

# WeDrive

## Frequently Asked Questions

### What is WeDrive?

WeDrive is a take-me-home service that MiWay offers to our clients as part of our MiHelp Roadside Assistance, which sees to it that they are driven home safely in their own cars after over-indulging on a night out.

### Who is WeDrive for?

WeDrive is FREE for all clients that have a car covered with us and have the MiHelp option (check your Coversheet or call us to be sure). These clients get 6 free WeDrive trips per year. There is no activation needed, and no upfront costs involved.

Please note: The policyholder may book WeDrive for any person driving the risk vehicle.

### How does WeDrive work?

- Clients can book a WeDrive trip by calling the MiHelp number on 08600 76 764 a week to two hours before they need a trip, and during operating hours.
- The call centre will then dispatch two drivers to the client, who will call the client once they arrive.
- The client is safely driven home in their own car.

### When can I call WeDrive to arrange collection?

- Please ensure that calls for collection are made before 01h00.
- The earliest pick up will be done at 05h30 and the last will be at 03h00.
- Make a booking at least 48 hours in advance for collections at peak times. These include over weekends, public holidays (the night before and on the day) and, in some instances, major public events that happen within the covered areas.

### Where is WeDrive offered?

The WeDrive service is available in Johannesburg, Pretoria, Cape Town, Durban, Bloemfontein, Nelspruit, George, Port Elizabeth and East London.

### What happens if the WeDrive driver has an accident while driving my car?

#### Am I still covered?

You're still covered as long as the terms and conditions of the policy are met. The details will depend on your policy specifics and the type of cover you have. The excess payable for the accident will still be your responsibility.

### Are there any additional costs involved in WeDrive?

Additional fees will be negotiated with the client beforehand if distance does not fall within acceptable kilometer radius or if additional service is required for someone who is not insured with MiWay.

Please note: This is not a taxi service as we drive you and your car safely home. Clients are not allowed to tip drivers. For any further questions, please don't hesitate to contact us on 0860 64 64 64.

MiWay is a licensed Short-term Insurer and Financial Services Provider (FSP:33970). Ts and Cs apply.