

ROAD CARE
ADDENDUM TO THE UNLIMITED FAMILY MEMBERSHIP AGREEMENT
ADDITIONAL BENEFITS: POTHOLE PROTECT, LICENSE PROTECT AND ROADSIDE ASSISTANCE

These additional benefits are provided through our service providers:

- i. the service provider for the Pothole Protect and License Protect services is Road Protect (Pty) Ltd;
- ii. the service provider for the Roadside Assistance service is SA Vehicle Maintenance (Pty) Ltd.

These benefits have been added to your The Unlimited Membership that you have with us. Please read the terms below carefully and keep them safely with your the Unlimited Family Membership Agreement terms (which will apply to these benefits too). If you need copies please call us on **087 365 0832**.

1. WHAT BENEFITS DO YOU GET AND WHEN CAN YOU USE THEM?

- 1.1. For the monthly membership fee you get the following additional benefits:
 - i. the Pothole Protect service; and
 - ii. the Licence Protect service; and
 - iii. the Roadside Assistance service.
- 1.2. Unless we tell you otherwise, as soon as we have received payment of the first monthly fee after your acceptance of these additional benefits, you can start using them.
- 1.3. You can only use these benefits for the motor vehicle we have on record for you. If you wish to change your motor vehicle, you must inform us.

2. WHAT SERVICES DO YOU HAVE AND WHEN CAN YOU USE THEM?

- 2.1. For any questions on your service benefits please call us on 087 365 0832 for assistance.
- 2.2. Your Service Benefits:

2.2.1. Pothole Protect

- a. If you have damaged your vehicle tyres and/or rims as a result of a pothole on an official South African road, we will help you on initiating the claim and recovering the claim amount from the relevant authority.
- b. You will need to notify us of the incident within 5(five) days of it happening and the claim must be submitted to us no later than 30(thirty) days from the incident.
- c. After providing all the necessary documents to us:
 - i. A copy of your driver's license.
 - ii. 3 written quotes
 - iii. A final invoice and proof of payment.
 - iv. Proof of ownership of the vehicle.
 - v. Any other documents relevant to the claim.

We will assist you with managing the claims process.

2.2.2. Licence Protect

- a. This service will provide you with a renewal notification 2 (two) months before your motor vehicle licence expires and help you to complete all the relevant forms needed to obtain a new license.
- b. You will have 30 days from the time you receive the expiry notification of your licence to pay the licence fee (and any additional fees/penalties) to us and provide us with all the necessary documentation and information to get your licence.
- c. We will make the payment of the licence fee on your behalf (for your account) to the relevant authority and deliver the licence to you.
- d. You will also get assistance when your licence is lost or stolen.

2.2.3. Roadside Assistance

- a. When you have a flat tyre, we will help you to change the flat tyre with a spare tyre where it is available.
- b. In the event that you have locked your keys inside your car, we will assist you up to the value of R300.00 (incl. VAT) per call-out to help you retrieve your car keys.
- c. If you run out of fuel, we will provide you with 5 litres for up to 2(two) call-outs per year.
- d. In the event of a mechanical breakdown or electrical failure of your vehicle, we will arrange for the towing of the covered vehicle to the nearest approved repairer (accidents excluded).
- e. When you have a flat battery, we will jumpstart your vehicle for up to 2(two) call-outs per year.
- f. Where the tow service has been used and the approved repairer is closed, we will assist you in storing your vehicle after hours

Please note your use of these benefits are subject to the terms of your membership agreement and this addendum to the agreement. While we will do everything to assist with the servicing of these benefits, we and our service providers cannot guarantee that your claim will be successful.

3. HOW DO YOU ACCESS YOUR BENEFITS?

- 3.1. If you want to use any of the services in terms of this addendum, you must report it to the Us on 087 365 0832 for approval before any of these services will be rendered.
- 3.2. You will then need to provide us with all the necessary documentation and information.
- 3.3. For any questions on your service benefits please call us on 087 365 0832 for assistance.

4. WHEN CAN YOU NOT USE YOUR BENEFITS AND SERVICES

- 4.1. If you have committed Fraud or have not given us all your correct details (now or when you claim or use a service benefit).
- 4.2. You cannot use these services outside the Republic of South Africa.
- 4.3. Any requests for services made prior to the addition or after termination, cancellation, expiry or lapsing of this addendum agreement.
- 4.4. If your motor vehicle is not in a roadworthy condition or is in any way illegal. To be clear if it does not comply with the laws of the Republic of South Africa.
- 4.5. If you are not up to date with your monthly Fee.
- 4.6. For the Pothole Protect Benefit:
 - 4.6.1. If the event takes place on an unofficial, dirt or gravel road.
 - 4.6.2. If you have already put in a claim with the relevant authority or have claimed from your insurance.
 - 4.6.3. If we assess your claim and decide that the merits of your claim will not be successful.
- 4.7. For the Licence Protect Benefit:
 - 4.7.1. Where the licence has been blocked by the relevant authority
 - 4.7.2. If you live in a province other than the one in which the vehicle is registered

- 4.7.3. If you have had a change of address or motor vehicle and need your new address or motor vehicle to be registered.

5. FOR COMPLAINTS AND COMPLIANCE

It is important to us that you are happy with your benefits. If you are unhappy for any reason, please call us on **087 365 0832** and give us a chance to see if we can set things right.