

AUTOMATE

EMERGENCY NUMBER

011 801 0000

This package is designed for light vehicles 3 ton (tare) & below and Include:

- Accident Assist
- Uninsured Loss Recovery & Legal representation
- Medical Assist
- Roadside Assist
- Take Me Home & Taxi Assist
- Loyalty Program
- Referral Program
- 24 Emergency Assist APP

WHAT IS AUTOMATE

Automate is not an Insurance product but an affordable alternative to Insurance with all the services and assistance that an Insurance company offers and more.

What make's Automate different

- Your Claim will never be repudiated no matter what the circumstances. With Automate you will always receive the Help, Service and Assistance you deserve and pay for.
- You don't need to nominate a regular driver to receive these benefits.
- You will never pay any Excess.
- No matter what vehicle you drive where you stay or who the driver of the vehicle is you will never pay more than R 210.00 per vehicle per month for this product.

What do I get that most Insurer's usually don't offer

- Assistance with your Road Accident Fund Claim.
- Medical Assistance to take injured occupants of the vehicle to the nearest hospital.
- Assistance with Finance to repair or buy your next vehicle.
- We don't Write-Off your vehicle, we only advice if it is economical repairable or not, it is your right and prerogative to repair your vehicle should you choose to do so.
- Your membership fee won't go up after an accident.
- Photos are taken by the Service Provider at the scene of the accident as we don't expect you to do so while you are in a confused state of mind after an accident.
- We claim all your expenses/losses as a result of the Accident from the guilty party. Not only the damages to your vehicle.

What happens after the accident

- In the unfortunate event that you are involved in a vehicle accident, Can Infinity will dispatch an approved towing operator to uplift your vehicle and take it to an Auto Accident Assist approved storage yard or repairer nationwide, where you will receive seven (7) days free storage for your vehicle.
- Our qualified and friendly agents will dispatch ER24 if necessary and transport injured individuals to the nearest hospital.
- Our service provider/Tow operator will take photos of the scene of the accident, damages to your vehicle as well as the other party vehicle.
- The Tow operator will also take the details of the other party to assist your appointed attorney in recovering your damages from the guilty party or his/her Insurer.

What happens with my injury claim

Should you or any of the occupants in your vehicle get injured in the accident and the circumstances allow you to claim from the Road Accident Fund one of our specialist RAF claims attorneys will be appointed to lodge a claim against the Road Accident Fund on your behalf.

What happens while I wait for my attorney to recover my money?

An assessor will be appointed to establish the damage to your vehicle and determine if your vehicle is Repairable or not (Wright-Off).

- In the event that your vehicle is repairable or you choose to repair your vehicle Auto Accident Assist can arrange a loan from an accredited and licensed Financial Institution to finance the damages to your vehicle (If you require a loan).
- Once the loan is approved your vehicle will be moved to one of Auto Accident Assist approved panel beaters for repairs.
- The Financial Institution will pay the repairer directly, therefore there will be no obligations and/or cost from you toward the repairer.
- In the event that your Vehicle is deemed un-repairable (Wright-off) Auto Accident Assist can assist for your vehicle to be sold on auction at an approved auction house at market related prices and the monies you receive for your salvage (damaged vehicle) can be used as a deposit on your next vehicle. Auto Accident Assist can also assist you to get a loan from a Financial Institution to finance your new vehicle.
- The attorney appointed will claim the full market value off your vehicle and all other losses you suffered from the guilty party or his/her elected Insurer.
- You may still opt to keep your vehicle or repair it yourself but then and in that instant you will be required to remove your vehicle from the Auto Accident Assist storage facility within the 7 days free storage period to avoid any storage costs.

Please Note:

Can Infinity will not be liable for claims/cost which was not reported through our call centre or where the service provider has not been appointed by us. In the event of a call not being logged through our 24-hour call centre, Can Infinity will not reimburse you or the service provider.

