

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
 Crisis Response Coordination	X	X	X	X	X
 Breakdown Safety Patrol	X	X	X	X	X
 Guardian Alert		X		X	X
 Hijack Tracking		X		X	X
 Home Alert		X	X	X	X
 Accident Management	X	X	X	X	X
 Breakdown Response			X	X	
 Bail Assist					X
 Trauma Counselling					X

BENEFIT FEATURES



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.



Crisis Response Coordination

In the event of an accident, emergency, or roadside breakdown, our Crisis Centre will assist you by co-ordinating the relevant response teams and possibly by working with your own service providers that may be part of your existing vehicle or medical cover.



Breakdown Safety Patrol

Breaking down and being stranded at the roadside is, unfortunately, a high risk in South Africa. With over 2000 Breakdown Safety Patrols, we aim to arrive at your side in under 8 minutes and stay until your breakdown service arrives and you are safe.



Guardian Alert

Should you find yourself in a dangerous or risky situation, our unique Guardian Alert service gives members access to our 3000+ armed response teams instantly and discreetly. With Guardian Alert, members have access to our exclusive Home Alert and HijackTracking features to ensure you get the protection you need in minutes, whatever situation you find yourself in.



Hijack Tracking

As part of our Hijack Tracking service, our crisis centre team will contact your existing vehicle tracking provider to request the dispatch of their armed response to assist in locating your car and possibly you too.



Home Alert

Home Alert transforms your cellphone into a security alert button for your home's security system. If you believe you have intruders at your home, simply press the Guardian Alert button, and we will call you back immediately. If we cannot get hold of you, we will immediately contact your home security company to dispatch an armed response team to assist.



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.



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.



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:

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 cellphone
- 3 Activate your panic via the Mobile App or USSD
- 4 Submit a Test Panic and our crisis centre will call you to ensure they can pinpoint your location and assist you.
- 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

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

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