



ROAD AND HOME EMERGENCY SERVICE

FOR ROAD AND HOME EMERGENCY SERVICE 24 HOURS A DAY, 7 DAYS A WEEK DIAL VIA THE EMERGENCY BUTTON ON OUR **PINEAPPLE APP**

WHAT IS CONSIDERED AN EMERGENCY?

An emergency is any sudden and unexpected event, which threatens your safety and that of the people involved or could lead to increased loss if left unattended. With Pineapple you have the peace of mind knowing that in the case of an emergency you can make use of our Emergency Service. The benefits, limits, additional information and helpful tips are included below.

ROAD EMERGENCY SERVICE:

This cover is automatically included with every vehicle you insure under a comprehensive Pineapple Motor Vehicles or Motorcycles Insurance policy.

BENEFITS AND LIMITS OF COVER:

Total benefit of R 4 000 or a maximum of 2 incidents per year	
Covered	Limits
Flat tyre	Call-out fee + 1-hour labour
Flat battery	Call-out fee + 1-hour labour
Keys locked inside vehicle	Call-out fee + 1-hour labour
Out of fuel	Fee for 1 call-out; the cost of fuel is for your own account
Mechanical/electrical breakdown (excluding accidents), tow to the nearest service provider for place of safekeeping	Initial tow-in cost; the costs of additional tows are not covered

Outside a radius of 100 km from your home

A maximum of 2 incidents per year

Vehicle storage	Up to the value of R 400 per incident
Hotel accommodation or car rental or taxi	Up to the value of R 400 per incident

IMPORTANT: If you don't call our Road and Home Emergency Service to arrange for a Pineapple-approved towing service, you may have to pay a part or all of the costs for towing and storage of your vehicle.

HOME EMERGENCY SERVICE:

This cover is automatically included with your Pineapple Household Contents or Buildings policy.

BENEFITS AND LIMITS OF COVER:

Total benefit of R 2 000 or a maximum of 2 incidents per year	
Covered	Limits
Emergency Locksmiths	Call-out fee + 1-hour labour
Emergency Electricians	Call-out fee + 1-hour labour
Emergency Plumbers	Call-out fee + 1-hour labour
Emergency Glaziers	Call-out fee + 1-hour labour
Tree Fellers	Call-out fee + 1-hour labour
Security	Call-out fee + 12-hours labour
Emergency notification to Police, Ambulance, Fire Brigade or any other emergency services.	

GENERAL INFORMATION:

- The cost of the materials, parts and additional labour is not included in this cover and is for your own account.
- Assistance is available to you even if you have exceeded your annual limits but you will have to bear the cost and will have to pay the relevant service provider directly.
- These benefits only apply to emergencies within the borders of South Africa.