



A. Welcome to HelpMe 24/7

HelpMe 24/7 is fast becoming one of the leading emergency services brands in South Africa. We are pleased to provide you with the following terms and conditions.

Please ensure that you read the entire terms and conditions to fully understand its meaning and impact on you for your specific HelpMe 24/7 package. .

B. Definitions:

1. **HelpMe 24/7** shall mean 24/7 ASAP (Pty) Ltd a company, duly incorporated in terms of the laws of the Republic of South Africa under registration number 2012/183088/07.
2. **HelpMe 24/7 Crisis Centre** shall mean the HelpMe 24/7 24hr contact centre fully dedicated to receiving your Panic Alert and the deployment of your Roadside Security Assistance.
3. **HelpMe 24/7 Crisis Centre Contact Number** shall mean a dedicated contact number for Members to telephonically contact HelpMe 24/7 should they be unable to use the Panic Button feature. This contact number is **0861 444 442**.
4. **Additional Member/s** shall mean additional members to your HelpMe 24/7 Service plan as nominated by the Main Member.
5. **Accident** shall mean an unforeseen and unfortunate event that happens unexpectedly and unintentionally, resulting in injury.
6. **HelpMe 24/7 Added Benefit/s** shall mean the Value Added Products (VAPs) embedded into your selected HelpMe 24/7 Service plan. Please refer to **Clause B** for HelpMe 24/7 Service plans and applicable VAPs.
7. **HelpMe 24/7 Service** shall mean the HelpMe 24/7 service plan your elected namely:
 - a. HelpMe 24/7 Standard
 - b. HelpMe 24/7 Core
 - c. HelpMe 24/7 Roadside Security
 - d. HelpMe 24/7 GuardPlus
 - e. HelpMe 24/7 Silver
 - f. HelpMe 24/7 Premium
 - g. HelpMe 24/7 Titanium
 - h. HelpMe 24/7 Platinum
8. **Main Member** shall mean the subscribing member to the HelpMe 24/7 Service.
9. **Medical Emergency** shall mean an emergency accident that poses an immediate risk to the Member's life or long-term health.
10. **Member/s** shall mean Main Member and Additional Member/s.
11. **Panic Alert** shall mean signal and/or call received by your HelpMe 24/7 Crisis Centre from the Member/s.
12. **Panic Button** shall mean the emergency number saved on your cell phone and the subsequent Panic Alert received by your HelpMe 24/7 Crisis Centre.
13. **Roadside Emergency** shall mean an incident in which you have experienced a vehicle breakdown or accident in an unfamiliar or secluded environment and awaiting the arrival of your elected roadside breakdown assistance
14. **Roadside Security Assistance** shall mean the roadside security service provider.
15. **Service Period** shall mean the subscription period from which your first successful debit order has been received by HelpMe 24/7 until cancellation.
16. **Service Provider** shall mean a nominated provider of selected services to the Member/s on behalf of HelpMe 24/7.
17. **Superfluous Event** shall mean all events other than a Roadside Emergency and HelpMe 24/7 Added Benefits needs.

C. Our promise to you:

1. Your HelpMe 24/7 Service is your direct line to help during your Roadside Emergency and/or Medical Emergency.
2. The HelpMe 24/7 Service also provides you with HelpMe 24/7 Added Benefits, from legal to household assistance, subject to your selected HelpMe 24/7 Service plan.
3. When you press your Panic Button on your cell phone, a Panic Alert is received by your HelpMe 24/7 Crisis Centre.
4. Your HelpMe 24/7 Crisis Centre then undertakes to immediately make contact with you to coordinate and dispatch the relevant Service Provider to your aid, be it for a Roadside Emergency, Medical Emergency and/or a HelpMe 24/7 Added Benefits need.

D. How to activate your Panic Button?

1. To activate your HelpMe 24/7 Service, you are required to set-up an easy-to-use Panic Button on your cell phone. This can be completed by adding HelpMe 24/7 as contact to your cell phone directory, simply:
 - a. Dial the USSD code *120*880*725444#
 - b. Save as the contact HelpMe 24/7 and/or
 - c. Add to your speed dial option number 9 OR
2. To activate your HelpMe 24/7 APP Service, you are required to set-up an easy-to-use Panic Button on your smart phone. This can be completed as follows:
 - a. Download the **HelpMe 24/7** mobile application



