

WESTERN NATIONAL **ASSIST PROGRAM**

Western National Assist, provides complete peace of mind in the event of a roadside incident.

To ensure you benefit from the service provided by this product call the Assist line in the event of all roadside emergencies and or accidents and a consultant will assist and direct you.

0860 400 007

Your 24/7 roadside assistance and towing line.

Press 1 or 2 for the following services:

Roadside Assist (Press 1)

Provides the following services in the event of a Roadside Emergency:

Tow-in service to the nearest approved dealership (if under warranty), repair centre in the event of:

- Mechanical Breakdown
- Electrical Breakdown

Restrictions, Limitations and Conditions

- Un-road-worthy vehicles are excluded from cover and service.
- Service and cover restricted to Comprehensively Insured vehicle or vehicles insured for fire and theft only.
- Weight limits are restricted to the TARE (vehicle without load) as stated below.
- The costs of any tow services NOT arranged by the ASSIST Call Centre, and/or without prior authorisation by Western, will be restricted to the set rates on the table of limitations below. Towing and storage costs will become the responsibility of the client and only reimbursed once the Insurer is provided with an invoice.

Accident Assist (Press 2)

Provides the following services in the event of an accident:

Tow-in service and costs covered to the nearest approved panelbeater, storage facility or repair centre in the event of:

- Accident Damage – where the vehicle is not drivable
- Incidents other than an accident or mechanical/electrical breakdown, rendering the vehicle un-drivable or un-roadworthy.

Function	Description	LIMIT
Mechanical Breakdown	Mechanical breakdown not related to an incident or Insured peril	Only payable to service provider when Assist number is called. No call no cover
Electrical Breakdown	Electrical breakdown not related to an incident or Insured peril	Only payable to service provider when Assist number is called. No call no cover
Accident Damage	Damage due to an accident, vehicle < 3500 kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R2,500.00
	Damage due to an accident, vehicle between 3500 kg and 6000 kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R3,000.00
	Damage due to an accident, vehicle > 6000 kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R15,000.00
	Damage due to an accident, trailer, tractor, other commercial vehicle	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R15,000.00
	Accident scene clear up	If the Assist number is not utilised, the Insured will be liable to pay the service provider. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R15,000.00
Incident Damage	Damage due to an incident, other than an accident or mechanical/electrical breakdown, rendering the vehicle un-drivable or un-roadworthy. Vehicles < 3500kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R2,500.00
	Damage due to an incident, other than an accident or mechanical/electrical breakdown, rendering the vehicle un-drivable or un-roadworthy. Vehicles between 3500kg and 6000kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R3,000.00
	Damage due to an incident, other than an accident or mechanical/electrical breakdown, rendering the vehicle un-drivable or un-roadworthy. Vehicles > 6000kg	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the maximum limit of R15,000.00
	Damage due to an incident, other than an accident or mechanical/electrical breakdown, rendering the vehicle un-drivable or un-roadworthy. Trailer, tractor other commercial vehicles	If the Assist number is not utilised, the Insured will be liable to pay the service provider for towing and storage. Upon providing the Insurer with the paid invoice, the Insured will be reimbursed to the Maximum limit of R15,000.00

Contact us

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www.westnat.com

Western National Insurance Company Ltd, affiliates of the PSG Konsult Group, are authorised financial services providers. (FAIS: Juristic Reps under FSP 9465)

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General enquiries

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western
Rethink Insurance