



HOWDIE ASSIST

Call **0861 467 966**
for 24-hour assistance



Download the Howdie Assist mobile application today from your App store.

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

Two incidents are covered per category, per policy, annually

Howdie

PERSONAL LINES



HOME ASSISTANCE

We will dispatch the following in the event of a home emergency:

- Plumbers
- Electricians
- Glaziers
- Locksmiths

Call out fee and first hour labour covered



GEYSER & PLUMBING

- For all geyser repairs and geyser component failures (such as element, thermostat, etc.)
- No limits will apply when using the Howdie Assist services



ROADSIDE ASSISTANCE

- Change of a flat tyre
- Minor roadside running repairs
- Fuel assistance
- Limit of R500 per incident
- Jump start for a flat battery
- Transmission of urgent messages
- Keys locked in vehicle
- Courtesy transport



ACCIDENT TOW

- Immediate dispatch of a tow truck to accident scene
- Tow vehicle to nearest insurance-approved repairer
- Limit per tow of R2 000



MECHANICAL/ELECTRICAL BREAKDOWN

- Tow vehicle to the nearest franchised dealer or repairer
- Overnight accommodation if more than 100 km from place of residence – limit of R500 per incident
- Group B car rental if more than 100 km from place of residence – limit of R500 per incident

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To fully understand the benefits, terms, conditions, and limitations of this policy, please refer to the policy wording.



CHAUFFEUR SERVICES

For your safety and convenience, we offer up to 6 annual rides, each with a maximum value of R500. This service is available for situations like driving home after a night out or traveling to and from the airport.

Home Safe Chauffeur:

To ensure availability, please book 24 hours in advance for weekdays and 48-72 hours in advance for weekends and holidays.

Airport Drive:

Book your airport transfer at least 16 hours before your flight through our call center.



CRIME VICTIM ASSIST

- This product is a 24 hour crisis management tool to assist you in the event of a hi-jacking or home invasion.
- Cellphone pre-loaded with R200 airtime
- Group B car hire in the event of hijacking – 48 hours maximum
- Pre-loaded debit card for emergencies – R 500
- For hijacking at home, locksmith dispatched if home keys have been stolen
- Security guard at home for 24 hours after a home incident
- Hotel accommodation up to R1 000 in the event of a home invasion
- Application form links for Drivers license, ID and Passport lost in incident
- Investigation Services to the value of R25 000



MEDICAL ASSIST

- Emergency telephonic advice and information
- Referrals to medical practitioners and facilities
- Travelling companions for stranded minors (motor vehicle collisions)



HOWDIE ASSIST MOBILE APPLICATION

- 24-Hour Intelligent Panic Button – full case management with just ONE BUTTON!
- Available to whole family
- All the great assist features in the palm of your hand
- Full accident scene management and recording
- Access to policy information