ADDITIONAL SERVICE THAT YOU HAVE ACCESS TO

As a valued Can Infinity client you also have access to:

- Qualified plumbers whom can also provide you with a COC certificate
- Qualified electricians whom can also provide you with a COC certificate
- Handymen
- Builders
- Motor Glass Repairs and replacements
- Rim repairs
- Flat Glass replacements
- Geyser repairs & Replacement
- Burst pipe repairs
- Appliance repairs for all your white appliances such as fridges and stoves ect,

These services are available to you through www.caninfinity.co.za

Call our call centre 011 8010007 or on your 24EA App

- Please visit our website or APP regularly for new services that have been added.

Minor Dent Repair

In the event that you are involved in a minor collision (bumper bash) may it be in traffic or a parking lot, Can Infinity is there to help. We can arrange for an approved repairer to come to your home or place of work and repair minor dents using state of the art technology.

- All you need to do is to take photos of the damages and send it to us via whatsapp or E-Mail alternatively you may upload your photos onto our Website when requesting a quote.
- A quote will be provided and should you accept you can pay for the repairs through the Website www.caninfinity.co.za 24EA App, instant EFT or direct deposit.
- Should the damages be to severe to be repaired at your home or office the repairer will collect your vehicle at your home or office and return it to you once the repairs had been completed.

Only damages that are visible on the photo will be quoted for and you will be liable to pay for any unseen damages that were not visible on the photo before work will commence.

Mobile Mechanic

Should your vehicle have a minor mechanical or electrical failure in a non emergency situation that don't require repairs at a workshop, Can Infinity can dispatch a qualified mobile mechanic to where your vehicle is to get you back on the road.

- Can Infinity will only refer a mobile mechanic; all costs remain for your own account.
- You will however be required to pay an R650.00 call out and 1st hour labor fee before we dispatch a mobile mechanic.

LOYALTY PROGRAM

As a loyal Can Infinity member you will receive 42% discount from dealer listing prices on all Bridgestone & Firestone tyres at any Supa quick outlets nationwide

20% discount from dealer listing price on Willard & Sabat batteries, 50% on Monroe Shocks, 45% on Bosal (exhaust system) front & middle boxes and 50% on Bosal (exhaust system) rear boxes at any Supa Quick outlet.

As a valued Can Infinity member you will also receive an additional R100.00 discount over and above the discount already received on the full purchase invoice.

Warranties

- All Bridgestone and firestone tyres are covered against manufacturing defects for a full 5 years
- You will also receive a 1 year tyre damage warranty from Bridgestone SA on selected tyres
- Willard & Sabat - 25 months manufactures' warranty
- Monroe 3 – 5 years warranty; dependable on the product
- Bosal Aluminized - 24 months manufactures' warranty
- Bosal Aluminized Mil - 18 months manufactures' warranty
- Bosal Stainless Steel Universal - 5 years manufactures' warranty
- Bosal Stainless Steel - 5 years manufactures' warranty

Exclusions

- You need to be a Can Infinity member to receive these benefits
- You need to do your purchase through Can Infinity and cannot go directly to a Supa Quick to receive your benefit
- All your premiums need to be up to date and fully paid
- You can only claim your R 100.00 discount once per annum per vehicle listed under your membership and it does not accumulate.

REFERRAL PROGRAM

Over and above the benefits you receive under the loyalty program you CAN even receive more discounts on your next tyre or battery purchase.

- You will receive an additional R 100.00 discount on your next tyre or battery purchase for every friend/family member you successfully referred to us.
- Thus, the more friends/family you refer the more discount you will receive.
- Should you refer enough friends/family you could get your next tyre or battery absolutely Free

EMERGENCY MOBILE APP

The 24EA emergency app is the only emergency app you will ever need, free to download, no airtime needed and CAN be used in any emergency situation, may it be a leaking pipe or fire brigade No hassle No pain with guaranteed assurance & support.

This app will help you get assistance immediately and not only for what you are covered for under this product

- The app is constantly updated to bring you even more services and support for everyday use, even if it is not an emergency.

How to download the 24EA App

- Whether you are on an Android or IOS device, all you need to do is, scan the QR code or download the APP, directly from the iStore or Google play store by searching 24EA
- For **Android** phones [click here](#)
- For **iPhones** phones [click here](#)



SCAN HERE TO
DOWNLOAD

PRODUCT TERMS & BENEFITS

ACCIDENT ASSISTANCE

- In the event of you being involved in an accident an approved Tow-in operator will be dispatched to uplift your vehicle and store it in a safe environment.
- You will receive 7 days free storage.
- This plan offers the benefit of recovery and towing cost to a maximum limit of R 4,000.00 (Inc VAT) per incident, all additional cost will be for your own account and you will be liable to pay the additional cost before your vehicle will be uplifted.
- Additional Storage costs will be for you or your own account and need to be paid before you can remove your vehicle from our storage facility.

