



## HOWDIE HCV ASSIST

Call 0861 467 966  
for 24-hour assistance

Should Telkom lines be down for whatever reason, please call 083 307 5707 for roadside assistance.

Overall annual limit of R16 500 per HCV.

# Howdie

## COMMERCIAL

The Howdie 24-hour Assistance Call Center for Heavy Commercial Vehicle Assist (HCV Assist). We assist with mechanical or electrical breakdowns, roadside security, or accident towing. With a team of qualified professionals available 24/7, you can rest assured that your heavy commercial vehicle will be looked after in an emergency.



### ROADSIDE & STOCK SECURITY GUARD

We will send out a security guard (either armed or unarmed as required) to the breakdown/accident scene should the driver feel unsafe and or to prevent vandalism/theft of the vehicle or stock.

Call out and up to 1 hour per incident covered per annum.



### MECHANICAL/ELECTRICAL BREAKDOWN

In case of a mechanical or electrical breakdown, our call center will promptly dispatch a qualified mechanic to evaluate the vehicle's condition. If the mechanic determines that towing is necessary, we will arrange for the vehicle's transfer to the nearest authorized repair facility.

Covered up to R7 500 per incident. Anything over the limitation will be for the client's own account.



### ACCIDENT TOW

In case of an accident, our Assistance Call Centre will arrange for your vehicle to be towed, with coverage up to R16 500 per HCV.

#### *Recovery Assistance:*

In the event that the vehicle needs to be recovered from a ditch/side of the road, we will send out a specialist to assist. Covered up to a maximum of 1 hour per vehicle, per incident.\*

*\*Kindly note that if the vehicle was traveling off-road or on an unpaved highway, the assistance will be for the client's account, and the normal cover of the 1st hour per vehicle, per incident, will not be applicable.*

**\*Please note:** A client will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the client without prior authorisation shall not be reimbursed.

Assistance is only available in South Africa.