



# EMERGIVAC

**RAPID MEDICAL AND ARMED RESPONSE INTERVENTION**

WITH PRIVATE HOSPITAL ADMISSION GUARANTEE\*

FOR MORE INFORMATION OR TO SIGN UP

[WWW.EMERGIVAC.CO.ZA](http://WWW.EMERGIVAC.CO.ZA)



\*Terms and Conditions apply

## INSURED BENEFITS



### HOSPITAL ADMISSION GUARANTEE\*

- Immediate cover for Illness or Accident related emergencies.
- Simply push the Medical Panic Button for help and you will be automatically connected with the EMERGIVAC Customer Experience Centre. One of our trained consultants will assess the situation and dispatch the closest available medical emergency response vehicle to you. Paramedics will assess your condition and if required, evacuate you to the nearest private healthcare facility.
- EMERGIVAC will notify the hospital or trauma room of your pending arrival and will activate the available Hospital Admission Guarantee.
- Cover yourself or your whole family for Accident Only or for both Accident and Illness related emergencies.

#### BENEFIT AMOUNT

R150 000 Individual cover per annum and per event.

R375 000 Family cover limit per annum, and per event, with the applicable individual limits per insured life.



### ACCIDENTAL DISABILITY BENEFIT

- Should you become disabled as a result of an accident you or your nominated beneficiary will be paid up to R 20 000.



### ACCIDENTAL DEATH BENEFIT

- Benefit is paid to your nominated beneficiary in the event of death arising from an accident.

**BENEFIT AMOUNT R 20 000**



**Clientèle**  
LIFE

Insured Benefits Are Underwritten By Clientèle Life Assurance Company Limited.  
A Licensed Insurer And An Authorised Financial Service Provider. FSP 15268

The long-term insurance benefits of the EMERGIVAC Plan are underwritten by Clientèle Life Assurance Company Limited, a licensed long-term insurer and an authorised Financial Services Provider, FSP No. 15268. Company Registration No. 1973/014606/06. EMERGIVAC is an immediate medical emergency product and is not a medical aid. This advert and its contents do not constitute financial advice. Endorsements are paid for. Terms and conditions apply. [www.emergivac.co.za](http://www.emergivac.co.za)  
The Emergency Services and Non-Insured Benefits are administered by Customer Loyalty Consultants (Pty) Ltd. FSP:26908, through their network of Service Providers and Partners. Premiums and Benefits will be reviewed from time to time. \*Terms and Conditions Apply. By submitting your information you agree to Clientèle processing and retaining your personal information in line with their privacy policy which is available at [www.clientele.co.za](http://www.clientele.co.za)

## EMERGENCY SERVICE BENEFITS



### HELICOPTER EVACUATION GUARANTEE

- Should the severity of your condition warrant it, you will be transported by air ambulance to the nearest healthcare facility.

**BENEFIT AMOUNT** R75,000 Individual Cover or R150,000 Family Cover.



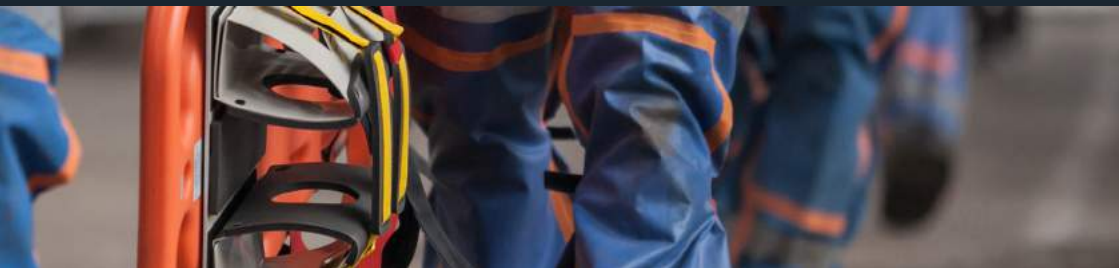
### EMERGENCY MEDICAL & TRAUMA ASSIST

EMERGENCY MEDICAL & TRAUMA ASSIST WILL PROVIDE YOU WITH ASSISTANCE 24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR. IN THE EVENT OF A MEDICAL EMERGENCY, WE WILL ARRANGE THE FOLLOWING:

