



Help@OUT

08 600 60 000 | outsurance.co.za



Emergency assistance when you need it – 24 hours a day, 7 days a week. An emergency is a situation which could endanger lives or lead to an increased financial loss if left unattended.

Simply call **08 600 80 000** or request Help@OUT assistance directly on the **OUTsurance app**.

Roadside and home assistance is not covered under Essential cover.

The ins and OUTs of roadside assistance

Help@OUT roadside assistance applies to each vehicle (with a mass of less than 3 500 kg) noted on your schedule. You are covered for any of the emergencies listed under ‘what is covered’ and that occur within South Africa.

- The annual limit for each vehicle noted on your schedule is a maximum of two incidents, or a cost of R5 000, whichever happens first.
- The costs for materials, parts and additional labour are not included.

What is covered	Limit
Breakdown (excluding accidents): <ul style="list-style-type: none"> • Tow to the nearest service provider or place of safe keeping. • Safe storage of your vehicle 	Tow-in cost: <ul style="list-style-type: none"> • The initial tow costs are covered. The costs of additional tows are not covered.
<ul style="list-style-type: none"> • Flat tyre • Flat battery • Keys locked in car • Run out of fuel 	R400 CallOUT + one hour labour
Alternative transport and accommodation	
<ul style="list-style-type: none"> • Less than 50km • Between 50km and 100km • More than 100km (For transport and hotel accommodation combined) 	R500 R1000 R2000
<ul style="list-style-type: none"> • Repatriation of your vehicle (If you are stranded more than 50kms from home) 	R400

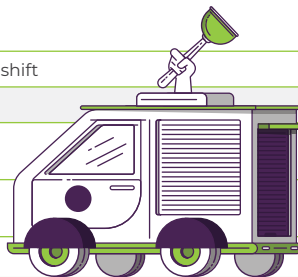


The ins and OUTs of home assistance

Home assistance applies if you have your contents or building cover noted on your schedule. You are covered for any of the emergencies listed under 'what is covered'.

- The annual limit for incidents that occur at each address noted on your schedule is a maximum of two incidents or a cost of R5 000, whichever happens first.
- The costs for materials, parts and additional labour are not included.

What is covered	Limit
<ul style="list-style-type: none"> • Locksmiths • Electricians • Plumbers • Tree fellers • Bee keepers • Builders • Glaziers 	CallOUT + one hour labour
<ul style="list-style-type: none"> • Security 	CallOUT + 12-hour shift
Referral services	
Public emergency services	
<ul style="list-style-type: none"> • Notification to the SAPS, traffic, ambulance and fire brigade services. 	
Home gadgets	
<ul style="list-style-type: none"> • Referral to service providers for home appliance repairs and services. 	



Referral services: *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 hereafter will be for your own account.*