




A Dummy's Guide to

# Owning a Car

# Contents

Disclaimer, Terms & Conditions	3
Understanding Policies, Conditions and Buzzwords	4
Common Things to Look Out For in Your Car Insurance Policy	8
 Infographic: Interesting Facts about South African Car Owners	12
Debit Order Payments: Know the Facts	13
 Infographic: Factoids on Car Insurance	16
MiWay's Roadside Emergency Assistance Explained	17
Added Benefits or Cover Options to Look Out for	19
Help Guide: How to Claim	21
Important Safety Checks and Tips	25
How to Insure Personal Items within Your Vehicle	29
MiWay's Suggested List of Vehicle Essentials	31
The Ultimate Road Trip Checklist	35
 Infographic: Honesty is the Best Policy	38
Frequently Asked Questions	39
Hang With Us	42
MiWay Infographic Appendix	43



## Disclaimer, Terms & Conditions

It is important to understand that this eBook was written with the intention of educating car owners. The content within this eBook cannot be used to substantiate any claim that is submitted to MiWay. Each and every individual who joins MiWay insurance enters into a legal and binding contract which dictates the manner in which an insurance claim is made and processed.

This eBook contains information that is purely educational.

‘A Dummy’s Guide to Owning a Car’ was created as a helpful guide for first-time car owners and previously uninsured motorists. MiWay will not accept any claims that pertain to this eBook due to the informative nature of the content. If you are an existing MiWay client, please review your policy schedule and the policy wording confirming your specific cover.

If you have any questions or queries, please do not hesitate to contact MiWay and an insurance consultant will be happy to assist you. Visit our website at [www.miway.co.za](http://www.miway.co.za).

MiWay Insurance Limited is an Authorised Financial Services Provider (Licence number: 33970).



When it comes to car insurance, most of us can feel a little overwhelmed by the many terms, conditions and buzzwords that appear in our insurance policies.

Few of us understand the jargon of the insurance industry and often find ourselves agreeing to terms that we do not fully understand in the hope of obtaining reliable and efficient vehicle insurance.

## Understanding Policies, Conditions and Buzzwords

To get the best value from your car insurance, it is important to understand the various terminology included in your insurance policy. A thorough understanding of these conditions and catchwords will ensure that you are not caught off-guard in the event of a claim. It is important to remember that the point of car insurance is to offer a safety net in times of crises; to ensure that you don't need to dip into your savings account to replace or repair a vehicle. In order for this safety net to work efficiently, it is important to recognise the various limitations, conditions and terms. Not only will this understanding offer you peace of mind, it will also ensure that you are educated on your insurance company's various legal and practical procedures.



We've compiled an all-inclusive selection of definitions and explanations of various conditions and buzzwords that regularly appear in car insurance policies. If you're feeling a little stumped on insurance policy terminology, read through the following:

## Policy Schedule or Coversheet

When it comes to taking out reliable car insurance, you will be required to enter into a contract. This contract can be entered into via telephone, online or, in some cases, in writing, but by law your insurer is obliged to confirm the conclusion of the contract in writing within 30 days. This confirmation is in the form of a policy schedule (Coversheet) summarising all of the specific information of your insurance policy.

## Claim

You submit/report a *Claim* to your insurance company when you have suffered a loss or damage to an insured item and you need your insurer to get you back into the same financial position you were in prior to the loss. The merits of your *Claim* will be validated - and based on the terms and conditions of the policy, the *Claim* will be accepted or denied (rejected) by the insurance company.

## Excess

An excess is an agreed amount of money that the policyholder is liable to pay in the event of an insurance claim being settled. For example, if the excess on your car is R3,000, and the damages amount to R50,000, your insurance company will pay the remaining R47,000 once you have paid your excess to the repairer. Insurance companies charge an excess to assist clients in managing their risks by not claiming for minor incidents - as well as to ensure that customers do not submit minor or fraudulent claims. If the claimed amount is less than the excess, there would be no claim.

## Perils

*Perils* refer to a variety of risks that can cause damage to your car. These include accidental and intentional damage, theft, hijacking, attempted theft or hijacking, fire or explosion, earthquake, storm, hail, flood or snow and glass damage.



## Premium

A *Premium* is the amount of money that is paid upfront on an annual or monthly basis to ensure that your vehicle is covered. Your insurance *Premium* will increase or decrease depending on a variety of factors, referred to as underwriting criteria.

## Your vehicle can be insured for the following values:

- **Retail Value**

*Retail Value* is the average current selling price (on a dealer's floor) as per the TransUnion Dealers' Guide. If you were to insure your vehicle for its *Retail Value*, it would be insured for the value closest to the replacement cost. Although it is the more expensive option, it has a large number of benefits if anything had to happen to your car. It is also important to remember that the *Retail Value* of your vehicle decreases on a monthly basis.

- **Market Value**

*Market Value* is the average between the vehicle's retail and trade value. It is important to note that although you are paying less for your insurance, you are covered for a substantially lower value.

- **Trade Value**

When searching for car insurance options, the most attractive deals are those that seem to be the cheapest. If you choose to insure your car for its *Trade Value*, it would be valued at the average price that a motor dealer will pay you for the vehicle as per the TransUnion Dealer's Guide. *Trade Value* is the lowest value.

- **Specially Agreed Value**

*Specially Agreed Value* applies to unlisted, vintage and collectors' vehicles, caravans and trailers where a valuation is given by an appropriate approved source.



