



## Home value adds

### Call out fee + 1hr labour

<b>Emergency home assistance</b> (unlimited) – locksmiths, electricians, plumbers & glaziers	<b>Non emergency home assistance</b> (3 incidents per annum) – locksmiths, electricians, plumbers & glaziers
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### Home & Lifestyle Discounts

<b>Solar Geyser</b>	<b>General house maintenance</b>
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### Other Benefits

<b>Security for up to 24 hrs</b>	<b>Medical emergency ambulance service</b>
<b>Emergency notification</b> (Police, Ambulance, Fire & Rescue – telephonic assistance only)	<b>Travel companion for stranded minors</b>
<b>Telephonic assistance for domestic appliance repairs</b>	<b>Call out fee and 1hr labour for flat tyre or flat battery &amp; keys locked in vehicle</b> (limited to R500 & up to 3 incidents per annum)
<b>Alternate accommodation at policyholders own expense</b>	<b>Telephonic trauma counselling</b>
<b>Telephonic concierge service</b>	

## Medical value adds

<b>Guaranteed hospital admission</b> (Max of R5 000 per beneficiary per annum)
<b>Repatriation of mortal remains</b>
<b>Emergency evacuation</b>
<b>Telephonic trauma counselling</b>
<b>Travel companion for stranded minors</b>



For more information, please visit  
[www.mf.co.za/valueaddedservices](http://www.mf.co.za/valueaddedservices)

#### General:

Service Providers are independent contractors. Although every effort is made to monitor and assess the service providers, the responsibility of loss, damage or defective workmanship remains with the service provider.

group schemes

# Swiftcare

## value added services

Authorised Financial Services Provider

# MUTUAL & FEDERAL

PROTECTING WHAT'S IMPORTANT TO YOU. SINCE 1831

A member of the  **OLDMUTUAL** Group

**Swiftcare** South Africa **0860 24 7 365**  
International **(+27) 11 374 4880**

Mutual & Federal Group Schemes policies that includes Swiftcare Value Added Services, allow policyholders to enjoy the following benefits:

**Roadside Assistance**

**Swiftcare** is available to policyholders, 24 hours a day, 7 days a week, 365 days a year in South Africa. Policyholders travelling in neighbouring countries will have telephonic access to Swiftcare, if the Swiftcare call centre is not contacted in the first instance for assistance any costs incurred will be for the policyholder's own account, (As the Swiftcare benefits are service related and not insurance benefits).

**Enhanced Roadside Assistance**

This service includes assistance at the policyholders home, place of work or any other location not traditionally defined as roadside. The benefit includes the cost of the call out fee and first hour of labour up to a maximum of R500 and is limited to three incidents per insured vehicle per annum. The number of incidents for emergency roadside assistance at the side of the road still remains unlimited.

**Enhanced Home Assistance**

This service includes the call out fee and the first hour of labour for all emergency and non-emergency incidents. Non-emergency call outs are limited to three incidents per annum (per insured residence).

**Medical Emergency Services and Hospital Admission Guarantee**

In the event of a life threatening medical emergency – this services includes ambulance transportation to the nearest appropriate hospital and to ensure no delay in treatment, the benefit also includes a guarantee of up to R5000.00 – towards the admission fee, if required. This is not a cash benefit – and does not apply to any in-hospital expenses. The admission fee is reclaimable by Swiftcare – should the policyholder have pre-existing medical aid cover.

**Home Assistance**

**Medical Assistance**

**groupschemes** insurance related services  
**Swift Accident Management Solutions**

Swift Accident Management Solutions is a service that provides fast and efficient towing assistance when a vehicle that is comprehensively insured by Mutual & Federal is involved in a motor accident. In the event of an accident, the help-desk will immediately dispatch an approved towing operator and the vehicle will be towed to the nearest Mutual & Federal approved towing centre or approved auto body repairer. To be fully compensated under this service, the policyholder must call the help desk as a first port of call for towing authorisation – otherwise only a limited benefit will apply.

By promoting the use of our services to policyholders, brokers can help us save on our average cost per claim. This will ultimately benefit our policyholders through reduced premiums.

For more information, click on

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**Motor Vehicle value adds\***

\* These benefits are applicable to policyholders who have motor insurance with Mutual & Federal.

**Call out fee +1hr labour** (unlimited number of emergency incidents at the side of the road, 3 incidents limited to R500 for non emergencies at home/work)

Roadside Assistance	
<b>Run out of fuel</b> (Cost of fuel for policyholder's own account)	<b>Keys locked in vehicle</b>
<b>Flat tyre</b>	<b>Flat battery</b>

**Our Benefits**

<b>Outside a radius of 100km from home at policyholder's own cost</b>	<b>Hotel accommodation</b>	<b>Car rental (optional cover)</b>
	<b>Repatriation of vehicle</b>	<b>Safe storage</b>
<b>Security (until safe)</b>		
<b>Mechanical &amp; electrical breakdown if stranded on the side of the road (to the closest repair centre or dealer)</b>		



This product is underwritten by Mutual & Federal Insurance Company Limited (FSP no.12).

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Stock code: MF Marketing 099EA Version: 10/15W/t: