

# HOW TO USE YOUR BENEFITS



Unlimit Your Life.

## THE UNLIMITED

Insurance | Lifestyle | Rewards





# VEHICLE

## License Renewal

### Steps for renewing your vehicle license:

- Step 1:** You'll receive a reminder two months before your vehicle license expires.
- Step 2** We'll help you fill out the necessary renewal forms.
- Step 3:** We'll submit the forms to the relevant authority and provide you with a quote for the renewal fee.
- Step 4:** Once you pay the renewal fee to us, we'll pay the fee to the authority on your behalf.
- Step 5:** We'll deliver the new license disc to your chosen address (work or home).

### Important information:

- You can renew up to 4 vehicle licenses linked to your ID every year.
- If your license disc is lost or stolen, we will assist you in getting a replacement.
- You must provide us with all necessary documents, including proof of address and a certified copy of your ID (both not older than 3 months).
- Full payment is required before we can renew your license. Delays in payment may require a new quote.

### Not included:

- Blocked licenses or those expired before your membership start date.
- Additional fees/penalties for late renewals.



# TRAFFIC FINES

## Reduced

### Steps for reducing traffic fines:

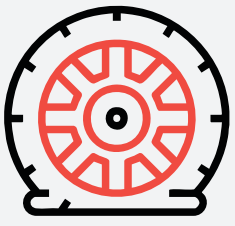
- Step 1:** You'll receive an SMS or email notification for any traffic fines issued to you from the relevant authority. If you are aware of a traffic fine that has been issued to you, please call us on 0861 990 000 so that we can assist you.
- Step 2:** We'll assess the fine and provide full legal and administrative support for written and telephonic representations.
- Step 3:** We'll negotiate a reduction on your traffic fine and any reduction will be passed on to you.
- Step 4:** We'll facilitate an easy payment channel and provide proof of payment. All fine reductions must be paid within 15 days.

### Important information:

- Only available for vehicles linked to your ID.
- Applies only to traffic fines issued within South Africa.
- Fine reductions are not always guaranteed.
- For fines already on the system you can simply call us to negotiate a reduction.

### Not included:

- Fines issued before your membership start date.
- Fines with a warrant of arrest.



# POTHOLES

## Claims Assist

### Steps for Pothole Claims:

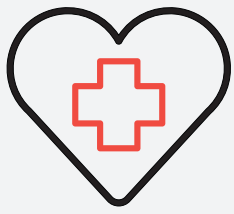
- Step 1:** Call us within 5 days of the incident so we can help you recover money spent on replacing tyres or rims damaged by potholes.
- Step 2:** We'll assist with completing and submitting the claim forms to the relevant municipality or road management agency.
- Step 3:** We'll help get quotes for replacement tyres through our tyre retail partners.
- Step 4:** Any money recovered during the claims process will be paid directly to you.
- Step 5:** We'll also follow up to ensure the potholes that caused the damage are repaired.

### Important information:

- Pothole claim pay-outs are not always guaranteed.
- Provide all the details of the incident within 30 days.
- Claims can only be made for vehicles registered under your ID number or your spouse's ID number.
- This benefit only applies to damage on official South African roads.

### Not included:

- Damage to your tyres and rims caused on dirt or gravel roads.
- Claims for anything other than tyre or rim damage, like personal injury or body damage.
- Claims already submitted to the authorities or your insurance.



## 24-Hour **PRIVATE** Ambulance and Helicopter

### **You get access to:**

- 24-hour emergency medical response in a medical emergency.
- 24-hour telephonic medical advice line.

### **What to do in an emergency:**

**Step 1:** Call us on 0861 990 000.

**Step 2:** Have your membership number, personal details, location, contact number, and a brief description of the emergency that has occurred.

**Step 3:** If there is a medical emergency, the operators will guide you step by step, provide advice and arrange any necessary support. They will either transfer you to a professional or dispatch the appropriate road or air response.

**Step 4:** If you require medical advice and assistance, qualified nursing staff will be available to provide general medical information and advice.

### **Not included:**

- Services used without approval from the call centre.
- Non-emergency situations, like minor illnesses.
- Injuries or illnesses caused by self-harm, substance abuse, or illegal activities.
- Injuries from professional or competitive sports.
- Injuries caused by war, conflict, or nuclear incidents.



Trusted by over

**3 MILLION**

South Africans



Over

**R800 MILLION**

in claims paid



**32 OFFICES**

nationwide



**30 YEARS**

in business



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