

# Product Brochure

**HELP WHEN YOU NEED IT MOST**

Be Safe. Anytime. Anywhere.



# PACKAGE OPTIONS

Based on your selected membership, you get access to the following valuable services.

BENEFITS	GUARD	GUARD+	GUARD BREAKDOWN	GUARD+ PROTECT	PREMIUM
 24/7 Crisis Response Centre	X	X	X	X	X
 Rapid Armed Response	X	X	X	X	X
 Accident Management	X	X	X	X	X
 Emergency Medical Co-ordination	X	X	X	X	X
 Breakdown Co-ordination	X	X			
 Guardian Alert		X		X	X
 Breakdown Response			X	X	
 Breakdown Upgrade					X
 Legal & Bail Assist					X
 Trauma Counselling					X
 Funeral and Personal Accident Cover	X	X	X	X	X

# BENEFIT FEATURES

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## 24/7 Crisis Response Centre

In the event of an emergency or incident, as a HelpMe by MiWay member, you have immediate access to our specialist Crisis Centre team to assist with coordinating and managing your incident and ensuring emergency service responders arrive promptly at your exact location, saving you valuable time and stress.



## Emergency Medical Co-ordination

In the event of a medical emergency, the Crisis Centre will assist you to make contact and co-ordinate with your own medical service responders or assisting with alternative service providers to get you the medical attention you need.



## Breakdown Co-ordination

In the event of a roadside breakdown, our specialist team will work with your current service provider to coordinate the assistance you need or help with finding you alternative options.



## Breakdown Response

Our partnership with one of South Africa's largest private breakdown response providers means that HelpMe by MiWay members will get the help they need at their exact location when they need it most.



## Breakdown Upgrade

Get roadside assistance the fastest way possible with this upgraded service. Beyond assisting you with your current provider you may have, you'll also have access to our additional nationwide breakdown service networks who may get there quicker.



## Funeral and Personal Accident Cover

Underwritten by Workers Life Assurance Limited (FSP No 392), this personal accident policy provides you with cover if you die, or if you are disabled as a result of an accident. The Policy's main member is covered for a R5,000 Funeral Benefit payable if your death is from natural causes, or a R20,000 Personal Accident benefit if your death is due to an accident. T&C's apply.



## Rapid Armed Response

Should you find yourself in any dangerous or risky situation, the Rapid Armed Response service is delivered through a network of highly trained and skilled security response companies, who combined, have over 3000 armed reaction teams to ensure you get the protection you need in minutes.



## Guardian Alert

Our Guardian Alert service is totally unique to HelpMe by MiWay. Should you be at all concerned that a hijack or attack whilst you are out and about may be imminent, the HelpMe by MiWay App allows members to request assistance from our armed response teams instantly and discreetly.



## Accident Management

Serious car accidents usually require the co-ordination of multiple responders at the same time. Our expert team will ensure you get all the help you need and provide you with comprehensive support until your crisis is over.



## Legal & Bail Assist

If you find yourself on the wrong side of the law for a minor offence, our legal team will ensure your visit to the police station is as short as possible – day or night.



## Trauma Counselling

As well as keeping you safe at the time of an emergency we also offer you and your family telephonic counselling services to assist with the stress and trauma after the event.

# SETUP:

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To be able to track your location in an emergency you need to complete the steps below:

- 1 Download the HelpMe by MiWay mobile application from the Google Play store or the Apple App store
- 2 Alternatively, save the USSD panic number \* 120\*15553\*012# on your cell phone
- 3 Activate your panic via the Mobile App or USSD
- 4 Our crisis centre will call you to ensure they can pinpoint your location and assist with your emergency
- 5 Share the Mobile App or USSD panic number with additional members on your HelpMe by MiWay membership, so they can access the services.

# EMERGENCY

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In an emergency you need to do the following:

Activate your panic using the Mobile app or USSD panic number and one of our crisis centre agents will call you to ensure they can pinpoint your location and assist with your emergency.



Please visit [www.helpme247.co.za](http://www.helpme247.co.za)

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