



## Caring for Life



### Emergency call centre

In an emergency simply press the **SOS button on the Pendant** to get the help you need. We can connect you through to the police and fire department as well as access to a team of dedicated nurses and paramedics, together with a national complement of accredited medical assistance service providers who will assist with a medical emergency. The services include:

#### Medical Advice:

The call centre will guide clients through a medical crisis, as well as provide clients with emergency advice which includes referrals to crisis lines, doctors, clinics and hospitals in the area. Advice includes information on: Prescription Medication, Contraindication of medicines, Fevers, Blurred Vision, Insomnia, Headaches/ Migraines, Stomach aches, Antibiotics, Why not to take expired medication, Treatment of abrasions, Telephonic CPR, Ear aches, Allergies, Women's / Men's Health, Supplements, Cramps.

#### Referrals to:

Closest Medical facilities, GP's within the client's area, Closest Medical Transport, Health Specialists

#### Medical Referrals:

In addition to the general medical advice service, one call to the same number will trigger the The call centre medical professionals who will guide clients through a medical crisis, provide your client with emergency advice.

This program includes referrals to crisis lines in the case of: Family and Domestic Abuse; Rape; Child Abuse; Bereavement; Suicide Hotline - Life Line; Poison Hotline - In House.

#### Emergency ambulances:

The call centre will arrange and coordinate the most appropriate method of emergency medical transportation for you **at our cost**. Clients will be transported to the nearest medical facility capable of providing adequate care. Including transportation by **road or air** ambulance (dependent on weather conditions and flight plans).

#### Trauma Assistance:

These services assist clients when they require assistance as result of their involvement in a traumatic event. Telephonic as well as face-to-face counselling (loss of a loved one, accident, robbery or hijacking).

#### Call Forwarding Service:

In the event that the member needs to make contact with one of the dedicated caretakers in an emergency situation, at the push of a button, the call centre will make contact with them and facilitate the necessary transfer. This is not limited to the contact numbers on the members profile but the agents will also be able to make transfers to emergency government services such as the police department, fire department etc.

#### Guaranteed Hospital

A unique additional benefit to ensure you get the help you need when you need it.

If the ambulance we have dispatched to help you takes you to a hospital emergency centre **we will provide a guarantee of payment to the hospital** upon admission so that you get immediate attention without having to wait for medical aid approvals. T & C

#### Non-member assistance:

If the member is at home and someone on the premises is in need of emergency assistance we can help on a pay for help basis for non members.

St John is association with SOSREACTION

# SOSreACTION<sup>®</sup>

Personal Emergency SOS Assistance at the touch of a button

*The pendants has a built in GPS system and a cell phone that will display your exact location in our control room when you have an emergency.*



#### THE SOSREACTION PENDANT

Sometimes minutes can make a difference in an emergency.

**Simply press the SOS button on the pendant** to speak to our operator to get the help you need when you need it.

If you need the police, fire department, have a medical emergency, help on the roadside or home, we can help.

When the SOS button is pressed it simultaneously sends a message with it's location to your designated caregiver and phones our 24 hour control room.

You can even wear the pendant while showering.



## I've fallen and I cant get up!



**One press of the button to get the help you need!**

**If you need to police, fire or have a medical emergency we can help!!**

**Living alone? What will you do if you are suddenly ill.**

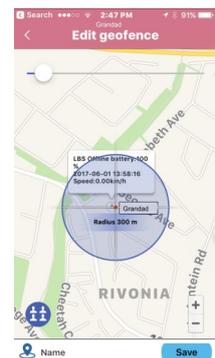
The pendant monitors it's battery status and messages the caregiver a reminder to recharge the pendant.

It also checks its GPS location every 60 seconds and can be tracked on our dedicated app.

#### GEO FENCE

You can set a GEO fence which is an electronic area boundary that will set off an alarm if the pendant moves out of the designated pre set area.

You can rest assured your child or elderly parent is where they are supposed to be.



The pendant is a phone with a Vodacom sim card. You can phone the pendant anytime to chat.

#### Who will help you? We Will.

SOSREACTION is ready to help you for that and more. We will dispatch and pay for emergency ambulances either road or air, country wide roadside assistance and emergency home assistance.

If you perhaps have a chronic or any debilitating condition we are here for you. Our services also includes dispatching police or fire department. Of course our complete assistance packages cover almost any problem.

## Connection to police, fire, emergency medical help, emergency home assistance and country wide roadside assistance at the touch of a button

### ROADSIDE ASSISTANCE INCLUDED

The call centre provides immediate access to a team of dedicated case managers, together with a national complement of accredited assistance service providers who will assist with roadside emergencies. This is only applicable when the service is requested through The call centre. Parts and repairs are not included. The services include: **Flat Battery:** The call centre will arrange to have the vehicle jump started. This service is offered whether the vehicle breaks down at home or on the road. Vehicles under warranty will be towed to the nearest franchise dealer.

**Keys locked in Vehicle:** The call centre will arrange for a locksmith to open the vehicle and retrieve the car keys. If the locksmith cannot resolve the problem at the scene, additional costs of towing or repairs are not covered.