## Types of Cover

- **Comprehensive Cover**

*Comprehensive* car insurance can be referred to as an 'all-inclusive' insurance package. You will be covered if your car is damaged as a result of a sudden or unforeseen event such as an accident or intentional act, acts of nature, fire or explosion, or if it gets stolen or hijacked. You will also be covered for any damage that you cause to a third party. Although comprehensive car insurance requires a higher monthly fee, it will ensure that you receive 360 degree insurance cover.

- **Third-Party, Fire and Theft Cover**

*Third-Party, Fire and Theft* will ensure that you are covered for damage towards other people's property that you are legally liable to pay (*Liability Cover*), damage caused as a result of fire, as well as when your vehicle gets stolen or hijacked.

Damage incurred by your vehicle during - for example, a collision or a hailstorm - will not be covered. The cover is therefore limited.

- **Third-Party Only / Liability Cover**

*Third-Party Only* insurance will only cover you for damage that you are legally liable to pay towards other people's property caused as a result of your negligence. Also sometimes referred to as *Liability Cover*, it will not cover any damage incurred to your own property - but can save you from any legal action that can be taken against you in the event of damage.

To fully understand the details of your car insurance policy, it is best to read through the documentation supplied by your insurance provider and use these definitions for your reference. Not only will this clarify the complexities of car insurance terminology, it will also ensure that you are up-to-date with that which you are covered for and the parameters thereof.



It is always exciting buying a new car, whether you choose a fancy sports car or a sensible family vehicle. Often, we are so excited to drive our new set of wheels that we don't pay close enough attention to our car insurance policies.



## Common Things to Look Out For in Your Car Insurance Policy

A common misconception is that we don't have to give our insurance policies a second thought once we have "signed on the dotted line". The truth is that we often overlook the wording in our Coversheets and this can be to our detriment in the case of loss or damage occurring. To ensure that we understand the concept of car insurance, it is important to look out for a handful of important items within your car insurance policy. You wouldn't want to find yourself in a situation where you submit an insurance claim and it is rejected - leaving you feeling desperate and confused. We've listed three key questions that you should ask when accepting your insurance policy.

They are:

### **Does Your Policy Exclude Certain Risks / Perils?**

When insuring our vehicles, we often forget about the many things that could possibly go wrong. Theft or collisions are the first two things that come to mind when we think of car insurance and the purpose thereof. Although both are cause for concern, they are not the sole challenges that motorists face.





Roads are unpredictable – not only do drivers face the dangers of reckless behaviour but they also face the threats of unmaintained surfaces, drastic weather conditions and even vandalism. It is due to these numerous threats that car owners should double-check the list of risks/perils for which they are covered.

For example, you as a car owner, may submit a claim pertaining to severe weather damage (such as flooding or hail) in the hopes that your insurance company will pay out for the damage incurred. However, your claim may be rejected if these specific risks were not specified in your insurance policy. Both frustrating and inconvenient, this is the last thing that you'd want to hear - and all because you didn't check what type of cover your lower premium would give you.

Ensure that your vehicle is covered for a variety of risks/perils, including:

- **Accidents or collisions,**
- **Theft, hijacking; attempted theft, attempted hijacking,**
- **Fire damage or explosion,**
- **Hail, wind, rain, flooding or snow,**
- **Vandalism, and**
- **Damage to window glass.**

Make sure that you read through the exclusions to know which perils would be covered in certain situations. By ensuring that your vehicle is insured against these risks, you are saving yourself from a considerable amount of frustration and possible expenses when it comes to repairing your car.



## Are There Additional Excesses on Certain Claims?

In the event of a valid claim, you are expected to pay an amount known as an excess. The excess, as previously explained, is the first amount payable by the insured (meaning you have to pay the amount agreed to in terms of the policy). The amount is either payable to the service provider like the panel beater or deducted from the final settlement amount. In certain events, an additional excess might apply. An additional excess is payable on top of your normal/standard excess.

An additional excess might, for instance, apply if the incident driver is not the regular driver and under the age of 25.

Ensure that you refer to your Coversheet to familiarise yourself with any additional excesses and consult with your insurer should you require an explanation.

## For What Value is Your Car Insured?

When taking out a car insurance policy, it is important to remember that your car can be insured for one of three values, namely retail, market or trade value – the definition of which was explained already. The chosen insured value will reflect on your Coversheet and will be the maximum amount that will be paid out in the event of a claim. If your car is written-off and needs to be replaced, the insurer will take a look at the value for which your car is insured and your claim will be handled accordingly. It is important to remember that the amount you're covered for is based on a variety of calculations, including that of depreciation.

If you are involved in an accident a year later, the amount you will receive will not be the same as what you purchased the vehicle for, neither will it be the value of a brand new vehicle. Remember that vehicles lose value monthly (depreciation) and the value at the time of the loss will be considered the maximum amount the vehicle is worth.



When taking out car insurance, it is important to read through the contract that is presented to you to ensure that you get the best value for your premium. To avoid finding yourself in a situation where your claim is declined, look out for anything that concerns you and ask your consultant for advice or assistance.

# INTERESTING FACTS

## About South African Car Owners



**65%**

of vehicles on South African roads do not have car insurance



**377 000**

There are approximately 377 000 unroadworthy vehicles on the roads



**970 000**

South Africans who are driving around with expired licences



**20**

More than 20 people are disabled on South African roads each day



**7 000**

South Africans are renowned for a poor attitude toward road safety resulting in the injury of 7 000 people every year



**64%**

of all South Africans say that they buckle up



**5**

Most common car insurance claims:

1. Fender benders
2. Windshield damage
3. Theft
4. Vandalism
5. Rear end damage



**NEED A QUOTE?**  
Visit  
[www.miway.co.za](http://www.miway.co.za)

**miway** .CO.ZA  
why any other way?



## Debit Order Payments – Know the Facts

Buying a new car comes with a variety of responsibilities and one of them is to ensure that you drive away with a reliable car insurance policy. When it comes to owning a car, you want to protect your asset and ensure that you have a safety net on which to rely in times of a vehicle emergency.