Tow-in Distance

Can Infinity only covers the distance from point of incident to the nearest Panel Beater/Storage facility or your place of residence, whichever is the closest. The service does not cover tows from one repairer to another/your place of residence or from your place of residence to a repairer. Can Infinity can however assist you in these instances on a cash basis.

UNINSURED LOSS RECOVERY & LEGAL REPRESENTATION

This benefit is provided by contracted attorney firms with their fully qualified team of attorneys and recovery departments. The attorneys will claim the damages to your vehicle and other losses suffered from the guilty party or his/her elected Insurer, alternatively negotiate a reasonable and acceptable settlement with the other party or his/her elected Insurer should you have been the guilty party.

The attorney appointed to your case will contact you and start the process to recover the damages/losses from the guilty party or his/her Insurer.

The Attorney appointed will claim your full loss as a result of the accident and not only for the damages caused to your vehicle. Thus the interest on your loan exc. will also be claimed from the other party.

The Assessor will provide you with expert testimony in court to prove your damage at no extra cost.

- Once your damages have been recovered from the guilty party your loan with the Financial Institution will be settled and the difference will be paid to you.
- In the event that the damages recovered is not sufficient to settle the full outstanding loan amount you will still be liable to pay your monthly installments toward the Financial House until the loan is fully paid.

ROADSIDE ASSISTANCE

This Can Infinity Roadside Assistance plan is designed to assist you in emergency situations for vehicle breakdowns. A well-managed panel of contracted service providers including Tow operators, mechanical, electrical and locksmith specialists are available to assist you with emergency repairs or tow-in. This 24/7 Emergency Roadside assistance program is provided to the member within the borders of the Republic of South Africa.

Please note: This is an emergency service and this product does not cover replacement of parts, electric/electronic equipment or any consequential damage etc.

Breakdown Towing Services

- In the event of a mechanical or electric failure and you require towing Can Infinity is there to help. A towing operator will be dispatched to tow your vehicle to the nearest approved dealer or to your place of residents, whichever is the closet to a maximum limit of R 1,500.00 (Inc VAT) per incident.
- In the event of the towing taking place after hours, public holidays or weekends your vehicle will be stored in safe storage for the evening. On the next working day, the vehicle will be relocated to the nearest approved dealer or repairer

Tow-in Distance

Can Infinity only covers the distance from point of incident to the nearest repairer/Storage facility or your place of residence, whichever is the closest. The service does not cover tows from one repairer to another, your place of residence or from your place of residence to a repairer. Can Infinity can however assist you in these instances on a cash basis. These services can be obtained through our pay now services on the website www.caninfinity.co.za our 24EA App or call centre on 011 8010007.

Car Hire

- Should your vehicle breakdown or was involved in an accident where the vehicle is not drivable, further than 100km from your permanent residence or business address in the case of a business vehicle, where available and at our discretion a vehicle will be hired to transport you and any other occupants in your vehicle to a place of residence. (Subject to presenting a valid credit card and driver's license)
- The cost will be covered up to a maximum limit of R 850.00 (Inc VAT) but excludes fuel, insurance, toll and delivery fees.

OR

Accommodation

- Should your vehicle breakdown or had been involved in an accident where the vehicle is not drivable, further than 100km from your permanent business address resulting in a repair facility keeping the vehicle

Overnight, where available and at our discretion accommodation of our choice will be provided to the driver and co-driver to a maximum limit of R 850.00 (Inc VAT)

Emergency Fuel Delivery

- Should it be required in an emergency situation where your vehicle runs out of fuel, a limited supply of fuel will be delivered to you to enable you to reach the nearest service station. A maximum cover limit of R 650.00 (Inc VAT) for fuel delivery will apply. The cost of the fuel will be for your own account.

