



SuperValue Hotline  
0861 80 88 85

## SuperValue – MEMBER GUIDE (JANUARY 2021)

### SuperValue – making ordinary insurance better.

As a client of AA Insurance Supermarket, the broker fee you pay with your insurance premium provides you and your loved ones with several emergency and lifestyle Value Added Services that we believe will give you and your loved ones much needed additional benefits often over-looked in an ordinary insurance product.

SuperValue benefits can easily be accessed by connecting with our SuperValue Hotline on 0861 80 88 85. Our operators are there for you. Read more about these potentially life changing benefits.

#### Making ordinary insurance better!

At AA Insurance Supermarket, our focus is on 'managing risk', rather than just selling policies. This concern for our clients drove us to put together the SuperValue package of benefits to improve your experience as a client of AA Insurance Supermarket. Many of the benefits plug gaps in ordinary policies – the type that most of us have. SuperValue is already included in the debit order the insurer collects every month.

#### CRIME VICTIM ASSIST

24-hour support in the case of a hijacking, theft, or break-in at your home.

This is a 24hour crisis management product to assist you in the event of a hi-jacking or Home Invasion. We will assist with the following:

- In the case of your cell phone being stolen in a hi-jacking, we will provide you with a cell phone loaded with pre-paid airtime to the value of R200.
- In the case of your credit card being stolen, we will provide you with a pre-loaded debit card up to the value of R500 to assist you in the interim.
- In the case of your keys being stolen in a hi-jacking, we will send a locksmith to your house to assist you with your locks, up to the value of R1 000 per annum.
- In the case of you being hi-jacked at your place of residence, we will place a security guard at your house for 24 hours.
- In the case of your home being invaded, we will place a security guard at your house for 24 hours after the invasion has taken place.
- In case of your home being invaded, we will provide hotel accommodation to the value of R2000 per annum.

#### ACCESS TO EMERGENCY MEDICAL CONSULTATIONS (ACCESS ONLY)

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**SuperValue Hotline: 0861 80 88 85**

Office Telephone:

011 037 9000

Email:

info@aainsurance.co.za

Company Reg:

2012/044142/07

FSP Number:

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The following benefits are advisory services only:

- Medical advice and information.
- Emergency telephonic advice and information, 24-hours, seven days a week.

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- Referrals to crisis lines.
- Referrals to medical practitioners and facilities.

The following benefits are on an access basis only and usage costs are for the member's account:

- Emergency medical response to the scene of an incident
- Emergency medical transportation to the nearest appropriate medical facility
- Inter-hospital transfer
- Medical repatriation
- Escorted return of minors
- Compassionate visits
- Repatriation of mortal remains.

\* Please note: This cover is only valid for emergencies within the borders of South Africa.

#### HOME SAFE CHAUFFEUR

Keeping you safe on South Africa's roads.

This product is designed to encourage you to drive responsibly. Statistics show car incidents because of drinking and driving account for a large percentage of accidents on our roads, especially at night.

Benefits are as follows:

- We will ensure that you and your vehicle arrive home safely. We will dispatch a vehicle with two drivers (where possible) and drive you home in your own car.
- All drivers are in possession of a public driver's permit, carry a cell phone and dress professionally.
- The drivers all speak English.
- You are entitled to use this service 6 times per annum. Each incident is capped at 50 Kilometres. Any costs incurred over and above this will be for the client's account.

What are the terms and conditions?

Bookings can be arranged between the following hours:

|                      |                  |
|----------------------|------------------|
| Mondays to Thursdays | 17:00 – 01:00    |
| Fridays              | 15:00 – 03:00    |
| Saturdays            | 16:00 – 02:00    |
| Sundays              | 16:00 – midnight |

- The service is available within a 50km radius of city centres in Johannesburg, Pretoria, Durban, Cape Town, Nelspruit, Polokwane, Kimberley, Port Elizabeth, East London, George, Bloemfontein, and Pietermaritzburg.
- Ad hoc or last-minute requests will be accommodated by the Service Provider on a best-effort basis with a maximum expected delay of 90 minutes. This Service is subject to the availability of a standby

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team at the time of the request.

- Pre-bookings for public holidays need to be made before 17:00 on the day before the public holiday.

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- At the specified time and location, the call centre will notify you that the pick-up driver has arrived at which time you will have 15 minutes to meet the driver. After the 15 minutes, the call centre will notify you that the pick-up driver will be leaving, and the trip will be cancelled.

Cancellation and rescheduling fees:

1. Two hours prior to booked collection time – Rnil
2. One hour prior to booked collection time – one incident will be eliminated.

