

MiHelp

08 600 767 64

(08 600 SOS Mi)

Emergency assistance 24 hours a day, 7 days a week - leaving me peace of mind.

What is an emergency?

- A roadside emergency is any sudden, unexpected event away from my home that requires the immediate and/or urgent assistance to ensure the safety of my vehicle's occupants or to limit/minimise or prevent loss/further damage to my vehicle.
- A home emergency is any sudden, unexpected event at my home. These are events that require the immediate and/or urgent services of a domestic tradesman or repairer to ensure the safety of the occupants at my home or to limit/minimise further damage to my home.

MiHelp Roadside Assistance

Roadside assistance and WeDrive automatically applies in South Africa to each vehicle where MiHelp is noted to be included on my Coversheet.

Roadside Assistance

Overall Cover Limit per Rolling Year	
R4 000 or a maximum number of 3 incidents (The cost for materials, parts and additional labour are not covered) <i>MiHelp is still available even if the annual limits are exceeded, but the cost incurred will be for my own account.</i>	
What is covered?	Limits
Breakdown (excluding accidents): tow to nearest service provider/place of safekeeping	Initial tow in cost (Cost of additional towing is not covered)
Safe storage for vehicle	Up to R500
Flat tyre, flat battery, keys locked in vehicle	Call-out + 1 hour labour
Run out of fuel	1 Call-out per rolling year (Cost of fuel is not covered)
If I am stranded more than 100km from my home	
Hotel accommodation/alternative transportation (taxi, car rental)	Up to R500
Repatriation of my vehicle	Up to R1 000

WeDrive

What is covered?	Available Areas
6 WeDrive Trips for any person driving the risk vehicle – a home-drive service, which sees to it that I am driven home safely in my own car after a night out on the town <i>Two drivers will be dispatched to the risk vehicle's location at the agreed time, and will call me once they've arrived. For a complete set of FAQs on this service, visit www.miway.co.za/wedrive.</i>	Johannesburg, Pretoria, Cape Town, Durban, Bloemfontein, Nelspruit, George, Port Elizabeth and East London
How to book a trip?	Pick-up Times
Call MiHelp at least 2 hours before collection time and 48 hours for collections on weekends, public holidays (the night before and on the day) and, in some instances, major public events	Between 17:30 and 03:00

MiHelp+

Emergency Alert service is automatically available, in South Africa, on each vehicle where MiHelp+ is noted as included on my Coversheet. The impact sensor on the device installed in the risk vehicle will alert the MiWay 24/7 emergency call centre should it detect an impact. Should the impact be severe or critical, a MiHelp agent will contact me on the number noted on my policy. Should I not be reachable, an ambulance will be dispatched to the location of the risk vehicle. MiHelp+ covers the cost of the ambulance services should I not have sufficient medical cover in place.

MiHelp Home Assistance

Home assistance is automatically included if I have MiHomeStuff or MiPlace covered with MiWay.

Overall Cover Limit per Rolling Year for each address noted on my Coversheet	
R2 000 (The costs for materials, parts and additional labour are not covered) <i>MiHelp is still available even if the annual limits are exceeded, but the costs incurred will be for my own account.</i>	
What is covered?	Limits
Locksmith, electrician, builder, plumber, glazier, bee keeper and tree feller	Call-out + 1 hour labour
Assistance with repair of home appliances (excluding audio and computer equipment)	Call-out + 1 hour labour
Lost bank card notification	Notification of relevant authority
Security	Call-out + 12 hour shift
<i>MiHelp will at my request, relay emergency notification to police, ambulance, fire brigade or any other emergency services.</i>	

MiHelp Medical Access

If I am involved in a Medical Emergency, MiHelp will provide the following services. However, all costs incurred are for my own account.

Medical Advice and Information Hotline	General medical information and advice available 24 hours from medical personnel, including paramedics, nurses and doctors. This is an advisory service only – a telephonic conversation does not permit an accurate diagnosis.
Emergency Medical Advice and Assistance Hotline	Guidance through a medical crisis situation – provide me with emergency advice and organise for me to receive the support I need utilising the 24-hour Alarm Centre Doctor. The service includes: rape, family and domestic abuse, trauma, child abuse, bereavement, HIV, suicide and poison hotline.
Emergency Medical Response to the scene of a Medical Emergency and Medical Transportation	An appropriate road and/or air response, whichever is the most medically appropriate and within the area, will be undertaken utilising an ambulance, a rapid response vehicle or a helicopter immediately to the scene of the medical emergency. Where appropriate life-saving support will be provided to me and where relevant, I will be stabilised before transfer (if required) under appropriate medical supervision is provided to the closest, appropriate medical facility capable of providing adequate care.
Inter-Hospital Transfer	One-way transportation by road or air ambulance, whichever is most medically appropriate in the opinion of the attending doctor, to a more suitable or appropriate medical facility for managing my condition.
Medical Repatriation	In the event of my hospitalisation outside of my hometown (greater than 100km from my place of residence), MiHelp will arrange for my repatriation to a hospital in or near my hometown.
Escorted Return of Minors	In the event of my minor children being stranded as a result of my hospitalisation, MiHelp will arrange for their transportation, under supervision where necessary, into the care of a person nominated by me.
In-Hospital Medical Monitoring	MiHelp will monitor my medical condition for the duration of my hospitalisation outside of my hometown. Should I require it, MiHelp will keep a nominated family member or business colleague informed of my medical progress.
Compassionate Visit	Should I be hospitalised outside my hometown for a period exceeding 5 consecutive days, MiHelp will arrange for the transportation of a close relative to visit me.
Repatriation of Mortal Remains	In the event of my death outside of my hometown (greater than 100km from place of residence), MiHelp will assist with the necessary formalities involved in transporting my mortal remains to a location in my hometown.

MiHelp Contact Details

Physical address: 48 Sterling Road, Samrand Business Park, Kosmosdaal Ext 12, Centurion, 0157

Postal address: PostNet Suite #382, Private Bag X121, Halfway House, 1685

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Website: www.miway.co.za

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