Flat Tyre Assistance

- If the vehicle's tyre is inflated and a replacement/spare tyre is available, we will replace the flat tyre with the spare tyre at the scene of incident to a maximum limit of R 550.00 (Inc VAT).
- In an event that a spare tyre is not available, towing will be provided under the towing benefit to a maximum limit of R 1500.00 (Inc VAT).

Battery Jump-Start

- Should your vehicle's battery be flat/dead, we will jump-start your vehicle or replace your battery and scene of incident to a maximum limit of R 650.00 (Inc VAT).
- The cost of the new battery will be for your own account

Vehicle Lockout Service (Locksmith)

- In the event of your vehicle keys being locked in the vehicle, a locksmith will be appointed to unlock your vehicle.
- A maximum limit of R850.00 (Inc VAT) will apply.
- Lost, broken keys or locks are not covered and disqualify you from this benefit.

Electronic Message Relay Service

- Automate will relay a message via SMS or E-Mail to you, a family member or friend whom you had selected in the RSA in the event of a breakdown or accident as soon as you or the driver of your vehicle reports an incident to the Automate call centre. **Please note:** This service is only available through our emergency assist 24 (EA24) App.
- You will also be able to log onto our website to determine where your vehicle is if you were not the driver, what the cause of the incident is and the progress of the assistance given by Can Infinity. **(This service is in development and coming Soon)**

Electronic Driving Chaperone (Coming Soon)

- This service allows you to map the route a driver should follow and as long as the driver's phone is on and our app active, you will at all times be able to see and monitor where the driver is or how far from its destination he/she is. **Please note:** This service will only be available through our emergency assist 24EA App or Website.

INSTRUCTION CANCELLATIONS

- In the event of you cancelling an assistance request after 15 minutes of the initial call being made, you will be liable for a cancellation fee of R 1,500.00 excluding VAT. As we will still be liable for the cost of dispatching the tow operator.

TAKE ME HOME & TAXI SERVICE

Take Me Home

This service is there to assist when you are unable to drive. A driving team consists of a lead and back-up driver will be dispatched to assist you. The lead driver will drive you home in your own vehicle, while the back-up driver will follow and collect the lead driver from your chosen destination.

- For the Designated Driver Service, pre-bookings, at least 4 hours in advance is a requirement
- The benefit is limited to 50 kilometres, calculated from your pick-up point to the drop-off destination for you and up to 3 additional passengers to one drop-off address.

Taxi Service

- When involved in an accident or your vehicle breakdown and we are unable to repair it on the scene a taxi will be arranged to pick you and up to 3 passengers in your vehicle to take you home or to one drop-off address.
- Service hours for taking bookings are open 24/7, 365days.

EMERGENCY MEDICAL ASSISTANCE

This emergency medical assistance program is conducted by ER 24

DEFINITIONS:

- **"Accident"** shall mean any sudden or unexpected, external, visible or violent event which results in the Member's suffering bodily injury, other than any intentional self inflicted injury.
- **"Bodily Injury"** shall mean any injury to the body caused by an Accident, excluding sickness or disease.
- **"Benefits"** shall mean the benefit as set out in benefit table listed below
- **"Contact Centre Doctor"** shall mean the Doctor nominated or appointed by the Contact Centre who is contracted to ER24 for the provision of Contact Centre assistance and claims assessment.
- **"Emergency Medical Transportation"** shall mean the necessary medical expenses of surface transportation, medical care during transportation, communications and all usual ancillary charges incurred in moving the Member when in a serious medical condition to the closest available medical facility.
- **"Illness"** shall mean any sudden and unexpected deterioration of health certified by a competent medical authority but excluding Bodily Injury.
- **"Medical Emergency"** shall mean an Accident or Illness that requires immediate and / or urgent Emergency medical Transportation.
- **"Repatriation"** shall mean all the expenses necessarily and unavoidable incurred in transporting the Member to a hospital where such transportation needs to be completed under medical supervision.
- **"Residence"** shall mean the area within the territorial boundaries which are used primarily for domestic residential purposes (usual place of residence), within the Republic of South Africa.

