

# RODEL4U EMERGENCY ASSIST



**Call 0861 111 082**



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

\*WhatsApp Chat Only, NO WhatsApp Calls

## ROADSIDE ASSISTANCE

With Rodel4U 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

## EMERGENCY MEDICAL ASSISTANCE

The Call Centre provides immediate access to a team of dedicated nurses and paramedics, together with a national complement of accredited medical assistance Service Providers who will assist with a medical emergency.

The services include:

1. 24/7 Telephonic Advice and Information
2. Referrals to Medical Practitioners and facilities
3. Emergency Medical Transportation
4. Call Forwarding Services.

## HOME/OFFICE ASSISTANCE

With Rodel4U Home/Office Assistance, you will have access to the following services:

1. Plumbers
2. Glaziers
3. Electricians
4. Locksmiths
5. Tree Felling
6. Beekeepers
7. Pest Controllers

## ADVANCED HOME/OFFICE MAINTENANCE SERVICES

This is a maintenance product covering electrical; motor, appliance, plumbing, locksmith and electronic service needs.

## GEYSER & PIPE SERVICES

Cover available only if shown to be included on your policy schedule.

The service will be fulfilled by the Call Centre, subject to the benefit limit provided in the member's policy schedule.

## HOME DRIVE

We will provide you with **3 free trips per year** in the event that you require a Home Drive.

## ACCIDENT SCENE CLAIMS MANAGEMENT SUPPORT

The accident manager service will ensure that all aspects of a motor vehicle accident are managed and handled professionally via the call centre or through a seamless prompt via the Rodel4U Web App.

## MOTOR ADVISOR

The objective of this product is for a telephonically "driven" advice line facilitated by a panel of Industry Experts to provide an Action/Advisory Service on various important aspects of vehicle ownership or motoring concerns. Our service provider's panel of Industry Experts will ensure that, through independent expertise and the power of collective bargaining, members will receive the most cost-effective solutions.

## POTHOLE ASSIST SELF-HELP PORTAL

Pothole Assist was set up to serve the need around the massive pothole (and roadworks) problem on the South African Roads by alleviating the financial burden damages to tyres creates for drivers. Pothole Assist assists members in recovering up to 100% of the money that has been paid out as a result of pothole damages to tyres or the vehicle.

## PANIC SOS SYSTEM

Turn a cell phone into an emergency assistance tool for emergencies.

- PANIC SOS will be there to assist 24/7 no matter where you are.
- In any form of emergency where you are unable to contact the call centre telephonically by pressing the SOS Panic button on your cell phone, our emergency alarm centre will contact you back to assess your emergency needs.
- You will receive a welcome SMS, to save the USSD string as a speed dial.

## RODEL PROGRESSIVE WEB APP

An exciting and innovative Rodel web mobile app that will allow you to access your Rodel Assist benefits seamlessly. There are several exciting functions, packaged into a very smart future proof app to ensure client service excellence!