Reliable car insurance cover requires either a monthly or annual premium that is paid on time in order to keep your policy active, thereby ensuring your vehicle is covered. Failing to pay your insurance policy can lead to a claim not being paid out, which can lead to financial difficulties. It is important to remember that the sole purpose of car insurance is to put you back into the same financial position that you were in before the loss or damage occurred.

For optimum service from your car insurance provider, it is important that you know the facts when it comes to debit orders. Here they are:

### Understanding Debit Orders

A debit order is an authorised instruction by a depositor to their bank of choice requesting a recurring debit transaction from their account into the account of another. Insurance companies may allow you to choose a date for this transaction to take place that is best suited to your needs. On this date (or the closest working day to it), the monthly premium will be debited from your account, keeping your policy active. It is important to remember that your account needs to have enough funds in order for the debit order to be successful.



## 15-Day Grace Period

According to the *Short-term Insurance Act's Policyholder Protection Rules*, the insurer must provide a client with a 15-day grace period after the initial debit order date in which the payment can be made. This grace period does not apply to the first month in which the insurance policy has been taken out.

## Missing a Payment

If you do not pay your premium, you will not have cover. Ideally, if you happen to miss a payment on your policy, it is best to contact your insurance provider to make appropriate arrangements, and preferably pay within the 15-day grace period to ensure cover.

## Consequences

If you continue failing to pay your premium and do not contact your insurance provider, your policy may be cancelled. Car insurance providers have different rules regarding missed premiums, so be sure to check your policy schedule for what applies to you. You will also not have cover for the period you did not pay a premium - which puts you at risk of having to pay for your own vehicle repairs. It is important to remember to contact your insurance provider if you choose to open a policy with a different insurer, so that your policy can be cancelled – otherwise you will end up being dual-insured and paying two premiums for the same cover.



## What Is a Pro-rata Premium?

Your insurance policy start date will most likely not coincide exactly with your debit order date resulting in a portion of a premium being deducted from your account prior to your selected debit order date. This is referred to as a 'pro-rata premium'. This will ensure that your vehicle is covered from the time the vehicle is placed on cover until the next debit date.

It is important to remember that your cover period is from your agreed debit date until the next agreed collection date. To ensure reliable car insurance cover, ensure that you do not skip out on any debit payments. Keep in mind that you will need to speak to your insurance provider if times are tough, allowing you enough room in which to make the payment.

Get the best out of your car insurance policy by understanding debit orders and the facts that go with them.

# FACTOIDS ON CAR INSURANCE

1

## AT WHAT AGE DO PREMIUMS DROP?

As drivers age, their premiums begin to drop, provided they have a record that shows no previous incidents or claims. In South Africa, drivers between the ages of 18 and 25 pay the highest premiums.

2

## IF THE VALUE OF MY CAR DECREASES, WHY DOESN'T MY INSURANCE PREMIUM?

Over time, the value of your car will depreciate. Unfortunately, the cost of parts and labour to repair vehicles increases annually - offsetting the depreciated worth of the vehicle.

Remember that a long period without claims may lower your premium.

3

## 8 WAYS TO ATTRACT A LOWER PREMIUM:

1. Opt for a cheaper vehicle
2. Always think about the cost and availability of vehicle parts.
3. Although lovely to look at, imported and exotic vehicles may cost more to repair
4. Don't chase the thrill- opt for vehicles with smaller engines and less horsepower.
5. Resist the temptation of adding expensive extras and enhancements.
6. Choose a light coloured car. They're easily visible in the dark and on tar roads.
7. Look for a car with good safety features.
8. Opt for a car that is low risk when it comes to theft.

4

## AT WHAT AGE ARE DRIVERS MORE LIKELY TO HAVE AN ACCIDENT?

Research shows that males between the ages of 18 and 25 are more likely to have an accident than any other road user.

5

## DO WOMEN PAY LOWER PREMIUMS?

Statistically, women are safer drivers than men. However; there is no gender directive that stipulates such a law. If a woman does pay lower premiums, this may be due to her insurance history.

✓ In 1953, the owner of a highly polished vehicle made a claim for damage after a ram mistook its reflection in the car's bodywork for a rival and attacked the car.

✓ The Johannesburg Metropolitan Police Department issues an average of 300 000 traffic fines per month.

✓ According to the latest South African Crime Statistics, hijackings increased by 5.4% in 2014.

**miWay** .CO.ZA  
why any other way?





Roadside assistance offers clients peace of mind, as well as offering a sense of security when it comes to breakdowns in the middle of nowhere.

Trying to change your tyre on a dusty road between Pofadder and Springbok can leave you feeling rather defeated, while a night-time breakdown may cause unease, especially for female drivers.

## MiWay's Roadside Emergency Assistance Explained

To receive quick and hassle-free roadside assistance, you need to ensure that your policy is active, that you have Roadside Assistance as a benefit on your policy, and that your car is roadworthy and in efficient working order.

Download the MiWay mobile application or keep the Roadside Assistance number handy and you'll never have to worry about being stranded along the side of the road.



