



Trafficc in partnership with Europ Assistance offers you 24 hour roadside emergency anywhere within South Africa, Botswana, Namibia, Lesotho and Swaziland

Roadside Assistance Telephone Numbers:

086 100 0320

Roadside assistance claims are available 24/7

Roadside Assist

- Accessible to Motor Vehicles, On & Off Road Motor Cycles and ATVs
- Towing service to the nearest repairer if you breakdown due to Mechanical and Electrical failure
- Overnight storage
- Vehicle won't start
- Flat Tyre Assistance
- Out of fuel – Limited to 2 instances per year of 10 litres per incident
- Locksmith
- Bonus Assistance Should a roadside incident occur more than 100 km from your home, you have access to one of the following, to a maximum of R1,000:
 - Accommodation for one night or
 - Arrangement of a taxi service or
 - rental of a class B vehicle
 - Additional R1000 will be paid to return your vehicle (Towing or Transportation)

Accident Manager

- You have access to a host of emergency services to ensure all aspects of an accident is handles proactively and cost effectively
- Access to a conference call facility involving all relevant call centre personnel
- Towing and Storage
- Arrangements will be made to transport you and passengers
- Arrangement of car hire, if required.
- Arrangement of medical transportation, if required.
- Emergency relay service.
- Access to telephonic legal advice relating to the collision. You may also be referred to a specialist attorney if necessary.
- First notification of loss will be generated and sent to your insurer or broker.

Emergency Medical Services

- Call centre will assess medical emergency and dispatch most appropriate emergency transportation
- Emergency pre-arrival instructions
- Emergency medical response to a scene of a medical emergency by road or air
- Transfer to the most appropriate medical facility
- Transfer to the most appropriate medical care centre ('same day transfer')
- Repatriated to your home town if you are hospitalised more than 200km from your normal place of residence
- Accompany of minors, if required

Personal Health Advisor

- Access to a professional assistance service that deals with health queries 24-hours a day.
- Emergency medical advice
- Assessing day-to-day symptoms:
- Important health knowledge
- Drug database
- Poisoning
- Health counselling
- Stress management
- Audio health library

Trip Monitor

- 24-hour help line where case managers maintain regular telephonic contact with you to facilitate safe travel.
- Trip Monitor includes the monitoring of short distances at 30 minute intervals or more
- Ensure that you and/or passengers reach your destination safely.
- Should contact be interrupted, your next of kin or other emergency services will be informed.

Directions Assist

- A 24-hour helpline is available to offer you assistance when you are lost
- You will receive clear directions (SMS/Fax/Email)
- Offers detailed map information of major metropolitan areas

Terms and Conditions apply
This is for informational purposes