- **“Service Provider”** shall mean the selected correspondents and contractors appointed by ER24 to render the Services to the Member.
- **“Territory”** shall mean the Republic of South Africa, Lesotho and Swaziland

GENERAL CONDITIONS

- ER24 is under no obligation to provide for payment of any costs incurred in circumstances resulting from:
- cases of minor illness or injury which in the opinion of the Contact Centre Doctor can be adequately treated locally and which do not require Emergency Medical Transportation;
- cases related to psychiatric disorders or diseases for which treatment has previously been received or expenses arising from willfully inflicted self-injury or illness, insanity, alcoholism, drug or substance abuse or self-exposure to needless peril (except in an attempt to save human life);
- Any sports undertaken on a professional basis or on a national or provincial competitive basis unless the Member has obtained prior written approval from ER24;
- The commission of or the attempt to commit an illegal act;
- a Member's active participation in war (whether declared or not), invasion, act of foreign enemy, hostilities, rebellion, riot, revolution or insurrection nor for any consequence or loss which is a direct result of nuclear reaction or radiation;
- Consequential loss of any kind;
- Events which occur before the entry into force of this Agreement and / or after the lapse or termination of this Agreement;
- Should a member obtain Services without ER24's authorization or intervention, ER24's liability, if any, will be limited to the applicable negotiated tariff.
- Should a member hold medical cover through any other type of membership, insurance policy, medical scheme, benefit programme, service provider, RAF or WCC, then ER24 reserves the right to recover all costs incurred pertaining to the Services from such other policy, medical scheme, service provider, compensation, fund or benefit.

CORPORATE SERVICE PROGRAMME

ER24 will provide a Member with the following services as a result of a Member's involvement in a Medical Emergency, subject to the limits of the Benefit Table:

1. Emergency Medical Response and Stabilization at the scene of a Medical Emergency

- ER24's Contact Centre will immediately dispatch an appropriate road or air ambulance which is staffed by our appropriately qualified emergency medical care practitioners. Once at the scene of the incident, lifesaving support will be provided to the person and where relevant, the person will be stabilized before transfer is provided to the closest appropriate medical facility.

2. Medical Transportation

- ER24 will provide Emergency Medical Transportation by Road or Air Ambulance with appropriate medical supervision to the closest most appropriate medical facility capable of providing adequate care. Our teams of medical professionals will priorities a transfer based on medical conditions, the degree of urgency, the person's state and fitness to travel. Other considerations include but are not limited to airport availability, weather conditions and distance to be covered as assessed by the Contact Centre Doctor. Our Contact Centre and operational team will determine whether transport will be provided by medically equipped helicopter, regular scheduled flight or road.

Emergency Medical Information

- Lifesaving medical advice can be accessed via 084 124 where a medically trained professional will be able to guide you through a medical crisis.

Medical Hotline

- ER24 medical personnel, including paramedics, nurses and doctors, will be available 24 hours a day to provide general medical information. This is an advisory and information service, as a telephonic conversation does not permit an accurate diagnosis.

Guarantee of Payment

- Payment for emergency stabilization at a medical facility's Emergency Centre valued at R5 000. This R5 000 will be recovered from the medical scheme.

Compassionate Visits

- Should a member be admitted to hospital for a period exceeding 5 consecutive days, outside their home town where the hospital has a greater distance than 180km from their usual residence, arrangements will be made to transport a close relative to visit the member, up to the limit of R2 000 per admission.

Escorted Return of Minors

- In the event of minor children being stranded as a result of a member's hospitalization, ER24 will provide transportation, under supervision where necessary, into the care of a person nominated by the member, within the Territory.

BENEFIT SUMMARY ER24 CORPORATE SERVICE	
ER24 will provide the Member with the following services as a result of a Medical Emergency within the Territory:	Benefit / Limit (per incident)
Emergency Medical Response and Stabilization	Full Cost
Medical Transportation	Full Cost
Emergency Medical Information	Full Cost
Medical Hotline	Full Cost
Guarantee of Payment (recoverable from medical aid)	R5 000.00
Compassionate Visits	R2 000.00
Escorted Return of Minors	Full Cost
Repatriation of Mortal Remains	R20 000.00

Repatriation of Mortal Remains

- Should a member die outside their residential town more than 180km from their usual residence, arrangements will be made to repatriate the mortal remains to the residential town limited to R20 000 per repatriation.