MiWay's 24/7 Roadside Emergency Assistance (MiHelp) number is 0860 767 64. MiHelp offers the following roadside assistance services to qualifying clients:

- **Towing to the nearest service provider and safe storage of the car,**
- **Assistance for flat tyres, flat batteries and keys that are locked inside the car,**
- **Running out of fuel, and**
- **Hotel accommodation or alternative transport if you are stranded more than 100km from your home.**

## **WeDrive**

WeDrive is a home-drive service that is offered to MiWay clients in the event of an indulgent evening. To ensure that our clients are kept safe on the roads, we encourage clients to make use of this service if they feel that they have consumed too much alcohol to safely navigate their way home. We recommend that you book a collection time before going out to ensure that there will be a driver available. At the pre-arranged time, two drivers are dispatched to collect you and drive you home. Six free trips are provided to MiWay clients eligible for the MiHelp option – after these trips are used up, clients can still use WeDrive, but at their own cost.



## Added Benefits or Cover Options to Look Out for

### Car Hire

We are all familiar with the feeling of trying to organise a car for the duration that your car is in for repairs. We call countless relatives and friends in the hopes of finding a vehicle to get from A to B. If you're insured with MiWay, you can take a deep breath and relax. In the event of a valid claim, you will be able to use a hired car that is provided by your insurance provider. Take note of the following:

- **In order to make use of the car hire option, it is important that it reflects on your Coversheet and that you have a valid claim in terms of your policy.** If you are unsure about whether or not you qualify for the option, review your policy.
- Your insurer will provide you with a hired car if your car is either: **damaged and being repaired, damaged and not drivable, stolen or hijacked.**
- **You will be required to pay a deposit for the hired car** which is refundable provided that the car is returned in the same condition in which you received it. In the event of a claim on a hired car, you will be required to pay the excess.

It is important to remember that all added-value services are subject to whether or not you chose these various options upon "signing" your contract. The length of which you may keep the hired car is dependent on the option that you chose. This can be one of the following options: 10, 20, 30, 45 or 60 days. Once this period is over, you may choose to continue hiring the car at your own expense.



## Towing and Storage

If you find that your car needs to be towed after an insured event/peril has occurred, it is important to remember that it can only be done so by a service provider that is approved by your insurance company. When you sign your insurance policy, you will receive a 'do-not-tow' sticker that needs to be stuck onto your vehicle. MiWay will cover reasonable towing and storage costs of your vehicle, provided that it was towed by an approved service-provider and you have a valid claim.



## Help Guide: How to Claim

South African roads can be unpredictable; from wandering wildlife to knee-deep potholes: local drivers need to keep an eye out for anything and everything. It might seem quite obvious when it comes to submitting a claim for a car accident, but what about the incidents that leave you feeling a little bit confused?

With the aim of simplifying your understanding of car insurance, we have provided a detailed process of how to claim for a variety of different scenarios. It is important to remember that honesty is the best policy when it comes to submitting an insurance claim - no matter how absurd the claim may sound. It is important to alert your insurance provider to any and all incidents, as this can save you from a range of financial and legal complications in the future.

Firstly, it is important to understand the process of submitting an insurance claim. Claims can range in complexity according to the severity of the incident. It is important to remember that patience is key when it comes to placing a claim, as it takes a substantial amount of time to ensure that it is processed correctly. For your convenience, here is a step-by-step help guide on how to claim for various incidents:

### How to Claim

Whether you bumped someone's car in the parking lot, knocked over a cow, or find yourself in a serious car accident, it is important to contact your insurance provider as soon as you can. Depending on the severity of the accident, you will need to contact the police first - and then possibly an ambulance. Once you have been issued with a case number, contact your insurance provider and supply them with a detailed account of what happened.



Once you have submitted a claim with your insurer, a claims handler will communicate with you to complete the claim and capture any outstanding information. Keep in mind that you will need to report any incident within 30 days.

## Fender Benders

People often find themselves wondering whether or not to claim for a fender bender. The truth is that any and all incidents should be communicated to your insurance provider. This is to ensure that if you find yourself in an accident at a later stage, the damage from the two different events can be differentiated. If you cause the damage, you are obligated to contact your insurance provider to let them know that a third party claim will be made. If you are involved in a fender bender, remember to:

- **Pull over immediately** (provided it is safe to do so);
- **Ensure that the other driver steps out of their vehicle to exchange important information;**
- It is important to get the other driver's name, surname, contact details and name of insurance provider. **Confirm their ID number and driver's licence;**
- **Make a note of the damage** to your and the other car;
- **Get the contact details of bystanders** who witnessed the incident;
- **As soon as possible, go to your nearest police station and report the incident. They will provide you with a case number – keep note of this!**
- **Alert your insurance company to the details of the incident.**





## Hijacking and Theft

Having a car insurance policy doesn't necessarily mean that you will be compensated if your car is stolen. The first suggestion is that you review your Coversheet to ensure that you are covered for theft. Also check that you have complied with any security requirements. Take a look at the value for which your car is insured – remember that market, trade and retail value will result in different amounts of compensation.

If you happen to find yourself in a situation where your car is stolen, you will need to do the following:

- **Alert the police and tracking company (if applicable) immediately.**
- **Provide them with the necessary information.**
- **Phone your insurance provider and let them know what is happening.**
- If your vehicle is not found, **ensure that the police open up a case file and provide you with a case number.**
- **Call your insurance consultant** and let them know that the car has **not** been found.
- Follow the prompts given by the consultant.

## Vandalism

Recognised as one of the most aggravating car insurance woes, vandalism is sure to get your blood boiling. If this happens to you:

- Ensure that you make a note of **where** the incident happened as well as the **estimated time frame**;
- If possible, take a handful of **clear photos**;
- **Report the act to the police** and receive a case number;
- Contact your insurance provider and **submit your claim**.

As with all vehicle insurance, your claim can only be approved if your Coversheet specifies that you are covered for damage incurred by acts of vandalism and your premium is paid.