- b. **Enter the registered mobile number and OTP** that will be sent by sms to you.
 - c. Trigger panic alerts via the mobile app or add the widget to your home screen for quicker access.
3. Once completed, this will allow you to dial 9 or panic in via the app to make direct contact with your HelpMe 24/7 Crisis Centre whereby:
- a. The USSD code generates an SMS from your cell phone to your HelpMe 24/7 Crisis Centre
OR
The panic app creates an alert to our HelpMe 24/7 crisis centre
 - b. The Panic Alert is received by your HelpMe 24/7 Crisis Centre and
 - c. You are immediately contacted.
4. Should you not own a cell phone, or be unable to utilise the Panic Button feature for any reason whatsoever, you will be required to manually alert the HelpMe 24/7 Crisis Centre by dialling the 24/7 Crisis Centre Contact Number.
5. Should your cell phone be stolen, or you are unable to utilise the Panic Button feature for any reason whatsoever, you will be required to manually alert the HelpMe 24/7 Crisis Centre by dialling the 24/7 Crisis Centre Contact Number.
- NB
- In order to utilise your Panic Button or APP, you must ensure that your cell-phone is switched-on, the panic app is downloaded and you are registered or the USSD is saved and has an available balance of R5.00 and/or data available, failure to do so will discharge Help Me 24/7 of all liability should your Panic Alert not be received and your requested service not be deployed.
 - Please ensure that with the purchase of **every new cell phone device**, you repeat the above steps to ensure your Panic Button is active and available at your fingertips.
 - However, in the event that you acquire a **new cell phone number**, please contact the crisis centre department on **0861 444 442** to update your details accordingly.
 - It is the Member's responsibility to ensure that HelpMe 24/7 is always updated with your current cell phone number and contact details failure to do so will discharge HelpMe 24/7 of all liability should your Panic Alert not be received and your requested service not be deployed.

E. Roadside Security Service:

1. The Roadside security service is provided by our security response company who have over 5000 reaction units.
2. In the event of a Roadside Emergency, our roadside security provides you with an armed reaction unit to protect you while you wait for the arrival of your roadside assistance provider.
3. Our roadside security provider are highly trained and skilled in personal protection, always using the appropriate means to ensure your personal security is never threatened.

Your HelpMe 24/7 security service is limited as follows:

- a. The service is intended for private use only and not applicable to homes and private businesses.
- b. HelpMe 24/7 will dispatch the guard for children under 16 only once confirmed with the main member.
- c. Benefit is limited to 2 usages per annum, each being a minimum 30 days apart

F. State of the 24/7 Crisis Centre:

1. In event of emergency our dedicated and professional team will contact you after receiving your panic alert within minutes.
2. You will gain access to receive 24/7 emergency services along with expert over the phone support.
3. From contacting ambulance services to notifying family members (with information provided by you), our team is able to liaise with all relevant parties quickly and efficiently.
4. This service is available to assist in co-ordinating all relevant services to your emergency.

G. Medical Emergency Service:

1. In the event of an Accident, your HelpMe 24/7 Medical Emergency Service provides you with access to medical advice, a medical response to the scene of the accident, transportation, and inter-facility transportation arising from the initial event which led to an ambulance being sent by HelpMe 24/7 Crisis Centre.
2. Should you require an inter-facility transfer, you will be transported from the treating to the receiving medical facility, provided that your Medical Emergency response was managed by the Help Me 24/7 Crisis Centre.
3. All transfers are dependent on discussions between the treating and receiving doctors agreeing to discharge and receive the patient and may result in a delay.
4. Subject to the Main member having medical aid or medical insurance, the subcontracted service provider reserves the



right to claim from the Main member's medical aid or medical insurance policy.

Your HelpMe 24/7 Medical Emergency Service is limited as follows:

- a. 2 Medical Accident Emergency Responses per annum per covered customer.
- b. The medical response team dispatched to the Medical Emergency may be either a provincial or private ambulance depending on availability.
- c. The Medical Assistance HelpMe 24/7 Service is subcontracted to a professional medical emergency Service Provider. Consequently, HelpMe 24/7 will not be held accountable for the Service Provider's turnaround times and/or service delivery.

