



S U R A N C E

HELP @ OUT

YOU ALWAYS GET SOMETHING OUT

**Emergency assistance when you need it  
24 hours a day 7 days a week  
08 600 80 000**

### What is an emergency?

**An emergency is a situation which could endanger lives or lead to an increased financial loss if left unattended.**

## The ins and OUTs of HOME Assistance

Home Assistance applies to each Building noted on your Schedule. You are covered for any of the situations listed under **What is Covered**. The following annual limits apply to each different address noted on your Schedule:

- R5000.00 and
- A maximum of 2 incidents

What is covered		Limit
<ul style="list-style-type: none"> <li>• Locksmiths</li> <li>• Electricians</li> <li>• Plumbers</li> <li>• Tree fellers</li> <li>• Bee keepers</li> </ul>	<ul style="list-style-type: none"> <li>• Builders</li> <li>• Glaziers</li> </ul>	CallOUT + 1 hour labour
<ul style="list-style-type: none"> <li>• Security</li> </ul>		CallOUT + 12 hour shift
<b>Referral services</b>		
Help@OUT is still available to you even if your annual limits are exceeded; any costs incurred for the services rendered by the Service Provider will be for your own account.		
Public Emergency Services		
<ul style="list-style-type: none"> <li>• Notification to the SAPS, Traffic, Ambulance and Fire Brigade Services</li> </ul>		
Home gadgets		
<ul style="list-style-type: none"> <li>• Referral to service providers for home appliance repairs and services</li> </ul>		

**The costs for materials, parts and additional labour are not included.**