

MUA Concierge



DRIVER SERVICES

Multiple benefits for maximum peace of mind:

- In the event of an accident, we collect and transport you to your hired vehicle.
- Collect and return your vehicle for service or repair.
- Service available within a **50km** radius of city centers (Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg)

Monday - Friday 08:00 - 17:00

A minimum of 1.5 hours is required for booking.

You have access to a total of 6 trips per year in combination with Airport Service and Trauma & Treatment Chauffeur over and above the Driver and Drive Home Safe services. Each trip is capped at R500 and costs in addition will be for your account



TRAUMA & TREATMENT CHAUFFEUR

During your medical treatment, whether it's a visit to an oncologist, plastic surgeon, or any other medical/trauma service provider, we recognise the importance of having a reliable driver when you are unable.

- This service provides you with transport to and from a medical facility.
- Service available within a **50km** radius of city centers (Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg) and includes Stellenbosch, Franschhoek, Somerset West & Paarl for permanent residence in these areas to a maximum of **100km** at no additional cost.

Monday - Friday 06:00 - 20:00

- This service is subject to availability, and we recommend that you book as early as possible, at least **48 hours** before your scheduled appointment.



DRIVE HOME SAFE SERVICE

Your safety is paramount. If you have enjoyed a drink or two:

- We will collect you and your vehicle and transport you safely home.
- Service available within a **50km** radius of city centers (Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg) and includes Stellenbosch, Franschhoek, Somerset West & Paarl for permanent residence in these areas to a maximum of **100km** at no additional cost.

Mondays to Thursdays 17:00 - 01 :00

Fridays 15:00 - 03 :00

Saturdays 16:00 - 02:00

Sundays 16:00 - midnight

A minimum of 2 hours is required for booking.

You will be notified when the pick-up driver has arrived at the specified location. You will then have 15 minutes to meet the driver. After this period, we will notify you that the driver will depart, and the trip will be cancelled. You have access to a total of 12 trips per year. Each trip is capped at R500 and costs in addition will be for your account.





AIRPORT SERVICE

Concierge epitomises enhanced levels of convenience for the individual



- Our premium service ensures your timely arrival at the airport, catering to situations where missing a flight is simply not an option or when you require transportation back home after a trip.
- We will drive you to and from the airport.
- Service available within a **50km** radius of city centers (Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg).

Monday - Friday 04:00 - midnight

- This service is subject to availability, and we can accommodate bookings up to **7 days** in advance. A minimum of **48 hours** before your flight is required for booking.
- Bookings for trips on **public holidays** need to be made **before 17:00** on the day prior to the public holiday.
- If you need to make a change to your booking due to a flight change, a **3-hour** notice period will be sufficient, depending on availability of the service.
- The service is only available to you (policyholder) and direct family members.
- It is your responsibility to provide us with the flight number and the correct pick-up and drop-off times to allow for check-in and boarding procedures.
- We strive to accommodate ad hoc or last-minute requests to the best of our ability, with a maximum anticipated delay of 90 minutes. Please note that

this service is subject to the availability of a standby team at the time of the request.

- You will be notified when the pick-up driver has arrived at the specified location. You will then have 15 minutes to meet the driver. After this period, we will notify you that the driver will depart, and the trip will be cancelled.

You have access to a total of 6 trips per year over and above the Driver and Drive Home Safe in combination with the Trauma & Treatment Chauffeur services.

Cancellation and rescheduling

- Two hours prior to booked collection time - no charge.
- Less than two hours prior to booked collection time - one trip will be eliminated from your annual allowance

Please note that MUA and its service providers cannot be held liable for:

- The loss or damage to any personal belongings such as cellphones, laptops, electronic equipment or luggage.
- Any costs you incur resulting from late arrivals or missed flights due to natural disasters, traffic or law enforcement actions (such as road blocks).





CRIME VICTIM ASSIST

24-hour crisis management service to support you in the event of a hi-jacking:

- In the event that your cell phone is stolen during a hi-jacking, we'll provide you with a cell phone loaded with pre-paid airtime to the value of **R200**.
- If your vehicle is stolen during a hi-jacking, we'll provide you with standard car hire for **48 hours** to keep you mobile.
- If your credit or debit cards are stolen during a hi-jacking, we'll provide you with a pre-loaded debit card up to the value of **R500** to assist you in the interim.
- If your keys are stolen during a hi-jacking, we'll send a locksmith to your home to assist you with your locks, up to the value of **R1,000 per annum**.
- If you have been hi-jacked at your place of residence, we'll place a dedicated security guard at your home for **24 hours**.
- We shall provide application forms from Home Affairs if your ID book, passport or driver's license was stolen or lost in the incident.
- We shall provide investigation services to the value of **R25,000** to assist with identifying the perpetrators of the incident and recovery of your possessions.



The value-added services are non-financial services and products which do not fall within the ambit of the Financial Advisory and Intermediary Services Act, 37 of 2002 and does not enjoy the same regulatory protection as Financial Services and Products.



MUA Concierge is a comprehensive security, mobility and convenience service for demanding clients on the go.

Call **0861 000 682** to access any of the **MUA Concierge** benefits as described in this leaflet.

In the unlikely event of difficulty using the 0861 number above please dial **076 715 8967** for assistance.

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Auto&General

MUA Insurance Acceptances (Pty) Ltd (Registration number 2008/011925/07) is an authorised Financial Services Provider (FSP No.: 37947) underwriting on behalf of Auto & General Insurance Company Limited (Registration number 1973/016880/06), a licensed non-life insurer and financial services provider (FSP No.: 16354). All benefits are only redeemable via the call centre. E&OE


MUA

Insuring the Individual