H. HelpMe 24/7 Added Benefits:

□ *These HelpMe 24/7 Added Benefits are subject to the HelpMe 24/7 Services plan you have selected. To view the benefits you are entitled to you, please refer to your brochure for the HelpMe 24/7 Service plan schedule.*

1. At HelpMe 24/7, we aim to provide you with a comprehensive solution to all your emergency needs.
2. To access all your HelpMe 24/7 Added Benefits simply press your Panic Button to send a Panic Alert to your HelpMe 24/7 Crisis Centre so help can be dispatched to you immediately.
3. For our HelpMe 24/7 Added Benefits Members we have now incorporated the following Value Added Products (VAPs):

3.1 Rapid Roadside Assistance

3.1.1 **Benefits:**

- 3.1.1.1 In the event of an mechanical and/or electrical breakdown Rapid Roadside Assistance provides you with a national roadside repair, breakdown and tow service up to 100km round trip from place of incident to nearest repairer/Yard
- 3.1.1.2 Should your vehicle require towing in regard to an accident and you have vehicle insurance with a towing service, the HelpMe 24/7 Crisis Centre will assist you to make contact with your insurance company to make the necessary arrangements for your vehicle to be towed.
- 3.1.1.3 In the event that your vehicle requires towing as a result of an accident, your vehicle will be towed within a 100km radius of the scene of Roadside Emergency scene which is inclusive of Service Provider's trip to repair/ storage facility.

- 3.1.1.4 All towing outside the 100km radius will be for the Member's account and as per the Service Provider's towing rate.
- 3.1.1.5 As a further Rapid Roadside Assistance benefit, fuel can be brought out to you when your vehicle fuel tank runs empty. Fuel is limited to a maximum of 10 litres only.
- 3.1.1.6 Should you experience Roadside Emergency and be stranded more than 100km away from home, HelpMe 24/7 will pay up to a maximum of R1000 for accommodation or car hire.
- 3.1.1.7 You will require a valid credit card for the deposit fee for the vehicle.
- 3.1.1.8 For a minor Roadside Emergency such as a flat tyre, flat battery, keys locked in vehicle HelpMe 24/7 will cover the call-out fee and 1 hour's labour only. The cost of spares and/or other material will be for the Member's account and as per the Service Provider's billing rate.
- 3.1.1.9 Subject to the Main member having motor insurance, HelpMe 24/7 reserves the right to transfer the member to the motor insurance company for service

3.1.2 **Limitations:**

- 3.1.2.1 This HelpMe 24/7 Benefit is limited to 2 uses per annum and a single towing per Roadside Emergency.
- 3.1.2.2 All commercial and business related vehicles are excluded from this HelpMe 24/7 Benefit.
- 3.1.2.3 Vehicle storage costs is limited to 1 overnight stay. All additional vehicle storage costs will be for the Member's account and as per the Service Provider's billing rate.
- 3.1.2.4 In the event of an accident HelpMe 24/7 will not assist with vehicle salvage.
- 3.1.2.5 Hotel accommodation expenses require an upfront payment by the Member. Thereafter HelpMe 24/7 will reimburse the Member within 7 working days of receipt of a valid check-in and proof payment.
- 3.1.2.6 Fuel will not be delivered to a Member's place of residence, office, shopping centre or similar

3.2 Rapid Roadside Assistance Upgrade

3.2.1 **Benefits:**

- 3.2.1.1 Rapid Roadside Assistance Upgrade provides a service that works with the Member's current roadside assistance to allow the Member to be able to access the HelpMe 24/7 national repair service networks rather than just a single network provider.
- 3.2.1.2 With a wider repair service network available, you can choose between your current provider and the HelpMe 24/7 network in terms of response times to your Roadside Emergency. Please note the HelpMe 24/7 cannot guarantee quicker response times than that of your current service provider.



3.2.2 Limitations:

- 3.2.2.1 In order to qualify for the Rapid Roadside Assistance Upgrade benefit, Member's must have an existing roadside assistance service either with an insurer or an independent service provider.
- 3.2.2.2 This HelpMe 24/7 Added Benefits will only be dispatched to a Member's Roadside Emergency if the estimated time of arrival of the Member's roadside assistance is in excess of 10 min when compared to the Rapid Roadside Upgrade Network.

3.3 Legal Assistance

3.3.1 Benefits:

- 3.3.1.1 This HelpMe 24/7 Added Benefit provides you with 24hr telephonic legal advice, consultation with attorneys and the provision of legal documentation where necessary.

3.3.2 Limitations:

- 3.3.1.1 This HelpMe 24/7 Added Benefit is limited to 2 hrs per annum per Member (in this regard extending to Main Member and immediate family only).
- 3.3.1.1 Each legal consultations are limited to single 30 min consultations.
- 3.3.1.1 Your Legal Assistance benefit includes telephonic advice on general legal matters including but not limited to advice on lease agreements, property law, consumer advice, debt advice, self-defence, 3rd party recoveries, criminal matters and possible representation at litigation.