MENTAL HEALTH & WELLNESS: GENERAL LIMITATION OF R5 000 PER POLICY PER YEAR TO USE ON A COMBINATION OF BELOW PRODUCTS

#### Wellness Assist

An active process of becoming more aware and making choices toward a healthy and fulfilling life. It offers individuals an opportunity to talk to a therapist to address any problems, needs and risks associated with their health, wellbeing, relationships, and productivity. This solution helps to address the high rate of mental illness currently recorded in our country.

#### Parenting Assist

Parenting Assist offers parents an opportunity to discuss concerns about their children's learning, development, wellbeing, and social skills, directly with a registered occupational therapist. It helps to address the high incidence of teenage and young adult, depression (thoughts of suicide), childhood obesity, physical inactivity and bullying.

#### Trauma Assist

Traumatic experiences often involve a threat to life or safety, but any situation that leaves you feeling overwhelmed and isolated can result in trauma, even if it does not involve physical harm. This offers individuals who have been exposed to any type of acute trauma an opportunity to work with a therapist to manage and work through the trauma on a holistic and practical 4-step basis to get the survivor to return to their normal life ASAP.

MEDIATION: GENERAL LIMITATION OF R5 000 PER POLICY PER YEAR TO USE ON A COMBINATION OF BELOW PRODUCTS

#### Mediation Assist

A legal process whereby conversations in the form of negotiation happen between individuals, business, and communities. The parties in dispute control the process and outcome and not a judge whilst assisted by a neutral third party, a mediator.

#### Workplace Mediation

A voluntary process and legal process organisations can use to resolve conflict that occurs in any employment relationship. So, it is a fact that it is often best resolved by line managers or employees themselves instead resorting to the more formal labour processes.

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#### Section 9 Justice Mediation

No other provision speaks more clearly to 'nation-building' than Section 9 of the Constitution, the 'equality clause'. In terms of this provision no-one is entitled to discriminate against another. We see many examples

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of behaviours and practices that contravene this, so here is a solution to equip communities and organisations to help deal with these matters as a legal alternative.

#### FREE PERSONAL WILL

You worked hard for your money.

You must have heard of the hassles families go through when a deceased family member doesn't leave a WILL when they passed away? If you do not have a WILL your family might not know what you want to happen to your worldly goods. Even if they do know, your assets could be tied up in legal processes for years. A simple WILL solves a range of problems your family might face if you die without one. As a SuperValue member, you qualify for a free consultation as well as the drafting of a WILL that gives you and your loved one's clarity and certainty.

#### INSURANCE ADVICE

There is always that talk at the braai about an insurer that will not pay a claim.

As a SuperValue member, if you, any family member or friend need car and home insurance-related advice, on products where AA Insurance Supermarket has an intermediary agreement with the insurer, you can contact us on 011 037 9000, or email [info@aainsurance.co.za](mailto:info@aainsurance.co.za), and one of our brokers will be ready to help you with your enquiry.

#### ACCIDENTAL DEATH BENEFIT

As a SuperValue member you get R25 000 worth of accidental death benefit. You must register for this benefit and our service provider will connect with you to talk you through the process.

#### SHARE & EARN

You could even end up earning your insurance premium.

Refer your friends, family or anyone who wants us to see if we can arrange a better deal for them, to AA Insurance Supermarket for professional assistance. If they buy a policy from us, and once their selected insurer receives a second full premium on the referred policy, we pay you R300.

Refer-a-friend to [info@aainsurance.co.za](mailto:info@aainsurance.co.za) or call us on 011 037 9000. Remember to let us have your contact details as well. 😊

#### FAMILY FIRST<sup>^</sup>

We know that families are important, so you can add up to five members to SuperValue, at no additional cost. Each user then gets access to the SuperValue benefits<sup>^</sup> by simply calling the SuperValue Hotline and referencing your ID Number or your policy number.

<sup>^</sup> Home Safe Chauffer, Mental Health & Wellness and Mediation benefits are limited to what is described

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*beneath each benefit – in totality.*

The SuperValue HOTLINE to access the above services is 0861 80 88 85.

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We trust that you will find these additional benefits useful to you and your loved ones. Please call us on 011 037 9000 if you have any questions.

Continued membership of SuperValue is dependent on you remaining a policyholder of AA Insurance Supermarket Insurance Brokers by paying your insurance premium and the SuperValue member fee (broker fee) collected by the insurer.

InsuranceSupermarket Insurance Brokers (Pty) Limited is an authorised financial services provider (FSP 43986)

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