## Windshield Damage

A chipped or cracked windscreen is not only unsightly, it is also dangerous. Review your insurance policy and ensure that you are insured for damages to your windscreen. Without it, you will be responsible to cover the costs of replacing or repairing it. Flying stones and debris are one of the most dangerous obstacles that face South African drivers. A small stone can result in a shattered windscreen and severe injury.

- **Contact your insurance provider immediately and notify them about the incident. You will need to provide your personal details as well as your policy number to allow the consultant to take a look at your policy.**
- **If your Coversheet states that you are insured for windshield damage, the consultant will tell you what to do next.**

## Weather Damage

South Africa is notorious for golf ball-sized hail stones that fall from the sky at the most inopportune moments. It is imperative that you double check your Coversheet to see whether or not you are covered for damages incurred by the elements. This includes fire, explosion, snow, hail, rain and wind.

If you know that you are covered for weather damage, it is best to contact your insurance provider and submit your claim as soon as the incident occurs.

Car insurance policies may also cover you for personal accident and personal liability. When in doubt, check your policy schedule or Coversheet for the amount you are covered for. When involved in an accident of any kind, try to remain calm. We understand that it can be nerve-wracking but it is important to remain as composed as possible. Not only will this assist when it comes to making sense of the situation, it will also ensure that if necessary you are able to give a detailed and complete report to both police and your insurance consultant.





## Important Safety Checks and Tips

Your vehicle is an asset and requires a certain amount of attention and care. Regular services not only keep your car running smoothly; they also ensure that you stick to the terms and conditions of your car insurance policy. A safe, roadworthy vehicle ensures that you cannot be at fault for any technical or mechanical malfunctions when driving.

From tyres and brakes to fluids and windscreen wipers, it is important to check your vehicle regularly - especially before you embark on a lengthy journey, as this will ensure that you have a safe and hassle-free trip. These important safety checks and tips will not only ensure that you are eligible to submit an insurance claim, it will also ensure that you do not find yourself fumbling around on the side of the road looking for the scraps of your tyre.

Before you set off on your journey, take a look at the following safety checks and tips:

### How Safe are Your Tyres?

Damaged or worn tyres can lead to a variety of safety concerns, and will render your vehicle not roadworthy. Before setting off on your daily commute or festive road trip, check the following:

- **Ensure that you have a functional spare tyre and appropriate kit in your boot;**
- **Check for any punctures, bulges or cuts as these could lead to a burst tyre or blow out;**
- **Ensure that your wheels are aligned and balanced;**
- **Check the inner and outer wear of the tyre;**
- **Look out for irregular bald spots, they are the results of worn shock absorbers - another red flag that you should make a note of;**
- **Ensure that all five tyres (including the spare) have valve caps;**



- **Check that each tyre has all of its torque wheel nuts and tighten them if necessary;**
- **Check the tread of all tyres to ensure that there is sufficient traction when driving on wet or gravel roads; and**
- **Have your tyre pressure checked and filled if necessary.**

It is also important to ensure that your tyre size conforms to the specification in the owner's manual. This will ensure that the car remains balanced throughout the journey. Take a close look at your rims – do they look like they could be loose or damaged? Ensure that they are tightly in place to avoid losing them on the road.

### **Road Safety Tip: Don't Brake Over Potholes**

Sometimes, due to traffic congestion or the shape of the road, it is difficult to miss the huge pit in the road - and slowing down over the pothole will not do your vehicle any good. All you've got to do is grit your teeth and hope that your car makes it through unscathed. The trick is to brake and slow down before the gaping hole. Avoid braking as you drive over it - as this is when the most damage is sustained. Try to avoid unfamiliar roads and stick to the speed limits, as this will prevent you from flying over potholes. Be wary of puddles – they can often conceal large potholes which can cause extensive damage to your vehicle. Hold onto the steering wheel tightly as your vehicle could jump and jerk out of control . If your wheels are properly aligned, you will be guaranteed safe handling as you pass over the pothole. If possible, pull over to the side of the road and check that your tyres are still intact. Also, check for water or oil leaks - as going through a pothole can cause damage to the undercarriage of the car.



## When Was the Last Time You Had Your Car's Brakes Checked?

Wear and tear can take its toll on your brake pads, often resulting in an uncomfortable squeaking or scraping noise. It is recommended that you have your brakes checked at least once every 5 000 kilometres to ensure that they are in working order. Here are a few tips on how to preserve your car's brakes:

- **Emergency Stop**

Most cars are equipped with ABS (Anti-lock Braking System) which prevents the car from skidding when you push down hard on the brakes. If your car does not have ABS, it is recommended that you apply pressure of 70-80 percent before trying to press your brake pedal to the floor.

- **Braking on Wet Roads**

A wet road surface increases your chances of hydroplaning. When the roads are wet and slippery, avoid speeding. You will need the extra space between the cars to manoeuvre if you have to brake suddenly. Do not press your foot down on the brake pedal. Slow down at a gradual pace to avoid skidding.

- **Safe Following Distance**

A safe following distance is the best way in which to preserve your brakes. Ensure that you keep a distance of at least three cars between you and the car in front of you. If you stop at a red light or stop street, leave a big enough space in which to move if the car behind you comes up too quickly or the car in front rolls back.



## How to Handle a Blowout

A tyre blowout can be daunting as it is the cause of many highway accidents. It happens at such a speed that it is difficult to process any instruction and the most natural reaction is to press down on the brakes. This move, however, can cause a severe accident.

