



# MiBusinessAssist

**We do admin, you do business.**

Your company demands 100% of your focus and energy. At MiWay Business Insurance, we understand that time is precious, which is why we are proud to offer MiBusinessAssist, through an external service provider, Digicall, to take care of all the admin while you focus on growing your business. MiBusinessAssist is a business support service designed to reduce unnecessary operational costs.

MiWay has partnered with Digicall to give you access to a platform of external service providers which can fulfil the unique needs of your business at an agreed monthly premium.

## Office Assistance

As a business owner, you require goods, services and equipment to be purchased on an ongoing basis. You may also need to book appointments or make travel arrangements on an ad-hoc basis.

Think of this as your 24/7 personal assistant, helping you to spend more time running your business by:

- Procuring goods and services at competitive rates;
- Arranging bookings; and
- Performing telephonic personal assistance services.

## Financial Advice

Highly-skilled financial advisors will help you take care of financial issues and tasks that you may not have the time or necessary skills for.

Clients have access to comprehensive support solutions that cover:

- Basic financial counselling (budgeting, financial needs analysis and financial literacy skills);
- Formal debt review (formal process guidance, contacting of creditors, etc.);
- Financial planning (risk planning and investment advice, including guidance on trusts and wills);
- Tax returns; and
- Debt wellness and debt counselling.

## Marketing

In today's competitive environment, a business's online presence needs to be fully optimised to meet their target audience's needs and provide a return on investment. Marketing services available through this service include:

- Facebook Business page setup (we can also set up Twitter, LinkedIn and Instagram accounts at a nominal fee);
- Corporate identity (logo design);
- Domain registration;
- Starter webpage (splash page);
- A direct email marketing campaign introducing your business to clients; and
- A free consultation regarding additional requirements (such as a full corporate identity document, website development and other marketing collateral).

## Medical Assistance

This service provides you with immediate access to a team of dedicated nurses and paramedics, together with a national complement of accredited medical assistance service providers.

You have access to:

- General medical advice (qualified nurses can answer your medical questions telephonically);
- Crisis telephone lines (family and domestic abuse, rape, child abuse, grief counselling, etc.); and
- Emergency medical transportation (clients will be transported to the nearest adequate medical facility by road or air).

## Emergency Office Assist

This service provides assistance to you when you have an emergency situation at your primary business premises that requires immediate attention in order to limit, minimise or prevent further damage to the premises.

In the event of a sudden, unexpected or unforeseen emergency:

- The Emergency Office Assist call centre will relay a notification to emergency service providers required, such as the police, traffic department, fire brigade, an ambulance or to a security company.
- Other service providers such as plumbers, glaziers, electricians, locksmiths, tree fellers, bee keepers and pest controllers are available to assist with emergencies. The call out fee and 1 hour labour is included in your MiBusinessAssist cover. Additional parts or labour will be for your own account.

## IT Help desk

With this service, IT experts provide 24/7 support on IT-related issues. Our experts will troubleshoot and attempt to resolve issues remotely. If the issue cannot be resolved remotely, a technician will be dispatched to your premises at an additional cost.

Technical support includes:

- Troubleshooting or maintaining self-service websites;
- Software support; and
- Systems support (servers, workstations, storage devices, terminals, peripherals, etc.).

## Tender Notification

The ability to keep track of relevant tenders for your industry can be costly and time consuming.

This service eases the process by:

- Requesting information specific to your industry as well as the type of tenders you are interested in participating in;
- Utilising various tender search engines to pro-actively alert you about tenders that arise in your specified areas of business;
- Advising you telephonically after completion of the tender; and
- Assisting you with a professional tender document.

## Licence disc and traffic fine support

Get assistance with the process of renewing South African vehicle licences as well as the notification and handling of traffic fines.

### • Licence disc renewal:

- You will be notified of your licence expiry a month in advance via SMS;
- Verify your vehicle details and pay securely online; and
- Your licence will be delivered to you via courier.

### • Traffic fine support:

- You will be informed about fines incurred;
- Payment of fines can be made conveniently; and
- Legal and administrative support on traffic fine related matters are also at your disposal.

## Legal Advice

This service offers access to a network of qualified lawyers, advocates and legal consultants who will provide you with:

- 24-hour legal advice (on any aspect of the law such as labour law, civil law, criminal law, family law, etc.);
- Free standard legal documents (sale or lease agreements, wills, etc.); and
- A free 30-minute consultation with a lawyer (one free consultation per matter. Additional consultations will be for your own account).

## Labour Advice

By utilising this service, you will get 24/7 call-centre support and advice on labour-related matters such as:

- Risk management and advisory consultation services;
- Matters referred to the CCMA and/or Bargaining Council;
- The management of the Bargaining Council main agreement and wage determinations;
- Union negotiations and strike action;
- The chairing and initiation of hearings and retrenchment consultations; and
- Templates repository.

## Contact information

MiBusinessAssist Helpdesk:

0860 003 237

[www.miway.co.za/business-insurance/mibusinessassist](http://www.miway.co.za/business-insurance/mibusinessassist)

Services are available 24/7, but please note that specialised advice may be limited to office hours (Mon to Fri, 8am - 5pm).

Terms and conditions apply.