- Emergency telephonic “911” type medical advice and information.
- Emotional support and tele-counselling.
- Companionship and or care of stranded minors.
- Repatriation of patient or return of mortal remains.
- Confidential non-emergency medical information and advice.
- Covid-19 advice helpline.
- Gender-based violence (GBV) advice.
- Transfer of patient to most appropriate medical facility.
- Transfer of life-saving medication and emergency blood.
- R 5 000 Casualty Room guarantee for minor medical, accident or trauma related incidents.

**BENEFIT AMOUNT** R 10 000 per annum or R 20 000 family cover per annum.

**TO SIGN UP VISIT** [www.emergivac.co.za](http://www.emergivac.co.za)  
**EMAIL** [info@emergivac.co.za](mailto:info@emergivac.co.za)





**PROTECTING YOU**

**ANYTIME, ANYWHERE**

## **PROTECT ME**

**RESPONSE IS NOT LIMITED TO YOUR HOME OR OFFICE, WE PROTECT YOU ANYWHERE, ANYTIME!\*\***



**HAVING ACCESS TO A PANEL OF ARMED RESPONSE SERVICE PROVIDERS AT YOUR FINGERTIPS - ANYTIME AND ANYWHERE\*\* WITHIN THE MAJOR METRO AREAS OF SOUTH AFRICA.**

We live in the age of technology and on-demand services. Technology is fast changing the security landscape as we know it, providing new tools to make security more accessible, affordable and effective.

We call this the 'UBERization' of security.

Imagine a world where the best armed response providers come together on one platform with a single goal, to offer the fastest guaranteed response to an emergency, anywhere, anytime at the push of a button, ensuring consumers are always protected.

Protect Me is a first tried and tested on-demand mobile response solution. Protect Me uses smart technology combined with GPS to autonomously connect the closest response vehicles from a nationwide network of the best armed response companies to a client in an emergency.

This service is limited to the borders of South Africa and is not available in the far outlying, or Rural areas. EMERGIVAC through its network partners will offer the best possible effort in these areas. A coverage map is available on request.

**SIMPLY PRESS THE PROTECT ME BUTTON, AND THE NEAREST ARMED RESPONSE VEHICLE IN THAT AREA WILL BE DISPATCHED TO PROTECT YOU.**

## **BENEFITS**



### **LIMIT**

This service is limited to 4 incidents per annum. Protect Me will however be available to the client after the limit has been exceeded on a fee for service basis.

### **MOBILE RESPONSE**

This benefit is not limited to a client's home or office, this service is available anywhere, anytime.

### **AUTONOMOUS DISPATCH**

Not reliant on humans to identify and dispatch the closest response vehicle, the dispatch of the closest vehicle is autonomous.

### **PINPOINT GEO-LOCATED INCIDENTS**

The closest response vehicle is navigated to the exact GPS location of the client resulting in a quicker response time.

### **REDUCES ADDITIONAL LINKS**

Protect Me eliminates additional and unnecessary links, ensuring clients get help faster.

### **OVERSEEN BY EMERGIVAC ASSIST CUSTOMER EXPERIENCE CENTRE**

Although the process is completely autonomous, all incidents are automatically registered in the Customer Experience Centre and the Emergivac Assist staff has additional management and oversight of the case.

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EMAIL [info@emergivac.co.za](mailto:info@emergivac.co.za)**

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## ROADSIDE ASSIST



### MECHANICAL OR ELECTRICAL BREAKDOWN

ROADSIDE ASSISTANCE IS AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR AND INCLUDES THE FOLLOWING BENEFITS:

We arrange to tow the vehicle to the nearest repairer, within a 40km radius.

Where no reputable repairer is available within a 40km radius we will tow the vehicle to the nearest repairer and in this instance will cover the costs up to a maximum of R 1 500.

