



Assupol's *On-Call* Support



ASSUPOL

SERVING THOSE WHO SERVE SINCE 1913

**Funeral Cover • Life Cover
Savings Products • Retirement Product**

Assupol's On-Call Support

This is a valuable benefit, which includes a **24-hour telephone helpline**. If it is included in your Assupol policy, it provides personal support to you and other persons who are insured under your policy. **It consists of:**

Assupol On-Call

which provides a wide range of personal support, such as transport of deceased persons, transport in medical emergencies, trauma counselling, and helpful information on funeral, medical and financial matters. **To use this benefit, you must phone 0800 002 614. If you don't, any costs incurred will be for your own account.**

On-Call Plus

which provides additional support with instantGroceries® (which is paid within minutes), cellphone airtime, electricity and transport. **To claim these benefits, you must phone 0861 235 664. A premium-payback may also apply.**

The support provided by this benefit is not the same as that of a medical scheme. This benefit is not a substitute for medical scheme membership.

Full provisions about Assupol's On-Call support are available at www.assupol.co.za

Assupol On-Call

This benefit provides valuable support services when a life insured dies

- Transport of the deceased to the place of the funeral
- Transport of up to four family members to the funeral
- General telephonic information and guidance
- General telephonic information on legal aspects

While a life insured lives, they have access to these benefits

- Medical Emergency Assistance
- 24-hour Health Advice and Assistance Line
- HIV/Aids support and Assistance Line
- Trauma counselling
- Educational Benefit
- Telephonic
- Tax and Financial Support Legal Assistance

Some benefits are provided on the death of the life insured, and become available when the claim for the funeral benefit is approved.

All other benefits become available once the Assupol On-Call benefit starts. The services are provided by outsourced service-providers, and a service is available as a benefit under your policy as long as it is provided by Assupol approved suppliers. **The support services are provided in South Africa.**

Transport of a deceased life insured to the place of the funeral, telephonic medical assistance and telephonic trauma counselling are provided also in neighbouring territory – **Botswana, Lesotho, Mozambique, Namibia, Swaziland and Zimbabwe**, below the 22 degree parallel line – if the person concerned travels in that territory.



To use Assupol On-Call, you must phone
0800 002 614.

On-Call Plus

On the death of a life insured, you can claim one or more of the benefits listed below, up to a combined maximum of the On-Call Plus benefit amount.

For only R10 per month per life insured you can add On-Call Plus, and have these exciting extra benefits. To claim, you must phone 0861 235 664.



Four Exciting Benefits!

R10 per month per life insured



1. **instantGroceries®** - you can spend this benefit at any Checkers, Pick n Pay and Shoprite countrywide. It's easy to use: An electronic voucher, we call it a wiCode, will be sent to your cellphone. Just provide it when you pay



2. **Electricity** - we will send a code to your cellphone, to be used on a pre-paid electricity meter



3. **Transport** - cash for petrol or diesel or cash for bus, taxi or train fare or vehicle rental at discounted rates – no credit card needed



4. **Airtime** - airtime across all mobile networks. We will send it to your cellphone.

The four On-Call Plus benefits above are available on the death of a life insured to make things a bit easier during difficult times. *instantGroceries®* are paid out to your cellphone within minutes – a real convenience in a time of need. A claim is registered once all required claim documents are provided.

Get all your *On-Call Plus* premiums back!

- If the full On-Call Plus benefit of a life insured is claimed as *instantGroceries®*, the benefit amount will be increased by an amount equal to all the premiums paid for the On-Call Plus benefit of that life insured – this is known as our **premium-payback**.

Other important information about On-Call Plus

- If you or your beneficiary chooses to receive the On-Call Plus benefit in cash, it will be paid when the funeral benefit is paid
- If the benefit amount and premium for your funeral cover increase yearly, the benefit amount and premium for On-Call Plus increases yearly by the same percentage. **The On-Call Plus benefit amount is R2 500 in the first year of the benefit**
- On-Call Plus benefits will not be paid if the life insured dies of natural causes or commits suicide within the first six months of cover.

Checkers

Pick n Pay

SHOPRITE



Assupol's On-Call support is automatically included in some policies, and optional in other policies.

Summary of Benefits

Assupol On-Call

When a life insured/policyholder dies

Burial repatriation to the funeral home of choice	up to R20 000 per life insured
Transport of up to four family members (spouse and children) to the funeral - if it takes place more than 50 km from the deceased's hometown	up to 150 km from his hometown up to R100 per family member (maximum R400 voucher towards transport) more than 150 km from his hometown up to R500 per family member (maximum R2000 voucher towards transport)
General Funeral Assistance and information including legal aspects	by telephone
Discounted Funeral Partners and Vouchers	by telephone

Support while a life insured lives

Medical Emergency Assistance

Assistance in emergency	by telephone
Ambulance transport (to qualify for any of the other medical emergency assistance benefits below, the initial transport of the life insured/policyholder must have been arranged via the Assupol On-Call support centre)	to nearest, appropriate hospital full cost paid
Transport of stranded dependents	full cost paid
Admission fee to hospital	up to R10 000 per policyholder/life insured per year
In-hospital monitoring – inform of progress	by telephone
Transport to a hospital near home if the patient is hospitalised more than 100 km from home and has to stay in hospital for five or more days	full cost paid
24-hour Health Advice and Assistance Line	by telephone

HIV/Aids support

Important information, counselling, referral to clinic	by telephone
Morning-after pill to prevent pregnancy	full cost paid
Anti-retroviral medication	full cost paid
Medication to prevent sexually transmitted infections	full cost paid
Trauma counselling	by telephone and face to face R5 000 per insured person with a maximum of R10 000 per family at claim stage
Educational benefit	by telephone and online portal
Tax and Financial Matters	by telephone
Legal Assistance	by telephone and 30min free consultation with lawyer per incident

On-Call Plus – additional benefits – if a life insured dies

<i>instantGroceries</i> ®	The On-Call Plus benefit amount for any one or more of these benefits added together
Cash for transport	
Cellphone airtime	
Prepaid electricity	

Important information about Assupol On-Call

Assupol On-Call is automatically included in some policies, and optional in other policies.

Some benefits are provided on the death of the life insured, and become available when the claim for the funeral benefit is approved. All other benefits become available once the Assupol On-Call benefit starts. The services are provided by outsourced service-providers, and a service is available as a benefit under your policy as long as it is provided by them.

For any of these valuable services, first phone:

For Assupol On-Call

- In South Africa – **0800 002 614**
- In Botswana, Lesotho, Mozambique, Namibia, Swaziland, Zimbabwe – **+27 11 991 8148**.

For On-Call Plus

- **0861 235 664**

Self-service now available on **0861 235 664**

You only need your ID number to access selected forms:

- Funeral beneficiary nomination
- Funeral and Cashback claims
- Debit order
- Noting of cession

Another way we are making your life a little bit easier.

ASSUPOL Rewards

Assupol Rewards is here, and it's FREE
Visit myassupol.datafree.co.za for more
*Ts and Cs apply



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Representative/broker



Contract provisions apply
www.assupol.co.za

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Assupol Holdings Ltd reg no 2010/015888/06 Assupol Life Ltd reg no 2010/025083/06.
An Insurer licensed to conduct life insurance business. Authorised financial services provider.
FSP53.

ASISA

A member of the Association for
Savings & Investment SA