



ROAD AND HOME EMERGENCY SERVICE

FOR ROAD AND HOME EMERGENCY SERVICE 24 HOURS A DAY, 7 DAYS A WEEK DIAL VIA THE EMERGENCY BUTTON ON OUR PINEAPPLE APP

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.

HOME EMERGENCY SERVICE:

This cover is automatically included with your Pineapple Household Contents policy.

BENEFITS AND LIMITS OF COVER

| Total benefit of R 2 000 or a maximum of 2 incidents per year | |
|---|--------------------------------|
| Covered | Limits |
| Emergency Locksmiths | Call-out fee + 1-hour labour |
| Emergency Electricians | Call-out fee + 1-hour labour |
| Emergency Plumbers | Call-out fee + 1-hour labour |
| Emergency Glaziers | Call-out fee + 1-hour labour |
| Tree Fellers | Call-out fee + 1-hour labour |
| Security | Call-out fee + 12-hours labour |

Emergency notification to Police, Ambulance, Fire Brigade or any other emergency services.

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