



ROAD AND HOME EMERGENCY SERVICE

FOR ROADSIDE EMERGENCY SERVICE 24 HOURS A DAY, 7 DAYS A WEEK DIAL VIA THE EMERGENCY BUTTON ON OUR PINEAPPLE APP (Or dial 087 365 8626)

WHAT IS CONSIDERED AN EMERGENCY?

An emergency is any sudden and unexpected event, which threatens your safety and that of the people involved or could lead to increased loss if left unattended. With Pineapple you have the peace of mind knowing that in the case of an emergency you can make use of our Emergency Service. The benefits, limits, additional information and helpful tips are included below.

ROAD EMERGENCY SERVICE:

This cover is automatically included with every vehicle you insure under a comprehensive Pineapple Motor Vehicles Insurance policy.

BENEFITS AND LIMITS OF COVER:

Total benefit of R 4 000 or a maximum of 2 incidents per year	
Covered	Limits
Flat tyre	Call-out fee + 1-hour labour
Flat battery	Call-out fee + 1-hour labour
Keys locked inside vehicle	Call-out fee + 1-hour labour
Out of fuel	Fee for 1 call-out; the cost of fuel is for my own account
Mechanical/electrical breakdown (excluding accidents), tow to the nearest service provider for place of safekeeping	Initial tow-in cost; the costs of additional tows are not covered

Outside a radius of 100 km from my home	
Vehicle storage	Up to the value of R 400 per incident
Repatriation of vehicle	Up to the value of R 400 per incident
Hotel accommodation or car rental or taxi	Up to the value of R 400 per incident

IMPORTANT: If you don't call our Road and Home Emergency Service to arrange for a Pineapple-approved towing service, you may have to pay a part or all of the costs for towing and storage of your vehicle.

GENERAL INFORMATION:

- The cost of the materials, parts and additional labour is not included in this cover and is for your own account.
- Assistance is available to you even if you have exceeded your annual limits but you will have to bear the cost and will have to pay the relevant service provider directly.
- These benefits only apply to emergencies within the borders of South Africa.

Pineapple is an authorised Financial Services Provider (FSP 48650).

Pineapple is underwritten by Old Mutual Alternative Risk Transfer Insure Limited a licensed FSP, Non-Life Insurer