

MUA Concierge is your premier drive service tailored for convenience, responsible driving decisions, providing exceptional coverage and personalised options like professional driver services, home safe chauffeurs and airport transfers. Enjoy a perfect mix of luxury and practicality, enhancing your journeys with peace of mind. Whether you need a dependable ride home or smooth travel assistance, MUA Concierge offers the flexibility and security you need for any adventure.

Choose MUA Concierge to elevate your travel experience and to stay safe!

Each member has access to 18 trips per annum which can be used for any of the **MUA Concierge services:**

Simply WhatsApp **079 972 2798** and experience a smarter, more seamless way to manage your transport. For assistance with Concierge bookings or to arrange additional trips, MUA Concierge members can also use the WhatsApp number or continue to use the usual booking channels.

CONVENIENT DRIVER SERVICES

MUA Convenience Driver Services is designed to enhance your daily life by offering support for vehicle-related tasks, reducing inconvenience, and helping you maintain a seamless routine. Transportation to and from medical treatments, or simply wish to free up your time, this service ensures your needs are attended to efficiently, allowing you to focus on what matters most.

Convenient Transport Solutions

- Pick-up and drop-off to collect your hired car.
- Transportation of your vehicle for repairs or service appointments, collection can be arranged upon completion of your vehicle's repairs or service.

Trauma and Treatment Chauffeur

- Safe transport to and from home following trauma or medical treatment sessions when alternative transport is unavailable.

TERMS & CONDITIONS

- The drivers operate daily (Monday to Sunday) from 6:00 AM to 2:00 AM. Requests for trips outside this timeframe will be subject to an additional surcharge, which will be provided by the call centre agent.
- Convenient Driver trips must be booked at least 24 hours in advance.

HOME SAFE CHAUFFEUR SERVICES

MUA Home Safe Chauffeur services is designed to promote responsible driving by providing a safe alternative to drinking and driving, reducing the risk of road accidents.

Our driving team ensures you and your vehicle arrive home safely. A vehicle with two drivers will be dispatched, of which one will drive you in your vehicle.

TERMS & CONDITIONS

- The drivers operate daily (Monday to Sunday) from 6:00 AM to 2:00 AM. Requests for trips outside this timeframe will be subject to an additional surcharge, which will be provided by the call centre agent.
- Additional Passengers/Drop off: Allowed up to 10km extra (everything over 10km will be billed as an extra trip.) Must be pre-arranged with call centre prior to pick-ups.
- Home Safe Chauffeur trips can be booked up to 90 minutes in advance.

AIRPORT TRANSPORT SERVICES

Our premium Airport Transport Services ensures a seamless and timely journey to and from the airport, or when you need reliable transportation home after your trip.

TERMS & CONDITIONS

- The drivers operate daily (Monday to Sunday) from 6:00 AM to 4:00 AM. Requests for trips outside this timeframe will be subject to an additional surcharge, which will be provided by the call centre agent.
- Airport Transport trips must be booked at least 24 hours in advance.
- Flight-related changes to bookings require at least 3 hours' notice and are subject to availability.

GENERAL TERMS & CONDITIONS

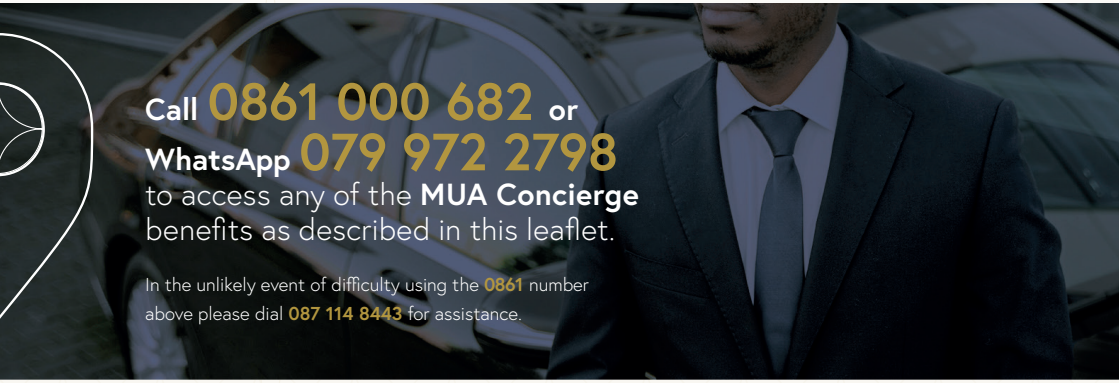
- Services include travel within a 50km radius. If a trip exceeds this 50km radius limit, each additional 50km will count as a separate trip and will be deducted from the annual trip allowance. For example, if a journey is 120km, this will be treated as three trips, and three trips will be deducted from the annual limitation.
- The call centre operates daily (Monday to Sunday) from 8:00 AM to 2:00 AM. Please ensure trips are booked during these hours.
- This service is subject to the availability of a driver/driver team upon request.
- Pre-bookings are suggested to be made the day before public holidays.
- Upon arrival of the driver/driver team an arrival SMS notification will be sent to the client.
- The client will have a 15-minute grace period to meet the driver, if the driver is not met within 15 minutes, the member will forfeit the trip which will be deducted from the member's annual limitation.
- This service is available to the verified policyholder and their direct family members only.
- Toll fees will be for the member's account.
- Vehicle make and model cannot be specified.
- Service is limited to a 4-passenger vehicle including luggage suited to the vehicle's maximum capacity. Larger vehicles can be booked, but additional costs may apply.
- It is the member's responsibility to provide us with the correct pick-up and drop-off locations.
- While we strive to accommodate last-minute requests, a maximum delay of 90 minutes may apply, subject to availability.
- Areas where services are provided: Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein and Pietermaritzburg, with travel included up to 50km. Trips exceeding this radius will count as additional trips. Policyholders permanently residing in Stellenbosch, Franschhoek, Somerset West, Paarl or Wellington receive extended travel benefits up to 100km, with any distance beyond this also counted as additional trip.
- Cancellations must be made at least 60 minutes prior to the scheduled pick-up time. Failure to do so will result in the trip being deducted from the annual limitation.

CRIME & SECURITY ASSIST

A 24/7 crisis management benefit to support members in cases of home invasion or hijacking. Services Include:

- **Replacement Cell Phone:** If stolen during a home invasion, a cell phone with R200 pre-paid airtime will be couriered during business hours.
- **Car Hire:** If the member's vehicle is stolen, standard car hire is provided for 48 hours (valid driver's license and credit card required).
- **Emergency Funds:** 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 R5OO to assist you in the interim.
- **Temporary Accommodation:** Hotel accommodation up to R1,000 per incident is facilitated after a home invasion.
- **Investigation Services:** Coverage of up to R25,000 for investigations to identify perpetrators and recover possessions.
- **Locksmith Assistance:** For stolen keys, a locksmith will assist with locks (up to R1,000 annually). Replacement locks or key cutting costs not covered.
- **Security Guard:** Upon request, a security guard will be stationed at the member's home for 24 hours following an incident.

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.



Call **0861 000 682** or WhatsApp **079 972 2798** 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 **087 114 8443** for assistance.

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

MUA

Insuring the Individual

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Compass Insure

MUA Insurance Acceptances (Pty) Ltd (Registration number 2008/011925/07) is an authorised Financial Services Provider (FSP No.: 37947) underwriting on behalf of Compass Insurance Company Limited (Registration number 1994/003010/06), a licensed non-life Insurer and Financial Services Provider (FSP No.: 12148). All benefits are only redeemable via the call centre. E&OE.