



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

Take Note: All tow-in costs for Accidents will be billed back to the Insurer

Cost Breakdown

PRODUCT

Price (Including VAT)

HCV Assist

R125.00 per vehicle 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