

# 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
 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 any emergency, the HelpMe by MiWay App gives members immediate access to our specialist Crisis Team, ensuring responders will arrive promptly at your exact location, saving you valuable time and stress.



## Rapid Armed Response

Should you find yourself in any dangerous or risky situation, HelpMe by MiWay's nationwide network of over 2 500 tactical response vehicles will ensure you get the protection you need in minutes.



## Breakdown Co-ordination

In the event of a roadside breakdown, our specialist team will immediately dispatch your closest service provider and, if required, provide armed response to keep you safe until the situation is resolved.



## Breakdown Upgrade

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



## 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. Please refer to our Terms for inclusions and exclusions around this benefit.



## Emergency Medical Co-ordination

In the event of an accident that requires medical attention, valuable minutes can save lives. Our specialist team will respond to your alert immediately and get your closest medical service provider dispatched to your exact location.



## 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.



## 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.



## Guardian Alert

Should you be at all concerned that a hijack or attack may be imminent, the HelpMe by MiWay App allows members to request assistance from our armed response teams instantly and discreetly.



## 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.



## Funeral and Personal Accident Cover

The personal accident policy, underwritten by Workers Life Assurance Limited (FSP 392) provides you with cover if you die, or if you are disabled as the result of an accident. The main member of the policy 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. Refer to policy wording for T's & C's.

# 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)

for full Terms & Conditions & Usage Restrictions.