DISCLOSURE AND OTHER LEGAL REQUIREMENTS

IMPORTANT - PLEASE READ CAREFULLY

AutoMate is a product off Can Infinity and as a Can Infinity member you have the right to the following information:

This product wording is the property of Car Assistance Network (PTY) LTD with registration number 2017/480469/07 T/A Can Infinity

What makes up the agreement between us?

The certificate, General terms & conditions, together with any correspondence sent to you, as well as any written and/or voice recorded agreements made, form the agreement between you and us.

You undertake that all the information you give us is adequate, true and correct. It is the underlying principle of the agreement between us.

Please ensure that you are familiar with the content of all documents and that all the details noted on the membership certificate is true and correct in every aspect.

You must be a Can Infinity member to receive these benefits.

Please visit: www.caninfinity.co.za regularly for any changes or updates to the terms and conditions of the agreement as you will be bound thereto. Terms and conditions can be downloaded and printed from our website.

GENERAL TERMS & CONDITIONS

- No parts are covered, and any cost thereof is for your own account.
- Each incident has a maximum cover per incident as stipulate below.
- The Roadside Assistance service is limited to 3 incidents per vehicle listed per year from inception of this membership.
- The benefit period is one calendar year from inception and the benefit does not accumulate
- You may be assisted in the event of a non-emergency situation; however, you are then liable for all costs and you must pay the cost of the service provider into our bank account before a service provider will be dispatch to assist you. This can be done through our website www.caninfinity.co.za 24EA App, instant EFT or direct deposit.
- We will not be liable for claims/cost which was not reported through our call centre or where the service provider has not been appointed by us. In the event of a call not being logged through our 24-hour call centre, Can Infinity will not reimburse you or the service provider.
- Any amount exceeding the maximum cover/limit must be paid into our bank account before a service provider will be dispatched to assist you. This can be done through our website www.caninfinity.co.za 24EA App, instant EFT or direct deposit.
- No stolen & recovered, old incidents, non-emergencies or second tows are covered. You can however be assisted in these instances on a cash pay basis.
- Jump starting certain vehicles could result in damage to the vehicles electronics. We cannot be held liable for any damages should you choose to jump start your vehicle.
- no extra or hidden fees apply

General Exclusions:

Can Infinity and/or its affiliates is under no obligation to provide for service and/or payment in the event of:

- Any damages incurred to the member or any other party's vehicle, as a result of any malicious act or mala fide conduct by the member;
- Any claim, where the value of the claim is within the jurisdiction of the small claims court;
- Any premium not been paid or met by the member in terms of this agreement;
- Any cost order made or awarded against the member in the unsuccessful persecution of a claim in



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TOGETHER WE CAN DO IT BETTER

terms of this agreement;

- Any incident that occurred prior to the inception date of this agreement. You may still make use of our services for previous damages but then it will be at your own cost.
- Deliberately lying or providing untrue or false information pertaining to your accident or claim.
- The member fails and/or refuses to provide assistance, documentation and/or information required to recover his/her damages from the other party.
- Can Infinity is under no obligation to pay any claim or damages/losses suffered or incurred by the member, other than what is stipulated in this agreement.
- Only vehicles listed on your membership certificate will receive these benefits

CONTACT DETAILS:

- For any queries please contact 011 801 0001 and follow the voice prompt during office hours
08h00 to 17h00 Mondays to Fridays

CAN INFINITY

This entity is performing sales and call centre duties in terms of this written agreement.

Business Name:	Car Assistance Network (PTY) LTD
Trade Name:	CAN Infinity Emergency Services
Company registration number:	2017/480469/07
VAT Number:	4410277208
E-Mail Address:	info@caninfinity.co.za
Telephone:	011 801 0001 (office hours)
Whatsapp Claims:	011 801 0003
Whatsapp Sales:	011 801 0002

AUTO ACCIDENT ASSIST

This entity performs the duties off appointing the panel beaters, storage/salvage yards, auction house, assessors, financial institution, RAF claims and attorneys.

