

HEAVY COMMERCIAL VEHICLE ASSIST

Vehicles Over 3 500KG

Important:

- ✘ Services will not be provided if the vehicle is not roadworthy.
- ✘ Any unauthorised arrangements or costs incurred by the client will not be reimbursed.
- ✘ Assistance is available only in South Africa.

Category A:

Patrol Assistance

Includes the following services:

- ✘ **Flat Battery:**
Jump-start only (battery replacement is at the member's cost and is only available in metropolitan areas).
- ✘ **Flat Tyre:**
Assistance with changing a tyre (a usable spare tyre must be available).
- ✘ **Fuel Assistance:**
Up to 20 litres per incident. (Fuel will be for the client's account.)
- ✘ **Locksmith:**
A locksmith will be dispatched only if your vehicle/home keys are locked inside your vehicle.
- ✘ **Urgent Message Relay:**
Transmission of urgent messages on behalf of the member.

Limit: R1,000 per incident

Roadside & Stock Security Guard

- ✘ If the driver feels unsafe or to prevent theft/vandalism of the vehicle or stock, we will dispatch a security guard to the breakdown or accident scene.
- ✘ Coverage includes up to 1 hour per incident up to the value of R750. Additional cost for the client's account.

Mechanical & Electrical Breakdown Tow

- ✕ In the event of a mechanical or electrical breakdown, we cover up to R7500 per incident. Any amount exceeding this limit will be for the client's account.

Annual Limit: 1 Incident per vehicle

Category B:

Accidents Tow

- ✕ In the event of an accident, we will arrange towing up to the insurer's policy limitations as provided by the insurer. The vehicle will be towed to the nearest insurer-approved destination.
- ✕ Any additional costs above the insurer's limit are to be authorised by the insurer.

Annual Limit to be provided by Insurer

Cost Breakdown

PRODUCT	Price (Including VAT)
HCV Assist	R125.00 <u>per vehicle</u> per month

Please take note of the following

- ✕ Prices are VAT inclusive and exclude administration costs and broker commission.
- ✕ Should the client call the Assist line for assistance with a tow after an accident, and the client does not submit a claim with the Broker / Insurer / Underwriter, the Broker/ Insurer/ Underwriter will still be liable for the accident tow in cost billed back to them.
- ✕ Should the client call the Assist line for assistance with a tow after an accident, and the client submits a claim with the Broker/Insurer/Underwriter, but the claim is rejected by the Broker/Insurer/Underwriter, the Broker/Insurer/Underwriter will still be liable for the accident tow in cost billed back to them.

HCV
caring for trucks + truckers