Instead of placing pressure on your brakes, avoid an accident by switching on your hazard lights and maintain the momentum. You will feel the car pull to one side; offset the motion by smoothly counter steering the car in the opposite direction. Once you have stabilised the car, you can take your foot off of the accelerator and let the vehicle slow down on its own. Move into the emergency lane and let the vehicle come to a stop.

These tips and checks will increase your safety whilst on the road. Not only will they prevent any excessive damage, they will also ensure that you reach your destination safely and comfortably.



## How to Insure Personal Items within Your Vehicle

There are times in our lives where we use our vehicles to transport the most valuable of our possessions. After work, we store our laptops in the boot of our car; if we're going on holiday, we pack the car with bags that contain our jewellery, cameras and gadgets. We leave our bags at our feet or stash them in the boot while we drive and, as many women will understand, our lives are crammed into a slither of fabric.

If one or more of these items are forcefully taken out of our vehicle, we lapse into a mixture of fury, frustration and confusion. What do we do when our entire professional life exists on the laptop that was just stolen? Thankfully, MiWay offers clients MiMovables insurance cover - which covers personal items that are usually worn or taken out of your home. Although your insurance provider won't be able to recover your stolen work, they will be able to assist you by replacing your laptop, providing that it is stipulated on your Coversheet.

It is important to remember that you will have to prove that the perpetrator entered the vehicle using force - in other words - the incident took place showing visible signs of forced entry. As with an accident, you will need to report the incident with the police within 24 hours of the incident, who will then give you a case number as reference that you have reported it. You will be asked for the case number when you submit an insurance claim.

Make sure that your items are not visible from outside the car by keeping them either in the cubbyhole or the boot of the vehicle. As with all insurance claims, it is important to remember that your Coversheet needs to specify that you are covered for a variety of personal items. It can often be difficult to specify each moveable item as you wear it or take it out of your home.



Despite the list of specific items on your Coversheet, your MiMovables insurance cover will ensure that you are covered for a variety of unspecified items up to the value specified in your contract. When reviewing your Coversheet, ensure that the items that you wish to specifically cover and that are precious to you are listed.

The last thing that you want is to find yourself in a situation where your belongings have been stolen and your insurance provider cannot replace them.

If you have any pressing questions, consider chatting to your insurance consultant about how to insure the personal items within your vehicle and if you haven't already selected this option, review your policy.



## MiWay's Suggested List of Vehicle Essentials

Travelling on South African roads can be unpredictable and we have learnt that life can be full of surprises. Some are wonderful and then there are those that fill you with dread. These awful surprises can range from a flat tyre to breaking down on the side of the road at a time your cell phone's battery is about to "die".

We've compiled a list of the top ten essentials that you should always keep in your car, which should help you to get out of your predicament quickly.

### 1. Jumper Cables

There are few things that come close to that awful feeling where you jump into your car, ready to leave - and it will not start. You try and try, but cannot bring your engine to life. Keep a pair of jumper cables in your car at all times. Count yourself lucky if you never have to use them. You never know, you might be someone else's saving grace.

### 2. Spare Tyre Kit

You've discovered that your tyre has a puncture, it's pouring with rain and you need to fix it. You pull over, and slosh through the mud to your boot – only to discover that you forgot to inflate your spare tyre. It is important to make sure that your spare wheel kit is in good condition and that you have all of the necessary tools with which to change your tyre. This includes a jack, wrench and of course, a spare tyre. When checking the pressure of your tyres, look out for any bulges, rips or bald spots. Remember to check your spare too!



### 3. Self-Charging Torch

For those who fear getting stranded in the dark, a self-charging torch is essential. Besides assisting you to not crush your fingers while trying to change your tyre in the dark, it can also be handy to warn traffic if you have broken down in a spot where it's difficult to see a stationary vehicle.

### 4. First Aid Kit

'Expect the best, prepare for the worst' is why it's important to ensure that you have a fully stocked first aid kit in your car at all times. Not only can it come in handy when you're trying to ward off motion sickness but it is an essential tool for handling any minor accidents. Double-check that it is fully stocked and contains a manual.

These are the essential items that every First Aid Kit should contain:

- **Adhesive tape**
- **Antiseptic solution**
- **Bandages in varying sizes**
- **Gauze pads and Roller Gauze**
- **Petroleum Jelly**
- **Safety pins in assorted sizes**
- **Disposable latex or synthetic gloves (at least two pairs)**
- **Scissors and tweezers**
- **Sterile eyewash, such as a saline solution**
- **Thermometer**
- **Bulb suction device for flushing out wounds**





- **Instant cold packs**
- **Foil Blanket**
- **First-aid manual**

## **5. Reflective Emergency Triangle**

Not only is it handy, but by law, all South African car owners and users should have a reflective emergency triangle. A breakdown in busy traffic can be disastrous if you do not place the triangle at least 45 metres from your vehicle. There are no excuses when it comes to packing an emergency triangle - it is thin, compact and hassle-free to pack into the corner of your boot.

## **6. Phone Charger**

On a good day, a flat cell-phone battery can cause monumental levels of frustration.

On a bad day, breaking down with no way to contact or call anyone can push one over the edge. Before you get into the car, ensure that you have a car charger in your cubby hole.

This will avoid any nervous breakdowns that can be triggered by a flat battery.

## **7. Roadside Emergency Contact Details**

Whether you've got it shoved into your cubby hole or stuck to one of your windows, roadside emergency contact details are imperative. Not only will this prevent you from spending the night along the side of the road, it will offer you peace of mind in the case of a severe emergency. MiWay insurance holders are encouraged to download the [MiWay Mobile App](#) to ensure emergency assistance at the touch of a button.