3.4 Car Hire Services

3.4.1 Benefits:

- 3.4.1.1 In the event of an accident, mechanical and/or electrical breakdown HelpMe 24/7 offers you a car hire service.
- 3.4.1.2 The HelpMe 24/7 car hire Service Provider is contracted with South Africa's top car hire companies. Once your nearest car hire company has been located a hired car will be arranged for your pick up and use.
- 3.4.1.3 You will be required to present a credit/ embossed debit card, to the car hire company, for the payment of a deposit.
- 3.4.1.4 All fuel usage, toll fees and traffic fines will be for the Member's account only.
- 3.4.1.5 You will be required to present your ID and driver's licence to the car hire company before making use of the vehicle.
- 3.4.1.6 Should your 5 day car hire service expire, you will be required to enter into a separate service agreement with the car hire company to continue your use of the vehicle.

- 3.4.1.7 Car Hire is limited to the Category B manual vehicle only

- 3.4.1.8 Subject to the Main member having motor insurance, HelpMe 24/7 reserves the right to transfer the member to the motor insurance company for service

3.4.2 Limitations:

- 3.4.2.1 This HelpMe 24/7 Benefit is limited to 2 car hire services arising from a Roadside Emergency, per annum per policy
- 3.4.2.2 Each car hire is limited to a maximum of 5 days. Any additional days of car hire will be for the Member's account and will form part of a separate agreement between the Member and the car hire company.
- 3.4.2.3 All commercial and business related vehicles are excluded from this HelpMe 24/7 Benefit.
- 3.4.2.4 Car hire can take up to 24 hrs to arrange dependant on the Member's location and time of request.
- 3.4.2.5 Car hire will not be provided if there has been no roadside breakdown, accident or electrical breakdown i.e. a Roadside Emergency.
- 3.4.2.6 Member will need to request car hire within 72 hrs of the Roadside Emergency.
- 3.4.2.7 Car Hire will only be arranged during offices hours of 8am to 5pm.

3.5 Take Me Home Service:

3.5.1 Benefits:

- 3.5.1.1 In the event that you are over the legal alcohol limit and unable to drive yourself to your next destination this HelpMe 24/7 Added Benefit provides you with a designated driver to assist you.
- 3.5.1.1 The designated driver will drive the member and their vehicle to the required destination within the 50km radius

3.5.2 Limitations:

- 3.5.2.1 This HelpMe 24/7 Added Benefit is limited to 3 trips per annum per request.
- 3.5.2.2 Each trip is limited to a maximum radius of Up to 50km.
- 3.5.2.3 The vehicle that the designated driver will drive has to be owned in the name of the main member
- 3.5.2.4 The member has to be insured on the vehicle that is to be driven by the take me home serviced. Additionally the vehicle has to be in a roadworthy condition otherwise service may be refused
- 3.5.2.5 Any additional KM required will be paid directly by the member to the service provider



- 3.5.2.6 No more than 1 trip per month will be permitted.
- 3.5.2.7 You are required to contact the HelpMe 24/7 Crisis Centre a minimum of 5hrs before to book this benefit and 24hrs in advance during peak season.
- 3.5.2.8 The Take Me Home Service benefit is limited to metropolitan areas only (Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, George, Bloemfontein areas only)

3.6 HIV Prevention & Trauma Counselling:

3.6.1 Benefits:

- 3.6.1.1 In the event of exposure to HIV through a trauma or assault, you have access to 24hr telephonic HIV counselling, emergency evacuation to an HIV treatment facility,
- 3.6.1.2 This treatment facility allows for immediate HIV testing following exposure as well as follow up testing 90 days later. Your treatment further included preventative medication for sexually transmitted diseases (STD) if required, 28 day post exposure prophylaxis (antiretroviral therapy).
- 3.6.1.3 You and your family Members are entitled to ongoing telephonic counselling services to assist.

3.6.2 Limitations:

- 3.6.2.1 This HelpMe 24/7 Added Benefit is limited to 2 uses per annum per family.
- 3.6.2.1 Each use is limited to 2 doctor consultations and 2 blood tests.

I. General Conditions:

1. Service Subscription:

- a. This service is available to the Main Members and the nominated Additional Members during your Service Period.
- b. Main members must be 18 and over. Children over 16 are considered adults.
- c. Your paid services will only be in effect after your first premium is collected.
- d. HelpMe 24/7 upgrades will only activate at collection of the upgraded premium
- e. Subscriptions are charged in advance on a monthly basis.
- f. HelpMe 24/7 upgrades will only activate at collection of the upgraded premium
- g. Subscription will be paid by debit order on the date specified by the Main Member and/or the Additional Members.