**Flat Tyre:** The call centre will arrange to have the tyre changed using the spare tyre. In the event that there is no spare tyre, a tow truck can be arranged for client's account. These services are offered whether the vehicle breaks down at home

or on the road.

**Run out of fuel:** The call centre will arrange for fuel to be delivered to the client. We will supply up to 10 liters of fuel. This is limited to 2 incidents per annum. Additional fuel can be arranged at client's cost.

#### Mechanical and Electrical Breakdown:

The service provider will tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer. These services are offered whether your vehicle breaks down at home or on the road.

**Storage:** The call centre will arrange for the safe storage of the vehicle overnight or weekend where necessary. On the next working day, the vehicle will be relocated to the nearest approved dealer or repairer. Only the first tow covered. Additional tows are for the client's account.

#### EXTENDED ROADSIDE BENEFITS

Should you find yourself stranded 100km from home because of a vehicle breakdown or an accident, The call centre will arrange one of the following services:

Transmission of Urgent Messages: The call centre will relay messages of delay or changed arrangements to a nominated family member, employee or business colleague at your client's request.

#### Courtesy Transport:

Where the vehicle needs to be towed to a repairer, The call centre will arrange for the occupants to be transported to their respective destinations. A rental vehicle can be arranged.

**Hotel Accommodation:** In the event of a breakdown or an accident that results in an overnight delay, The call centre will arrange hotel accommodation for the occupants of the vehicle at one of our selected providers in the area.



## 24 HOUR EMERGENCY MEDICAL, ROAD AND HOME ASSISTANCE AT THE TOUCH OF A BUTTON

### EMERGENCY HOME ASSISTANCE INCLUDED



Home Assistance programme provides assistance to you when you are involved in a Home Emergency. A Home Emergency means any sudden, unexpected and/or unforeseen event at your home requiring the immediate and/ or urgent services of a domestic tradesman to limit/ minimize or prevent further damage to the home.

This benefit is restricted to home emergencies and only applies to your eligible premises/primary place of permanent residence or eligible premises, within the Republic of South Africa and used for domestic purposes, including outbuildings.

**Emergency Services Notification and Call-out:** At your request our Assist Call Centre will relay a notification of emergencies to the Police, Traffic, Fire Brigade, Ambulance, Security or any other emergency service provider.

**Mobile Notification Services:** As a member you will receive an SMS notifying you of the update on your active case. The below details will be sent to your mobile phone after lodging a case: Name of Primary Case Manager, Reference Number (ease of calling in and enable anyone of the Assist Agents to intervene or provide further details to the caller member). Once a Service Provider has been appointed, the responding Service Provider details will be sent along with the ETA Any changes made

to the case (new Service Provider, additional requests – breakdown, needs a tow etc.), If there is a shift change, the details of your New Case Manager will also be sent

*\*Please note that each benefit will be managed on an individual basis and is highly dependent on traffic, weather and correct information received i.e. address or area of incident.*

**Services Rendered:** The Home/Office Assistance programme shall entail the following emergency services to customers:

Plumbers, Glaziers, Electricians, Locksmiths, Tree Felling, Beekeepers, Pest Controllers - Borer Beetle /Thatch Lice/ Dust Mites/ Cockroaches /Fleas Fish Moths/ Ants/ Ticks / Bedbugs/ Rodents- ONLY Appliances (member will be assisted but on a referral basis only)

Benefit excludes Maintenance (Of any kind)

**Plumbers:** Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following: Visible burst water connections and pipes, Blocked drains, toilets, baths and sinks, causing further damage to the home, Emergency Geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems

**Glaziers:** Glazier assistance is a 24-hour help line, offering assistance where a service provider is dispatched to ensure that damaged building glass can be professionally replaced. Broken or badly cracked window panes which could result in access to the residence. No materials are covered as this is for the clients account (the actual glass etc. is for the client)

**Electrician:** Assistance shall be provided to customers in circumstances where they have requested access to the service where the emergency is any of the following: Distribution boards, circuits,

main cables causing power failure, Earth-leakage relays causing power failure, Geyser connections, and elements, causing 100% power failure, Plug points causing 100% power failure, Light fittings or switches causing 100% power failure, Lightning strikes on wiring causing 100 % power failure, Multiple burnt connections on wiring or plug points causing 100% power failure, Connections to all electrical motors (e.g. electric gate motor) causing 100% power failure

**Locksmiths:** If keys are broken off or lost for a main entrance or exit if the house (This includes out-buildings)

If a person is locked inside the house or any room within the house

#### Exclusions:

Burglary incidents (the member will be assisted, but is liable for the cost); and garages; Padlocks ; Replacing of damaged locks (the member will be assisted at his / her own expense) ; Business premises (Business premises - Only applicable for Office Assistance)

**Additional Benefits also included are:** Tree Fellers/ Bee Keepers and Pest Controllers - paid for up to the per incident limits only and only within day light hours Should a break in occur, Security assistance and guarding services will be provided at the members request. **This will be for the members own account.**

**Estimated Service Times: Urban Areas** = average response time is 35 to 80 min (from time of dispatch – 40km to 100km) with the potential of extended response time on weekends only .

**Rural Areas** = average response time is 80 – 240 min (from time of dispatch – in excess of 100km)