

# BROKER SOLUTIONS GROUP

## Domestic VIP Benefits Line



Call 0861 000 652 / 0861 086 156 / 083 789 0417



Or alternatively access the 24/7 Call Centre via the live WhatsApp on 010 211 5928

\*WhatsApp Chat Only, NO WhatsApp Calls

### ROADSIDE ASSISTANCE

With Broker Solutions Group VIP Roadside Assistance, you will be supported in the event of the following emergencies:

1. Flat Battery
2. Keys locked in vehicle
3. Flat Tyre
4. Run out of fuel
5. Mechanical & Electrical Breakdown
6. Accident Tow
7. Storage

### MEDICAL ASSIST ACCESS

You will have the following benefits on an access only basis:

1. 24/7 Telephonic Advice and Information
2. Referrals to Medical Practitioners and Facilities
3. Liaison with next of kin

This service includes referrals to Crisis lines in case of:

- Poison Hotline – In House
- Suicide Hotline – Life Line
- Rape and HIV Counselling
- Family and Domestic Abuse
- Child Abuse
- Bereavement
- Counselling

For the member's medical aid or own account:

- Emergency medical response to the scene of an incident
- Emergency medical transport to the nearest appropriate medical facility

## HOME ASSISTANCE

With Broker Solutions Group VIP Home Assistance, you will have access to the following services:

1. Plumbers
2. Glaziers
3. Electricians
4. Locksmiths

Benefit does not include maintenance.

## LEGAL ASSISTANCE

Legal Assistance provides members with access to the following services:

1. A 24-hours telephonic legal advice line;
2. A legal document service; and
3. A direct legal consultation service
4. Letter of demand
5. Find a lawyer

## HOME & CONVENIENCE DRIVE

We will provide you with 6 free trips per year in the event that you require a Home or Convenience Drive.

## CONCIERGE SERVICES

Using a comprehensive service provider database, our dedicated consultants are able to refer members to the best available services.

For your convenience, we offer concierge services for:

- Restaurant bookings
- Kids-referral services
- Entertainment concierge
- Household
- Travel
- Automotive
- General concierge
- Health and Wellness Benefits

This brochure should be read in conjunction with the policy wording which is more detailed and available from the Broker or our website. Roadside assistance services are only available in the event that the breakdown or accident occurs in South Africa, Lesotho or Swaziland. All other benefits are only valid within the borders of South Africa. T's and C's apply.

### Disclaimer:

Broker Solutions Group has no mandate to act on behalf of the Service provider and only provides a facilitation role to source the benefits and is not the supplier of these services. The use of these services shall be at your own initiative and risk. Please note should you not be a valid policyholder and have this extension of services as an addition on your policy all costs will be for your own account. Note that the services and benefits may change without necessarily being reflected immediately in the policy schedule. Claims may be tracked for quality and assessment purposes.

One Loyalty Rewards (Pty) Ltd is not a registered or approved Financial Services Provider and provides additional benefits to you and these services are other than financial services or financial products. These services do not afford you the protection that applies in respect of the provision of financial services in terms of the Financial Sector Regulations Act nor the Financial Advisory and Intermediary Services Act.

Tc's & C's Apply - Please refer to website [www.brokersolutionsgroup.co.za](http://www.brokersolutionsgroup.co.za)