Company details

Premisolve (PTY) LTD

Trade name:	Auto Accident Assist
Company registration number:	2017/090176/07
VAT Number:	4910283821



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Physical Address: 825 Arcadia Street, Arcadia, Pretoria, 0001
Telephone: 011 8010007 and follow the voice prompt
E-Mail Address: info@autoaccidentassit.co.za

Legal Representation, Recoveries & RAF Claims:

Company details: Riette Oosthuizen Attorneys

Physical address: 133 Garsfontein Road, Alpen Park, Pretoria

Telephone: 011 8010007 and follow the voice prompt

Assessor Services

Company details: Tseleso Assessors

Physical address: 825 Arcadia Street, Arcadia, Pretoria, 0001

Telephone: 011 8010007 and follow the voice prompt

DETAILS OF HOW TO INSTITUTE A CLAIM

Should you have an emergency or claim against your membership, please do the following:

- Notify our claims department by telephone on **011 8010000**, **Whatsapp** or use the **24EA APP**
- Our claims department will then attend to your emergency or claim.

Complaints

- If you have a query about this membership or you are in any way unhappy with the service that you received in respect of the administration or claim services performed, please contact us during office hours on **011 8010001**, follow the voice prompt and someone will assist you.

Membership fees

- The agreement is a monthly/annual agreement and the membership fees is payable on the deduction dates as stated on the certificate.
- Your membership fees will increase by 12% on the anniversary date and every year thereafter. It is our proactive not to increase membership fees.
- It is our proactive not to increase your membership fees
- You will be debited from Netcash on our behalf Can Infinity and the reference that will appear on your bank statement will be an eight digit number followed by CAN Netcash.

Membership fees Obligations

- You hereby undertake and confirm that there will be sufficient funds in your account on the deduction date as specified in your membership certificate.
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- You hereby authorize us and give your consent that in the event that there are not sufficient funds in your account on the deduction date that we may double debit and/or add any other fees/penalties applicable and deduct that amount from your account on the next debit date.
- Alternatively, Can Infinity is entitled to track your account and re- present the instruction for payment as soon as sufficient funds are available in your account

Membership Fees Not Received

- If we do not receive the membership fee on the deduction date as stated in the membership certificate, you will not have any benefits under this agreement.
- If we do not receive your membership fee for 3 (three) consecutive months, your membership will immediately be canceled without any notification.
- Should your monthly debit order not be successful or stopped for any reason after a claim has been logged and in progress, all services including legal representation will cease immediately.
- Furthermore, you will be held liable for any and all costs incurred by CAN Infinity, Auto Accident Assist, Assessor and/or the attorneys appointed to act on your behalf from inception of the claim.
- In this instant any and all future costs will for your own account to finalize your case.
- The mandate to collect premiums via debit order is provided to a collection agency by CAN Infinity; this requires that they be correctly licensed to do so.
- Their details are as follows:

Membership Fees Collection Agency Details

NETCASH (PTY) LTD

Support and debit enquiries	0861 338 338
Physical Address	Netcash Square 64 Parklands Main Road Parklands Cape Town 7441
Postal Address	Po Box 50354 Beach Town Cape Town

Cancelations

- The Member may cancel this membership by giving 30 ordinary working days notice.
- Notice must be given in writing to Can Infinity by mail to: cancelations@caninfinity.co.za

Authority and Mandate

- This Authority and Mandate refers to our agreement between ourselves as specified on the voice recording or other mandate authorization communication provided and commence on the commencement date and will continue until this Authority and/or Mandate is terminated by you by giving us notice in writing of no less than 30 ordinary working days in Writing.
- The individual payment instructions so authorized will be issued and delivered as follows:
- On the payment day of each and every month/year. In the event that the payment day falls on a Saturday, Sunday or a recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, we are entitled to track your account and re-present the instruction for payment as soon as sufficient funds are available in your account.
- If the agreement is cancelled, we will not refund any payments made by you.
- During December a double debit for that month will be deducted from your account on the 23 or the closed date thereto that do not fall on a public holiday, Saturday or Sunday of December for administration and renewal fees every year.

Other Matter of Importance

- You must be informed of any material changes to the information and/or benefits provided above. Please visit our website: www.caninfinity.co.za regularly for any material changes or updates.