

FUNERAL ASSIST

AIG Cares has negotiated preferential rates and discounts for policyholders, which include discounts of between 10 and 20%:

- Coffins
- Removal of deceased
- Storage and preparation
- Legal documentation
- Funeral programmes
- Hearse
- Family car
- Transportation of deceased (within 50km radius)
- Grave preparation
- Graveside equipment (lowering device, green mats, straps, drapes, graveside canopy and ten chairs).



HOME SAFE CHAUFFEUR

Alcohol and driving don't mix. Not only is it against the law to drink and drive, it is also extremely dangerous. With AIG's Home Safe Chauffeur service, you can have a good time and get home safely and responsibly.

- You and your vehicle get home safely: we dispatch a vehicle with two drivers, one of whom drives you in your own car
- All personnel are English-speaking, hold a Professional Driver's Permit, carry a mobile phone and are professionally dressed.
- Policyholders can use this service 3 times per annum, with each outing capped at R500. Additional costs are for your expense.
- Bookings can be arranged Monday to Thursday 17h00-01h00; Fridays 15h00-03h00; Saturdays 1600-02h00; Sundays 16h00-00h00.
- Available in Johannesburg, Pretoria, Durban and Cape Town, within 50km radius of city centres.
- When the driver arrives, you are notified and have 15 minutes to rendezvous, or the trip is cancelled.
- Cancellation two hours prior to pickup incurs no penalty. One hour and closer eliminates one of the three trips provided for per annum.

PEACE OF MIND

Securing your property against intruders is a priority for all South Africans. AIG Cares has negotiated special deals from a range of service providers, saving you money while getting the protection you need. Special deals include:

- **ADT** - 12% discount on new installations and upgrades or a month's free subscription on link-up.
- **Chubb** - Receive a 20% discount on new and existing systems and 20% off upgrades.
- **Defend Yourself** - Pay less than trade price on all stun guns, pepper sprays and lasers.

Additionally, in the event of a home break-in or robbery, AIG Cares will place a security guard outside your residence for 24 hours. A SAPS case number is required for this service.

CONTACT US
0860 555 559

Terms and conditions

All benefits are only redeemable via the call centre. Should a member not arrange assistance via the Assist call centre, the service provider will not be responsible for any costs incurred, or should member exceed their cover offered by this programme they will be responsible for all additional costs.

Lifestyle partners and benefits may change from time to time at the discretion of the service provider. Please note that all calls are recorded and are confidential.

Discounts received are non-refundable and non-transferable and are only applicable on recommended retail prices and in some cases may not include specials and promotions.

The Assist call centre is open 24/7 365 days a year and the Lifestyle call centre is open Monday's to Friday's from 8am to 5pm. Benefits are only valid within the borders of South Africa.

In the unlikely event of the above number not being in service, please contact the backup emergency number **083 792 0325**.

Alternatively please e-mail us at aig@globalchoices.co.za

Partners and benefits may change from time to time. Terms and conditions apply. E&OE.

AIG Life South Africa Limited is a Licensed Financial Services Provider
FSP No. 15804 Reg. No. 2001 / 016602 / 06

AIG Cares



Welcome to your World of Benefits

When you choose personal insurance from AIG, not only do you get the cover you need at a great price, but you also get a range of exclusive benefits and special offers from a range of service providers. The AIG Cares benefits are designed to help you get back to normal as quickly as possible, with a minimum of inconvenience, after an insured incident.



Bring on tomorrow

HIV ASSIST

Potential exposure to HIV is a worst nightmare. However, with rapid intervention, transmission of the disease can be prevented. The AIG HIV Assist Benefit ensures confidential testing and treatment within the critical 72-hour window period. It includes:

- 24-hour trauma counselling, as well as counselling for post-traumatic stress disorder
- Three psychiatric consultations with a specialist (general practitioner, trauma-trained registered nurse or trauma counsellor)
- Three HIV blood tests, one immediately after the incident, one at six weeks and one at three months
- Access to sexually transmitted disease preventative medication
- Access to anti-retroviral or prophylactic therapy
- Access to the 'morning after' pill

TRAUMA & ASSAULT

In the event of a traumatic incident, AIG Cares provides access to a 24-hour Emergency Assistance helpline staffed by trained medical professionals who:

- Arrange the nearest emergency assistance service
- Provide transport to the nearest and most appropriate medical facility
- Provide referrals for psychiatric consultations

Trauma and Assault covers R5000 per insured person with a maximum of R10 000 per family per incident in respect of psychiatric consultations



EMERGENCY MEDICAL SERVICES

Emergency Medical Advice, Information and Assistance Hotline

With AIG Cares, paramedics, nurses and doctors are available on the hotline 24 hours a day to provide an advisory service. In the event of an emergency, medical operators guide you with medical advice and organise any further support required.

The Emergency Medical Advice, Information and Assistance Hotline also provides:

- Referral to **Crisis Line** (Bereavement, HIV and Suicide counselling)
- Referral to **Medical Practitioners** and Facilities
- **Emergency Medical Response to the Scene of a Medical Emergency** (dispatch of a response vehicle with appropriate life saving support. If required, patients are stabilised and transferred to the nearest suitable medical facility)

Medical Transportation

In a medical emergency, AIG Cares will arrange specialist transport to the nearest facility equipped to

provide the required care. Medical considerations, the degree of urgency, your state and fitness for travel and other considerations, including but not limited to airport availability, weather conditions and distance to be covered, as assessed by the doctor and support staff, determine if transport is provided by aircraft, helicopter, regular scheduled flights, rail or road.

Inter-hospital Transfer

If you require specialist treatment at an alternate medical facility, AIG Cares takes care of your transport to the nearest suitable facility.

Medical Repatriation

If hospitalised away from your home town, AIG Cares will arrange your safe trip home as soon as doctors are satisfied that you can be moved.

Escorted Return of Minors

If children are stranded as a result of hospitalisation, AIG Cares transports them (under supervision where necessary) into the care of a nominated person.

Compassionate Visits

If hospitalised outside your hometown for a period exceeding five (5) consecutive days, AIG Cares will meet the transport costs for a visit by a close relative.

Please note: This cover is only valid within the borders of South Africa. There is an annual limitation of R20 000 per policy.