## 8. Map Book Or GPS

In many cases, our cell phones act as reliable GPS devices. That is, until we lose the connection and are left driving around in circles. A satellite GPS and map book is ideal for anyone who regularly travels the South African roads.

## 9. Emergency Kit

Different to a first aid kit, an emergency kit will ensure that you are prepared for the most extreme and bizarre events. Ensure that you have a small gym bag that can be kept in your boot with the following items:

- **An extra set of clothing,**
- **Towels and blanket,**
- **A fire extinguisher,**
- **An umbrella, and**
- **An extra pair of comfortable shoes.**

## 10. Owner's Manual

There is nothing more confusing than pushing a multitude of buttons and knobs when trying to de-mist your windscreen in the pouring rain, or when a little light pops up on your dashboard and you have no idea how to decipher it. The solution? Ensure that your owner's manual is always in your car. Keep it in a place that is most accessible to you, be it your cubby hole or in the side of your door.

If you run through this list and realise that you are missing something, ensure that you place it in your car as soon as you can.



# The Ultimate Road Trip Checklist

Before you set out on your epic road trip across the beautiful South African landscape, it is imperative that you complete a comprehensive vehicle checklist to ensure your safety. By going through the list, you'll not only guarantee your safety but also ensure that your car is roadworthy – an important factor when it comes to submitting an insurance claim in the event of an accident.

We've compiled a vehicle checklist that should be conducted at least two weeks before you set off on your journey which will allow enough time for any repairs that might need to be done. Follow this simple list to make sure that your car is good to go:

## **Tyres**

Before setting off on your road trip, it is important to have your tyres checked. At a minimal cost, you can have them aligned and balanced to ensure a safe journey. Remember to check the spare!

## **Brakes**

When was the last time you had your vehicle's brakes checked? Make sure that the brake pads and disks are in optimal working order. A mechanic will be able to tell you whether or not your vehicle is suitable for a long trip.

## **Windscreen and Windscreen Wipers**

Take a close look at your windscreen – do you see any cracks or chips? If you do, it is important to have them filled before they can spread. Any journey puts your car at risk of debris that is picked up by other cars and a small chip can lead to a shattered windscreen.



Before you embark on your journey, have your windscreen wipers replaced if they leave a smudge across your line of sight. You wouldn't want to be caught in a storm with wipers that restrict your visibility. Also ensure that the windscreen water tank is filled.

## **Lights**

Take a walk around your car while someone tests out the brake lights, indicators, and hazard lights. Ensure that all of your vehicle lights are working optimally.

## **Battery**

It is a good idea to have your car battery tested. If your car is older than three years, it is a good idea to speak to a mechanic about the possibility of replacing it before you're stranded mid-journey.

## **Spare Wheel**

Don't forget about the spare wheel and all of the necessary tools that go with it. Ensure that it is in good condition and that all the necessary tools to change a tyre are packed into the boot. This includes a reflective emergency triangle.

## **Shock Absorbers**

If you're planning on roughing it, ensure that you pay close attention to your shock absorbers before you leave. This will ensure a comfortable and safe trip through harsh terrain or unmaintained roads.

## **Vehicle Essentials**

Make a list of all vehicle essentials that you may need for your journey. Be prepared for anything and everything by taking along a handful of items that can simplify life in the stickiest of situations.



## Vehicle Fluids

Although you may not think twice about the water and oil levels in your vehicle, it is important to have it checked before you embark on a long journey. As you head to the fuel station to fill up your tank, ask for the oil and water to be checked. If ignored, a shortage of either fluid can be detrimental to your road trip.

As you plan your trip in the weeks leading up to your departure date, make a list of what needs to be done. If you plan to cross your country's border, you might have to request a border letter from your insurance company. If you're a MiWay client, you can conveniently generate your own border letter by logging into your MiXpress profile.

Make the smart choice and opt for safety first instead of risking the safety of you and your passengers.

When providing personal information to your insurance company, it is imperative to provide the correct address of where your insured items are kept. Whether you live in a high crime area or a utopia of suburban bliss, it is considered a material representation if you do provide an incorrect address.

When it comes to submitting an insurance claim, honesty is the best policy. There is no secret formula that will ensure the success of the claim. It is always important to remember that your insurer has seen and heard it all - to avoid legal action, resist the urge to deceive your insurance company.

Wouldn't it be convenient to say that your old iPad was, in fact, the latest iPad Air? Although it may seem harmless, it is considered to be fraud. It is always important to remember that dishonesty can lead to a variety of negative interactions.

When insurance companies assess your risk profile, they rely on you to provide truthful and honest information. It is in your best interest to offer full disclosure to your insurer. Keep in mind the fact that a little lie can result in major consequences.

When your insurer asks you about previous incidents, it is imperative that you are honest. If you do lie, the consequences can range from denying you an insurance policy to rejecting a claim.

If you are involved in an accident, file your claim as soon as possible, but no later than 30 days. Ensure that you do not exaggerate the details of the incident, avoid omitting information, and never try and overplay the value of the claim.

Whether you're driving your children around or use your vehicle to get from one meeting to another, you need to disclose the purpose of the vehicle. Does your vehicle form an essential part of your daily job from which you derive income? This information can affect your premium and the outcome of your claim.

Customers are sometimes tempted to find economical ways of lowering their car insurance premium. Remember: in an attempt to 'save money' on a premium, you risk the chance of your claim being rejected. If your insurer discovers that you are not 100% honest about the incident, they may choose to reject your claim, increase your premiums or cancel your policy.

**miWay** · CO · ZA  
why any other way?

From claims that read "a bull was standing near and a fly must have tickled him because he speared my car" to "I bumped into a lamp post which was obscured by human beings", car insurance companies have heard it all. If you want to get your claim approved, there is no better way than to be honest.



