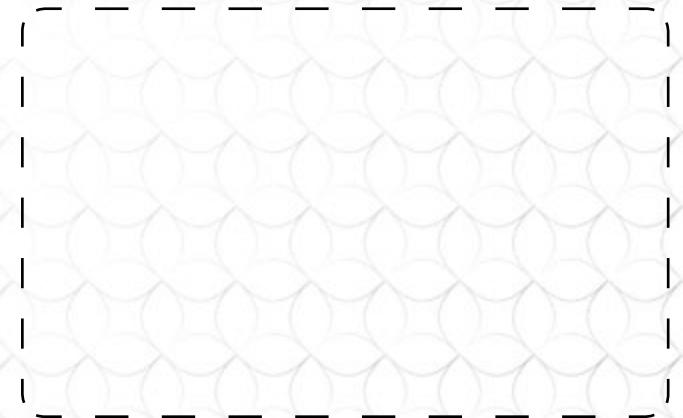
You will never be alone in an emergency!

The Intelligent Panic service provides you with your very own crisis manager. When you are in an emergency – WE take charge! Your crisis manager will call you back on your cell phone and help you through your crisis – whatever that may be.

Do you need emergency medical advice over the phone, do you need to find a doctor or an ambulance fast, have you been involved in an accident – or are you lost and feeling vulnerable? Intelligent Panic is there for you.

Access every emergency support service out there from one button on your cell phone.

To have access to Intelligent Panic, you need to register by phoning the MUA Assist line and then choose one number on your cell phone that acts as your panic button. In an emergency, just press that one number – and we take charge of the rest. Your crisis manager will call you back and access the most appropriate support that you need. Your crisis manager will be in telephone contact until your crisis situation is resolved.



Call

0861 000 MUA (682)

for all your Home Assist benefits as described in this leaflet. In the unlikely event of difficulty using the 0861 number above please dial 083 793 3136 for assistance.

Partners and benefits may change from time to time.

All benefits are only redeemable via the call centre.

Terms & conditions apply. E&OE.



CPT

PHONE +27 861 682 467 FAX +27 864 550 713 ADDRESS 4th Floor, Gihon Building, Cnr. Bill Bezuidenhout Et Sporticia Street, Tyger Valley
POSTAL P O Box 5777, Tyger Valley, 7536 EMAIL newquotes@mua.co.za

DBN

PHONE +27 861 682 467 FAX +27 864 550 713
ADDRESS 1st Floor Units 5 Et 6, Aloe Block, Fairway Green, 3 Abrey Road, Kloof, 3610 POSTAL PO Box 591 Gillitts 3603 EMAIL newquotes@mua.co.za

JHB

PHONE +27 861 682 467 FAX +27 864 550 713
ADDRESS Ground Floor, Unit 2, Bruton Office Park, 18 Bruton Road, Bryanston
POSTAL PO Box 131152, Bryanston 2021 EMAIL newquotes@mua.co.za

MUA Insurance Acceptances (Pty) Ltd (Registration number 2008/011925/07) is an authorised Financial Services Provider (FSP No.: 37947) underwriting on behalf of Auto Et General Insurance Company Limited (Registration number 1973/016880/06), an authorised Financial Services Provider (FSP No.: 16354)



MUA HOME ASSIST

Welcome to MUA Home Assist, where we offer you peace of mind in the event of an emergency situation. You also receive great offers from a wide variety of service providers, which are immediately available to you.

Call 0861 000 MUA (682) for more information and one of our consultants will gladly assist you. This is your emergency contact number, please save it on your cellphone.

HOME ASSIST BENEFITS
0861 000 MUA (682)