If you are further than 100km from your permanent residence or destination, where available, and at our discretion, we will provide one of the following:

#### CAR HIRE

A limit of R 500 is applicable to this benefit per breakdown. Terms and conditions of the car hire company apply.

#### OVERNIGHT ACCOMMODATION

A limit of R 500 is applicable to this benefit per breakdown. The provision of accommodation is subject to availability.

#### REPATRIATION OF VEHICLE

A limit of R500 is applicable to this benefit per breakdown. This benefit applies should the vehicle need to be repatriated from the place of repair, on condition that the breakdown was more than 100km from your permanent place of residence or destination.

**ANNUAL LIMIT R 2 000 PER PLAN**

#### VEHICLE LOCKSMITH

Cover will be provided for the call-out fee and first hour labour where the keys have been broken or locked inside the vehicle.

#### FLAT TYRE ASSISTANCE

Cover will be provided for the call-out fee and first hour labour to fit the clients spare tyre. The cost of the repair or the replacement of the tyre is not covered.

#### OUT OF FUEL

Cover will be provided for the call-out and first hour labour if you are stranded next to the road as a result of running out of fuel. A service provider will be dispatched to deliver the fuel. The cost of the fuel will be for your own account.

#### FLAT BATTERY

If your vehicle won't start due to a flat battery, we will dispatch a service provider to attempt to jump start the vehicle. It should be noted that jump starting could result in damage to the vehicles' electronics and a tow to the nearest repairer is recommended.

#### PLEASE NOTE

- We do not cover any vehicles over 3500kg.
- EMERGIVAC will not be held liable for any repairs or towing costs not authorised by the Customer Experience Centre.

## HOUSEHOLD ASSIST

HOUSEHOLD ASSISTANCE IS ONLY A PHONE CALL AWAY, 24 HOURS A DAY, "7 DAYS A WEEK".

THIS SERVICE GIVES OUR CLIENTS DIRECT ACCESS TO THE RIGHT RESOURCES AT THE RIGHT TIME.

The benefit covers the cost of the service providers call out fee and the first hour labour for the following:

- Plumbers
- Glaziers
- Large appliances
- Electricians
- Locksmiths

**ANNUAL LIMIT R 2 000 PER PLAN**

#### PLEASE NOTE

The product does not cover the following:

- Replacement of parts. This is quoted separately to the client, who will approve or reject the repair.
- Appliances older than 8 years.
- Replacement of appliances.
- Municipal connections.
- Repairs outside the client's property.





# WHAT DOES IT COST

## EMERGIVAC

		COVER AMOUNT		ACCIDENT ONLY		ACCIDENT & ILLNESS					
		INDIVIDUAL COVER	FAMILY COVER	INDIVIDUAL COVER	FAMILY COVER	INDIVIDUAL COVER	FAMILY COVER				
INSURED BENEFITS*	Accidental Death	R 20 000	R 20 000 PER INDIVIDUAL**	R 85	R 190	R 160	R 340				
	Accidental Disability	R 20 000	R 20 000 PER INDIVIDUAL								
	Hospital Admission Guarantee	R 150 000 PER ANNUM, PER EVENT	R 375 000 PER ANNUM PER EVENT**								
EMERGENCY SERVICE BENEFITS	Air Medical Evacuation	R 75 000 PER ANNUM	R 150 000 PER ANNUM	+	+	+	+				
	Medical & Trauma Assist	R 10 000 PER ANNUM	R 20 000 PER ANNUM	R 164	R 189	R 199	R 219				
	Protect Me Armed Response	4 CALL-OUTS PER ANNUM	4 CALL-OUTS PER ANNUM								
	Roadside Assist	R 2 000 PER ANNUM	R 2 000 PER ANNUM								
	Household Assist	R 2 000 PER ANNUM	R 2 000 PER ANNUM								
	<b>TOTAL PREMIUM PAYABLE</b>								<b>R 249</b>	<b>R 379</b>	<b>R 359</b>