## Frequently Asked Questions

### **I'm a mother and give kids a lift to school. In the event of an accident, would I be covered?**

*If you receive any payment from the parents for the transport of the children, you will not have cover – as your vehicle was used to carry fare-paying passengers.*

### **Why do I need to pay an excess?**

*An excess is payable in the event of a valid claim. This is to ensure that clients do not submit minor or fraudulent claims. Depending on the merits of the claim, an additional excess may apply.*

### **Do I need to let my insurance company know if I'm going to be on holiday – my car will be parked at a location different to my permanent address? What if it's stolen from this location?**

*If you are planning on leaving your vehicle at a long - term parking facility for an extended period of time, you may need to inform your insurance company. If anything happens to your car and you have neglected to inform your insurer about the fact that your car will not be parked at your permanent address, your claim could be denied. However, if your insurer is aware of your plans, your claim will be processed and investigated as per your personal Coversheet and policy.*



## **I am taking out insurance cover on my car for the first time. Why do I need to take my vehicle for inspection?**

*A thorough inspection determines the existence of the vehicle, whether there's any existing damage to the vehicle, confirms whether the security devices installed in the vehicle, and allows your insurer to confirm the details of any non-standard accessories and sound equipment, ensuring that your insurance provider has all the information required in order to cover your car properly.*

*A thorough inspection up front prevents you from having problems in the unfortunate event of having to claim.*

## **How long do I need to be insured with MiWay before I can submit a claim?**

*There's no waiting period before you can claim - as long as the incident you are claiming for did not occur prior to your start date; your insurance is activated, current and paid up - you'll have cover.*

## **How do I differentiate between 'private' and 'business' use?**

*'Private use' is when you use your car for private or social purposes, including driving between your home and regular place of work, going to friends and family, shopping or on holiday.*

*'Business use' is where the vehicle forms an essential part of the performance of any work or function.*

*If you select 'Business use', 'Private use' is covered under your policy.*





## **Does MiWay insure Code 3 (rebuilt) vehicles? And, if so, will the premiums/excess be higher than a normal car of the same model/year?**

*Yes, we cover Code 3 passenger vehicles (not exceeding 3500kg) registered in South Africa and in a roadworthy condition. The premium is based on the whole profile of the client, not only on the vehicle. The vehicle will be covered for 70% of its insured value at the date of loss. The standard excess (and any applicable additional excesses) will apply unless the client has opted for a voluntary higher excess.*

## **Is MiWay available to contact on public holidays?**

*The MiWay sales, client services and claims call centres are not open on public holidays. However, MiWay's MiHelp Roadside Assistance and MiHelp Home Assistance is available 24/7/365 to assist MiWay clients. MiXpress, MiWay's self-help portal allows you to manage your policy or submit a claim at any time – even on public holidays or Sundays.*

## **I was sequestered 7 years ago. Will you insure my car?**

*Most insurance companies are concerned about the first five years after your sequestration as you can't qualify for a loan or enter into a credit or financial agreement while you are sequestered, but you do need to disclose this to your insurance company.*



## Hang With Us

If you have any more questions regarding reliable car insurance, have any suggestions as to what you'd like to see in the 2<sup>nd</sup> edition of this Guide, or would like to review your insurance policy - get in touch with us on our [Facebook page](#) or send us a [Tweet](#).

We're also on [Google Plus](#) and [YouTube](#).

We'd love to hear from you!

**Need to chat?** Either call us on 0860 64 64 64 between the hours of 8AM and 6PM during the week, and 8AM and 1PM on Saturdays or send an [email](#) to the relevant department.

Alternatively, log onto [MiXpress](#) to update your policy – 24/7/365!



# MiWay Infographic Appendix

## **Infographic 1:**

- <https://www.arrivealive.co.za/Car-Insurance-and-Road-Safety>
- <http://www.aa.co.za/about/press-room/commentary/all-you-need-to-know-when-in-an-accident.html>
- [http://www.insurancebootcamp.co.za/docs/ib\\_motor\\_slides\\_2012.pdf](http://www.insurancebootcamp.co.za/docs/ib_motor_slides_2012.pdf)
- <http://www.alertdriving.com/home/fleet-alert-magazine/international/human-error-accounts-90-road-accidents>
- <http://www.saia.co.za/key-focus-areas/insurance-risks/road-safety.html>
- <http://www.aa.co.za/about/press-room/press-releases/alarming-wearing-rates-in-seatbelt-survey.html>
- [http://www.theaa.com/cbg/goodadvice/commongoodadvice.jsp?menu1=0&menu2=1&file Name=colour](http://www.theaa.com/cbg/goodadvice/commongoodadvice.jsp?menu1=0&menu2=1&fileName=colour)
- <http://www.livescience.com/32701-what-color-car-is-most-likely-to-be-stolen.html>
- <http://www.citypress.co.za/news/road-deaths-payday-weekends/>
- <http://www.bdlive.co.za/business/transport/2014/09/25/road-fatalities-rise-on-payday-weekends-says-western-cape-mec>
- <http://www.arrivealive.co.za/print.aspx?s=5&i=2850>

## **Infographic 2:**

- <http://www.theaa.com/resources/Documents/pdf/young-drivers-at-risk.pdf>
- <http://www.confused.com/car-insurance/articles/100-one-hundred-year-a-century-of-weird-car-insurance-claims>
- <http://africacheck.org/2013/07/04/who-are-south-africas-worst-drivers-the-truth-isnt-in-the-data/>
- <http://www.wheels24.co.za/News/14-tips-to-avoid-a-being-hijacked-20140529>