



Assupol
On-Call  **24**

ASSUPOL

SERVING THOSE WHO SERVE SINCE 1913

Funeral cover • Life cover
Savings products • Retirement products

Assupol On-Call

This is a valuable benefit, which includes a 24-hour telephone helpline. If it is included in your Assupol policy, it provides valuable personal support to you and other persons who are insured under your policy.

This benefit provides a wide range of personal support, such as transport of deceased persons, transport in medical emergencies, trauma counselling, and helpful information on funeral, medical and financial matters.

- **To use this benefit, you must phone 0800 002 614.** If you don't, any costs incurred will be for your own account
- The support provided by this benefit is not the same as that of a medical scheme. This benefit is not a substitute for medical scheme membership.
- Full provisions about Assupol On-Call are available at www.assupol.co.za

This benefit provides valuable support services when a life insured dies

- Transport of the deceased to the place of the funeral
- Transport of up to four family members to the funeral
- General telephonic information and guidance
- General telephonic information on legal aspects
- *instantDiscounts*™.

While a life insured lives, they have access to these benefits

- Medical emergency support
- Information about medical matters
- HIV/Aids support
- Trauma counselling
- Tutor assistance to children
- Telephonic information about financial matters.

Some benefits are provided on the death of the life insured, and become available when the claim for the funeral benefit is approved. All other benefits become available once the Assupol On-Call benefit starts. The services are provided by outsourced service-providers, and a service is available as a benefit under your policy as long as it is provided by Assupol approved suppliers. The support services are provided in South Africa.

Transport of a deceased life insured to the place of the funeral, telephonic medical assistance and telephonic trauma counselling are provided also in neighbouring territory – Botswana, Lesotho, Mozambique, Namibia, Swaziland and Zimbabwe, below the 22 degree parallel line – if the person concerned travels in that territory.

To use Assupol On-Call, you must phone 0800 002 614.

Summary of benefits

Assupol On-Call

When a life insured dies

Transport of the deceased to the place of the funeral – if it is more than 100 km from where he or she died

up to R20 000 per life insured

Transport of up to four family members (spouse and children) to the funeral – if it takes place more than 50 km from the deceased's home town

up to 150 km from the home town
up to R100 per family member
more than 150 km from the home town
up to R500 per family member

General information and guidance

by telephone

General information on legal aspects

by telephone

*instantDiscounts*TM

booklet with discount coupons

While a life insured lives

Medical emergency

Assistance in crisis

by telephone

Ambulance transport to the nearest, appropriate hospital

full cost paid

Transport of stranded dependants

full cost paid

Admission fee to hospital

up to R10 000 per life insured per year

In-hospital monitoring – inform of progress

by telephone

Transport of one visitor to patient in hospital after five days in hospital

up to R2 000

Transport to a hospital near home if the patient is hospitalised more than 100 km from home and has to stay in hospital for five or more days

full cost paid

Information about medical matters

by telephone

HIV/Aids support

Important information, counselling, referral to clinic

by telephone

Morning-after pill to prevent pregnancy

full cost paid

Anti-retroviral medication

full cost paid

Medication to prevent sexually-transmitted infections

full cost paid

Trauma counselling

by telephone

Tutor assistance to children

by telephone or email

Information about financial matters

by telephone

Important information about Assupol On-Call

Assupol On-Call is automatically included in some policies, and optional in other policies.

Some benefits are provided on the death of the life insured, and become available when the claim for the funeral benefit is approved. All other benefits become available once the Assupol On-Call benefit starts. The services are provided by outsourced service-providers, and a service is available as a benefit under your policy as long as it is provided by them.

For any of these valuable services, first phone:

Assupol On-Call

- In South Africa – 0800 002 614
- In Botswana, Lesotho, Mozambique, Namibia, Swaziland, Zimbabwe – +27 11 966 5021.



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Representative/broker



Contract provisions apply
www.assupol.co.za

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Assupol Life Ltd reg no 2010/025083/06
Authorised financial services provider

ASISA

A member of the Association for
Savings & Investment SA