- h. Failed debit orders will be recovered in subsequent debit order attempts, together with any incurred bank charges, as well as the current debit order that is due and payable.
- i. Debit orders due for collection for the months of January will be collected in advance from the 15th to the 25th of December of the previous year.
- j. HelpMe 24/7 reserves the right to collect premiums via Non Authenticated Early Debit Order collection (NAEDO) and/or similar collection methods.
- k. Membership subscription must be in paid in full and up-to-date in order to access your HelpMe 24/7 Service and/or your HelpMe 24/7 Added Benefits, failing which your respective requested service will not be deployed in the event of a Roadside Emergency and/or Added Benefit need.
- l. All subscriptions will be subject to a market-related premium increase as and when required. This premium increase will be communicated to you by way of our website www.helpme247.co.za
- m. All terms and conditions will be subject to change during the course of your subscription. This change will be communicated to you by way of our website www.helpme247.co.za.

2. Cancellations:

- a. Your service subscription is a month-to-month contract that is subject to your cancellation.
- b. Should you wish to cancel your subscription, you are entitled to do so without any penalty.
- c. However, in the event that you wish to downgrade your service subscription or are experiencing financial difficulties, we encourage you to contact our client services department to discuss the alternative payments available to you.

3. Client Services:

- a. To address all queries, including the set-up of your Panic Button, you can contact the HelpMe 24/7 client services department where a friendly client services agent will be able to assist you.
- b. HelpMe 24/7 client services department is available to you from Monday to Friday, 08h30 to 17h00.
- c. The client services department can be contacted on 0860 33 33 43.

4. Compliments and Complaints:

- a. At HelpMe 24/7, we value our clients and welcome your feedback on our services to help us ensure that you always receive impeccable service from your HelpMe 24/7 team.



- b. To submit a compliment or complaint, please contact our client services department.
- c. In the event of a complaint, we undertake to make contact with you within 24hrs of receiving such complaint. We further undertake to investigate, resolve and provide feedback to your complaint within 5 working days thereof.

J. General Exclusions:

- 1. HelpMe 24/7 reserves the right to cancel dispatch services at any time and without notice if it is in the reasonable opinion of your 24hr Crisis Centre agent that the call-out is a Superfluous Event.
- 2. Your HelpMe 24/7 Service is available to the Main Member and Additional Members only and not transferrable to any other party.
- 3. Should a non-member falsify their identification in an attempt to utilise your membership for any other party HelpMe 24/7 will not deploy the relevant services.
- 4. In the event that a Main Member and/or an Additional Member colluded with the non-member to utilise any of the services, the Main Member and/or Additional Member will be held liable for all service costs and may result in services being suspended.
- 5. The HelpMe 24/7 Service and HelpMe 24/7 Added Benefits are only available within the Republic of South Africa.
- 6. Members must be subscribed and up to date on payment for services to be rendered.

K. Disclaimer:

- 1. In order to utilise your Panic Button or APP, you must ensure that your cell-phone is switched-on, the panic app is downloaded and you are registered or the USSD is saved and has an available balance of R5.00 and/or data available, failure to do so will discharge Help Me 24/7 of all liability should your Panic Alert not be received and your requested service not be deployed.
- 2. HelpMe 24/7 utilises Location Based Service technology (LBS) which is only available to MTN and Vodacom network subscribers. Main Members and/or Additional Members who do not have access to LBS, HelpMe 24/7 undertakes to utilise alternative methods to obtain your location and deploy your Roadside Security Service but will not be held liable should your location not be accurately obtained.
- 3. For the respective service to be deployed to you, it is the responsibility of the Main Member and/or Additional Member to ensure that your subscription is fully paid and up-to-date. HelpMe 24/7 will not be

- held liable for any failed debit orders which may render the subscription in arrears.
- 4. HelpMe 24/7 will not be held liable for actions and/or omissions of our services providers or for any damages caused by their performance or lack thereof.
- 5. HelpMe 24/7 will not be held liable for the occurrence of any incidents, criminal or otherwise, that may occur prior to arrival of our service provider at the scene of the breakdown.
- 6. HelpMe reserves the right to implement a Fair Usage Policy: all services are subject to your limitation on the policy either by Rand value or usage limit. Once your limit is exceeded you can top up or pay cash for the requested service. The annual limit and usages for each policy holder is limited to a number of uses or a cost of R5 000 per adult member over 16 years of age, whichever happens first.
- 7. HelpMe 24/7 will not be held liable for the occurrence of any incidents, death that may occur prior to arrival of our emergency services at the scene of the emergency.
- 8. Members that were specifically marketed a Household Assistance service on a tele-sales call are hereby advised to contact the HelpMe 24/7 client services department for their applicable terms and conditions.