\*\*Family Cover: R375,000 per annum, per event with the applicable individual limits per life insured, as follows;  
Main Member: R150,000, Spouse: R150,000, Children: R75,000 per Child (Max 3 Children)

Any additional Children may be added, to the Family Cover option only, as follows;

R31 (R20 000 Accidental Death cover and R75 000 Hospital Admission Guarantee cover)  
Emergency Accident cover;

R52 (R20 000 Accidental Death cover and R75 000 Hospital Admission Guarantee cover)  
Emergency Illness and Accident Cover;

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Gift of the Givers  
FOUNDATION



**"Best among people are those who benefit Mankind.  
Bring hope to those who need it most."**

**DONATE R20,00 per Month to Gift of the Givers Foundation,  
when signing up for EMERGIVAC. Serve Humanity.**

The Gift of the Givers Foundation is the largest disaster response, non-governmental organisation of African origin on the African continent. It works to unite people, with a common vision, to make a real and telling difference by serving mankind for the 'Greater Good' .  
NPO 032-031, PBO 930018993

## EMERGIVAC

Block B, First Floor, 204 Rivonia Road, Morningside, Sandton, 2196.

EMERGIVAC™ is a product of The Activation Agency (Pty) Ltd, an Authorised Financial Services Provider: FSP 47885.

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EMAIL [info@emergivac.co.za](mailto:info@emergivac.co.za)**

# HOW EMERGI VAC MEDICAL EVACUATION WORKS

1

## PUSH FOR HELP

PUSH THE MEDICAL PANIC BUTTON FOR HELP. You will be connected to the EMERGI VAC Customer Experience Centre.

2

## CLOSEST EMERGENCY MEDICAL SERVICE PROVIDER ACTIVATED

You will be assisted by one of our trained consultants who will assess the situation and dispatch the closest available medical emergency response vehicle to you. Our Consultant will remain in constant contact with you or a family member throughout the process.

3

## EMERGI VAC CUSTOMER EXPERIENCE CENTRE

Paramedics will assess your situation, stabilize you and make an informed decision whether to evacuate you to a medical facility. Paramedics will inform the Customer Experience Centre of their decision.

4

## NOTIFICATION

The Customer Experience Centre will notify the nearest private healthcare facility of your pending arrival in the event you are to be transported to hospital and will activate the applicable hospital admission guarantee. In the event you are in an area with no private healthcare facilities or you have used up your annual limit or have insufficient cover available for private hospital care, you will be evacuated to the closest state hospital.



COVER YOURSELF OR YOUR WHOLE FAMILY FOR ACCIDENT ONLY OR FOR  
BOTH ACCIDENT AND ILLNESS RELATED EMERGENCIES.

# EMERGI VAC

BROUGHT TO YOU BY

the  
**Activation**  
agency

## HOW PROTECT ME WORKS



PROTECT ME

- 1 PUSH FOR HELP**  
The client activates the Protect Me button via the app when in an emergency situation.
- 2 CLOSEST RESPONDER ACTIVATED**  
The alert is autonomously distributed to 5 response vehicles nearest to the clients location.
- 3 RESPONSE VIA IN-VEHICLE DEVICE**  
The closest available response vehicle taps to accept the panic activation via an in-vehicle responder device.
- 4 GPS NAVIGATION**  
The accepting response vehicle is navigated via the responder device, directly to the incident location through built in GPS and accurate tracking.
- 5 INSTANT CLIENT PROFILE**  
The client identity and other key information are automatically shared with the dispatched vehicle and control room.
- 6 CONTROL ROOM AND EMERGIVAC CUSTOMER EXPERIENCE CENTRE**  
The control room and EMERGIVAC Assist Customer Experience Centre oversees all activations on a real time basis and supports by managing and dispatching additional resources if required. e.g. Police and Emergency Medical Services.
- 7** In the event you are in an area where there is limited armed response services, the control room will dispatch the nearest available service provider on a best effort basis.

1

The client activates the Protect Me button.



2

The client confirms if the GEO-located address is correct.



3

Responder is navigated directly to the panic location via GPS.



4

Responders information and arrival ETA is available to client.

