



South Africa's ONLY first aid kit for crime.

My Personal Lifeline Service Wording and Disclosures



EMERGENCY MEDICAL RESPONSE:

Emergency Medical Response to the Scene of a Medical Emergency

An appropriate response will be undertaken whereby a response vehicle will be dispatched immediately to the scene of a medical emergency where appropriate lifesaving support will be provided to the member/s and where relevant, the member/s will be stabilised before transport is provided to the closest appropriate medical facility.

Medical Transportation

In the event you experience a medical emergency, we will arrange for emergency medical transport to the nearest medical facility capable of providing adequate care. Medical considerations, the degree of urgency, your state and fitness to travel and other considerations, including but not limited to, airport availability, weather conditions and distance to be covered, as assessed by the doctor and support staff, will determine whether transport will be provided by private, medically equipped aircraft, helicopter, regular schedule flight, rail or road.

Escorted Return of Minors

In the event of your children being stranded as a result of your hospitalisation, we will arrange for their transportation, under supervision where necessary, into the care of a person nominated by you.

Please note:

- All pre-existing conditions and events are excluded. (Pre-existing conditions or events are any illness, disease or event which you suffered from before this agreement was put in place).
- Services are only available within the South African borders
- All services are only available via the call centre or mobile application
- There is a R20 000 annual limitation for the above Emergency Medical Response services

RAPE & HIV ASSISTANCE:

24-hour Helpline offering counselling and HIV protection service

The HIV-protection treatment service ensures confidential testing and treatment within the 72-hour window period. It includes:

- 24-hour access to trauma counsellors, providing telephonic trauma counselling as well as counselling for post-traumatic stress disorder
- Three HIV related trauma consultations with a specialist, which can either be a general practitioner, trauma-trained registered nurse or trauma counsellor
- Three HIV-blood tests one immediately after the incident and the second and third at six weeks and three months respectively
- Access to STD-preventative medication
- Access to anti-retroviral or prophylactic therapy
- Access to the "morning-after pill"



**Includes a free 28-day Post-exposure prophylaxis, should it be appropriate*

Please note:

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- Services are only available within the South African borders
- All services are only available via the call centre or mobile application

TRAUMA & ASSAULT

24-hour Emergency Assistance Helpline

In the unfortunate event of a traumatic crime or criminal incident, we will provide the member with counselling by trained medical professionals. This is a 24-hour emergency assistance helpline that:

- Arranges the nearest local emergency assistance service as well as provides emergency transport to the nearest, most appropriate medical facility
- Offers referrals for psychological consultations
- Covers R20 000 per insured person with a maximum of R40 000 per family per occurrence in respect of psychological consultations

Please note:

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- Services are only available within the South African borders
- All services are only available via the call centre or mobile application

CRIME VICTIM ASSIST

This is a 24-hour crisis management product

To assist you with your day to day life immediately after you have been a victim of a crime such as a Hijacking, Home Invasion or Mugging. We will assist with the following based on the actual loss suffered during the incident:

- In the case of your cell phone being stolen, we will provide you with a standard cell phone loaded with pre-paid airtime to the value of R200



- In the case of your vehicle being stolen, we will provide you with up to R1 000 worth of Uber trips for a period of 48 hours to keep you mobile
- In the case of your bank card being stolen, we will provide you with a pre-loaded debit card up to the value of R500 to assist you in the interim
- In the case of your keys being stolen, we will send a locksmith to your house to assist you with your locks, up to the value of R1 000 per annum
- A security guard at your home for 24-hours if the crime happened where you live. Alternatively, you may opt to spend the night at a hotel at our cost, to the value of R2 000 per annum
- Up to R25 000 worth of private investigation services per annum

Please note:

- All pre-existing conditions and events are excluded. (Pre-existing conditions or events are any injury, illness, disease or event that you suffered from before this agreement was put in place).
- Services are only available within the South African borders
- All services are only available via the call centre or mobile application
- You will receive assistance in obtaining a Police Case number which is required for all Crime and Domestic Violence services.

DOMESTIC VIOLENCE ASSIST

This 24-hour crisis management product

Aimed at getting you to a place of safety and empowers you to escape a dangerous violent situation.

- We will provide you with a standard cell phone loaded with pre-paid airtime to the value of R200
- We will provide you with a pre-loaded debit card up to the value of R500 to assist you in the interim
- A security guard will collect you from your place of residence and take you to a hotel. Hotel accommodation will be covered for a maximum period of 3 days to the value of R6 000 per annum.
- Up to R25 000 worth of private investigation services per annum

Please note:

- All pre-existing conditions and events are excluded. (Pre-existing conditions or events are any injury, illness, disease or event that you suffered from before this agreement was put in place)
- Services are only available within the South African borders
- All services are only available via the call centre or mobile application
- You will receive assistance in obtaining a Police Case number which is required for all Crime and Domestic Violence services



INTELLIGENT PANIC

The Intelligent Panic benefit

provides you and your loved ones with 24-hour access to your own experienced crisis manager – who will assist you through your emergency.

Intelligent Panic is a breakthrough in emergency support – you will never have to remember another emergency number again. Intelligent Panic has access to every emergency service you may need, as well as access to your own security company, medical information and other useful contacts.

We will be there to support you in an emergency!

Access every emergency support service out there from one button on your cell phone.

To have access to Intelligent Panic, you need to register and then choose one number on your cell phone that acts as your panic button. In an emergency, just press that one number – and we take charge of the rest. Your crisis manager will call you back and access the most appropriate support that you need. Your crisis manager will be in telephone contact until your crisis is resolved.

MOBILE APP

The My Personal Lifeline App

The latest development in Value Added Insurance Technology providing users with direct access to their product benefits and 24-hour assistance services at the touch of a button. Our case managers are in contact 24 hours a day via our Live Chat feature and ensure you and your family are always safe. Vital information that can save time, and costs from the scene of an accident includes location, verified drivers licence data, verified vehicle data, photos, witnesses, medical data and policy data.

Our App suite is custom built to suit the needs of Emergency Assistance services, reducing the time required to assist clients. All client apps come with free Family Assist benefits that ensure all your Clients and family members are under management and can be assisted should an Emergency arise.

Please note:

- Services accessed through the app are only available within the South African borders
- Devices must run on Android or iOS platforms, and have a positive mobile data balance



Claims Process for My Personal Lifeline:





MY PERSONAL LIFELINE PRODUCT INFORMATION:

IMPORTANT CONTACT NUMBERS

For emergencies call 0861 000 604

For legal advice in terms of Santam Legal Insurance, call Santam on 0860 777 878

For general product information and policy amendments contact us on 010 110 0064

NON-MANDATED INTERMEDIARY / PRODUCT OWNER DETAILS

CDA Solutions Pty Ltd

FSP # 47884

3rd floor, 288 on Kent

288 Kent Avenue, Ferndale

Tel: 010 000 5333

Email: info@cdasolutions.co.za

SERVICE PROVIDER FOR ASSIST SERVICES

Global Choices Lifestyle (Pty) Ltd

FSP # 44544

82 Wessels Road

Rivonia, Sandton

Tel: 011 603 8133