

HOME ASSIST SERVICES

When a home emergency occurs, we will coordinate the services of a suitable professional to address sudden, unforeseen events and help prevent or minimise damage to your home. The benefit includes the first hour of labour and the call-out fee for up to three incidents per year. Costs for any required parts and materials are excluded. Upon request, our Assist Call Centre can notify emergency service providers such as the Police, Traffic Services, Fire Brigade, Ambulance, or Security of an incident.

WHAT IS COVERED

WHAT IS NOT COVERED

PLUMBING

- Visible burst water connections and pipes.
- Blocked drains, toilets, baths, and sinks, causing further damage to the home.
- Emergency geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems.

- Jacuzzi, swimming pools and borehole pumps.
- Leak detection inspections.
- Repairs not complying with regulated specifications such as SABS and others.
- Leaking taps / toilets.
- Replacement of a burst geyser, septic tanks, and water supply interruptions to permanent residence.
- Any assistance required on the municipality owned property.

GLAZIERS

- This is a 24-hour help line, offering assistance where a glazier is dispatched to ensure that damaged building glass can be professionally replaced.
- Broken or badly cracked windowpanes which could result in access to the residence.

- No cost of materials are included.

ELECTRICIAN

- Distribution boards, circuits, main cables causing power failure.
- Earth-leakage relays causing power failure.
- Geyser connections, and elements, causing power failure.
- Plug points causing power failure.
- Light fittings or switches causing power failure.
- Lightning strikes on wiring causing power failure.
- Multiple burnt connections on wiring or plug points causing power failure.
- Connections to all electrical motors (e.g., electric gate motor) causing power failure.
- Electric gates and doors.
- Jacuzzi, Swimming pool and borehole pumps.
- Air conditioners and commercial refrigeration.
- Repairs not complying with regulated specifications such as SABS and others.
- All electrical motors.
- Any assistance required on the municipality owed property.

LOCKSMITH

- If keys are broken off or lost for a main entrance or exit of the house.
- If a child is locked inside the house or any room within the house.
- Replacing of damaged locks, padlocks, and keys.



TREE FELLERS/BEEKEEPERS AND PEST CONTROLLERS

Service is facilitated up to the incident limits and only during daylight hours. Each case will be managed individually, depending on visibility, weather, and seasonal conditions. Covered pests include Borer Beetle, Thatch Lice, Dust Mites, Cockroaches, Fleas, Fish Moths, Ants, Ticks, Bedbugs, and Rodents only.



EMERGENCY MEDICAL SERVICES (EMS)

The Call Centre offers 24/7 access to a team of nurses and paramedics, supported by a network of accredited medical service providers, to assist in medical emergencies. Valid within South Africa only.

MEDICAL ADVICE

The Call Centre provides guidance during medical crises and offers emergency advice, including referrals to crisis lines, doctors, clinics, and hospitals in your area.

ADVICE INCLUDES INFORMATION ON:			
Prescription Medication	Contra-indication of medicines	Fevers	Blurred Vision
Insomnia	Headaches/ Migraines	Stomach aches	Antibiotics
Why not to take expired medication	Treatment of abrasions	Telephonic CPR	Earaches
Allergies	Women's / Men's Health	Supplements	Cramps

REFERRALS TO:			
Closest Medical facilities	GPs within the client's area	Closest Medical Transport	Health Specialists

EMERGENCY MEDICAL TRANSPORTATION

For medical emergencies, the Call Centre will arrange appropriate transportation to the nearest facility capable of providing care. Depending on the situation, transportation may include road or air ambulance (subject to weather and flight plans).

CALL FORWARDING SERVICE

In emergencies, the Call Centre facilitates direct contact with caretakers or transfers calls to essential services like Police or Fire Departments, ensuring swift action when needed.
Valid within South Africa only.

CRIME & SECURITY ASSIST

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

- **Replacement Cell Phone:** If stolen, 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.
- **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.

PANIC SOS

Turn your cell phone into a 24/7 emergency assistance tool for road and medical emergencies.
How It Works:

- **Quick Activation:** Save the dedicated USSD string ***120*880*4914#** as a speed dial. Press the SOS Panic button in an emergency, and the Call Centre will call back within 90 seconds to assess your needs. Your location details are instantly shared with our system for rapid assistance. The Call Centre deploys appropriate responders, such as police, emergency services, or private security, and contacts family or friends with your permission.

- **If no response:** The Call Centre calls back 3 times at 60-second intervals. A voice message and SMS are sent with further instructions, including alternative contact details. Next-of-kin or designated contacts are reached to assist in locating and supporting you.

The Call Centre ensures total care and manages the situation until resolved.

TRAUMA COUNSELLING

Qualified Professional Nurses and Counsellors are available to provide telephonic debriefing as well as face-to-face counselling.

Telephonic debriefing is conducted by qualified counsellors. Should the counsellor determine a need for additional face-to-face counselling, the member will be directed to an appropriate Trauma Counsellor for a free session, within the network, nearest to the customer's work or home address.

Once the member has been referred, he/she will be assisted in scheduling an appointment or, should the customer prefer, the contact details for the center will be provided in order to make their own arrangements. In the event of the latter, the counselling/trauma center will be notified of a possible counselling session to be scheduled.

Coverage Limitations

- Limited to **R6,000** per annum for the insured individual.
- Maximum limit of **R12,000** per annum for the entire family.

LISTENUP COMPANION PLATFORM

SCAN & CONNECT

All MUA Assist Services include 24/7 confidential one-on-one WhatsApp support for mental health and conflict resolution.
Instantly connect with a team of professionals for real support from real people.

24-HOUR CONFIDENTIAL SUPPORT	24 hours a day, 7 days a week, 365 days a year
MULTI-PLATFORM CAPABILITY	WhatsApp is widely used as an end-to-end encrypted, confidential, easily accessible multi-platform from various devices.
SECURE MESSAGING PLATFORM	Safe and highly confidential one-on-one space to share and ask for help.
PROFESSIONAL CONTAINMENT	Containing conversation and support with practical tips and tools.



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

In the unlikely event of difficulty using the **0861** number above please dial **083 789 0410** for assistance.

MUA Home Assist is unflinchingly committed to your peace of mind in the event of an emergency.

MUA
Insuring the Individual

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Compass Insure

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