

## **A Global Choices Lifestyle (Pty) Ltd Proposal to Intasure (Pty) Ltd**

Global Choices is an end-to-end value added solutions company with expertise in the short and long term insurance market, healthcare, retail and vehicle finance. Through the use of state of the art technology and a wealth of service providers, Global Choices is able to offer the market a comprehensive menu of products from a diverse range of service providers.

Global Choices operates its own 24-hour call center with a staff compliment able to speak all major official South African languages with a vast amount of experience and a high level of client service. A full capability is included and a disaster recovery model in place.

### **Product Offering:**

Global Choices will provide the following program on behalf of all members belonging to the Intasure (Pty) Ltd Programme.

**The following services will be accessed via the call centre:**

### **PRODUCT OFFERING**

#### **Assistance Products**

1. Commercial Roadside & Accident Assistance
2. Intelligent Panic

### **EMERGENCY ASSISTANCE SERVICES**

#### **COMMERCIAL ROADSIDE & ACCIDENT ASSISTANCE (up to 3.5 tons)**

##### **Roadside Assistance**

Members have access to the following services in the event of a roadside emergency (limited up to R500 per incident):

- Flat battery - jump start only (replacement of battery for the member's account)
- Flat tyre (help with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five liters per incident)
- Minor roadside-running repairs (electrical, coil, immobilizer etc.)
- Transmission of urgent messages

##### **Tow-in**

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- Mechanical breakdown – covered up to R750
- Electrical breakdown – covered up to R750
- Accident damage – cost covered to the nearest approved panel beater up to a limit of R2000

##### **Courtesy Transport**

Where the vehicle needs to be towed to a repairer, we will arrange for the occupants of the vehicle (up to a maximum of two persons) to be transported to a nominated destination where the breakdown has occurred within a 40 km radius of your normal place of residence.

#### **Hotel Accommodation**

Where the breakdown has occurred outside a radius of 100 km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to a maximum of four people). Cover up to R500.

#### **Car Rental**

If the circumstances of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental car to enable you to reach your destination, subject to your qualifying for a rental vehicle in terms of the car rental companies general terms and conditions. The costs incurred will be confined to rental charges; delivery and collection of the hire vehicle, and the car must be surrendered on arrival at your destination. Cover up to R500 and subject to availability.

#### **Vehicle Repatriation**

In the event of a member's vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the member's place of residence, we will supplement the additional tow costs with the costs of car rental.

#### **Overall limit of R5 000 per annum per policy.**

*\*Please note: This cover excludes all vehicles over 3 500kg. A member will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorisation shall not be reimbursed. Assistance is only available in South Africa, Lesotho and Swaziland.*

### **INTELLIGENT PANIC**

In a panic situation, you never want to be alone! Intelligent Panic provides you and your loved ones with 24 hour access to your own experienced crisis manager – who will help you through your emergency.

#### **You never have to remember an emergency number again!**

Intelligent Panic is a breakthrough in emergency support – you will never have to remember another emergency number again. Intelligent Panic has access to every emergency service you may need, as well as access to your own security company, medical information and other useful contacts.

#### **You will never be alone in an emergency!**

The Intelligent Panic service provides you with your very own crisis manager. When you are in an emergency – **WE** take charge! Your crisis manager will call you back on your cell phone and help you through your crisis – whatever that may be.

Do you need emergency medical advice over the phone, do you need to find a doctor or an ambulance fast, have you been involved in an accident – or are you lost and feeling vulnerable? Intelligent Panic is there for you.

#### **Access every emergency support service out there from one button on your cell phone.**

To have access to Intelligent Panic, you need to register and then choose one number on your cell phone that acts as your panic button. In an emergency, just press that one number – and we take charge of the rest. Your crisis manager will call you back and access the most appropriate support that you need. Your crisis manager will be in telephone contact until your crisis situation is resolved.

**COST BREAKDOWN**

In summary, the Intasure (Pty) Ltd Programme would consist of the following benefits:

<b>Product</b>	<b>Prices EXCL VAT</b>
<b>Personal Assistance Products:</b>	
1. Commercial Roadside & Accident Assistance	R19.50 per vehicle
2. Intelligent Panic	R3.00 per cellphone

**PLEASE TAKE NOTE OF THE FOLLOWING**

- Prices are VAT exclusive and excludes administration and broker commission
- Prices are on a minimum database of 500
- Any costs incurred through arrangements made by the member without prior authorization will not be reimbursed
- All marketing material and the cost of a Telkom SmartAccess number will be for INTASURE (PTY) LTD account
- INTASURE (PTY) LTD is required to provide a monthly updated database or access to a live website for membership verifications

**ACCEPTANCE OF GLOBALCHOICES PROPOSAL**

This quote is valid for 30 days from the date of delivery.

All prices listed for Global Choices Value Added Products and Services are quoted with the understanding that they are to be used to determine whether a client will enter into an agreement with Global Choices. These quotes are for internal use only and are not to be disclosed to third parties or used in any other unauthorised manner.

Subject to acceptance of the proposal, and agreement of the terms and conditions of a new standard contract for provision of services, both parties hereby agree to proceed through to set up and implementation of the program. Start up dates, service standards and billing procedures are to be agreed as per the contract.

Signed by :	Signed by :
For & on behalf of <b>INTASURE (PTY) LTD</b>	For & on behalf of <b>GLOBAL CHOICES LIFESTYLE (PTY) LTD</b>
NAME:	NAME:
TITLE:	TITLE:
DATE:	DATE: