ASSISTANCE SERVICES

Emergency and referral assistance 24-hours a day, 365-days a year! (Only in South Africa)

Motor service
- Assistance for passengers and 4X4 vehicles
- Assistance with flat tyre or flat battery at home or on the side of the road
- Tow-in services to the nearest dealer
- Recovery and repatriation of an immobilised vehicle
- Delivery of 10-litres of fuel
- Assistance to recover keys locked in the vehicle
- 24-hour travel and route assistance in all major metropolitan areas
- “Family-run” assistance with transport to home or work following mechanical or electrical breakdown

Medical service
- Emergency medical assistance
- Medical response by road or air
- Transfer to a medical facility
- Emotional support and tele-counselling
- Access to rape centres of excellence
- Guaranteed hospital admission of up to R5 000

Acci-management service
- Advice on the correct procedures to follow at the scene of an incident
- Dispatching ambulances and notifying police
- Assistance with repairs and insurance claims
- Towing by an approved contractor to the nearest Momentum Insurance-approved repairer, including storage costs

Outside South Africa
Only telephone assistance is provided outside the borders of SA, when you are in an accident or become ill.

Emergency home service
24-hour assistance for home emergencies (including call-out fee and one hour’s labour), burst geysers, broken windows and much more.

Driver service
Various sources report that up to 50% of motor vehicle accidents are alcohol-related. The possible consequences of drinking and driving are injury, disability, death, fines, jail time and a rejected claim.

So, act responsibly and think ahead. Book a driver through Driver service to avoid the dangers and enjoy a stress-free evening.

This service operates between 18:00 and 06:00 within a 50km radius of the CBDs of Johannesburg, Pretoria, Durban, Cape Town, East London, George, Port Elizabeth, Nelspruit, Polokwane, Stellenbosch, Pietermaritzburg, Richards Bay, Klerksdorp and Bloemfontein.
This earns you a distinct premium discount, when compared to premiums of other insurance products providing the same cover.

1. No basic excess payable when you claim
2. Wider cover than traditional policies
3. Up to 40% cheaper than traditional policies

You can also enjoy discounts for living in a secure area or for taking additional security precautions.

A world of advantages:

- Fewer exclusions
- Wide range of cover tailored to suit your needs
- Retail value, not market, on motor vehicles
- New list price if your vehicle is a write-off, or stolen and not recovered (within 12-months from date of first registration)
- Complimentary courtesy car (following theft or hijacking)
- Personal accident and personal belongings: worldwide cover
- Up to R50 000 000 personal liability cover (optional)
- Monthly debit order or annual payment
- Accidental damage included in comprehensive buildings cover
- Sports equipment insured while in use
- Watercraft cover: competitive rates on jet-skis, ski boats, dinghies, catamarans and yachts
- Access to specialists for personal accident and dread disease cover
- Fast-tracked claims settlement procedures
- Scratch & Dent (optional) – insure against bodywork and mag wheel scratches, minor dents and bodywork and windscreen chips

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* The service providers appointed are all independent contractors. Although every effort is made to monitor and assess these service providers, the responsibility of loss, damage or unsatisfactory workmanship remains with the appointed service provider. Assistance will only be provided where Assistance Services was contacted in the first instance. Should you contact a service provider directly, we will not be liable for any costs incurred.