

**Introducing a solution that provides immediate support and benefits... even before your insurance claim is submitted to an underwriter.**

**WHEN CRIME LEAVES YOU VULNERABLE...**

**MY PERSONAL LIFELINE PROVIDES YOU AND YOUR FAMILY WITH IMMEDIATE, PRACTICAL, EMOTIONAL, FINANCIAL, AND LEGAL SUPPORT, SHOULD YOUR WORLD BE DEVASTATINGLY AFFECTED BY CRIME.**

**My Personal Lifeline include the following support and benefits:**

**R149 pm for the entire family**

**CRIME VICTIM ASSISTANCE**

Should you be a victim of a crime, your My Personal Lifeline box will be sent to you with all the relevant documents and tools need to help you through your difficult time.

Some examples include:

- Stolen vehicle – policyholder will receive R1,000 worth of Uber trips over a 48-hour period.
- Hijacked at home or home invasion, we will supply a security guard at home for 24 hours.
- Home invasion – we will supply hotel accommodation to the value of R2,000 per annum.
- A mobile phone loaded with pre-paid airtime to the value of R200.
- A debit card pre-loaded with R500, if bank cards were stolen.
- Locksmith services to the value of R1 000 to replace locks or keys if they were stolen.
- A security guard at the victim’s place of residence for 24 hours if the crime happened there.
- Up to R25 000 worth of private investigation service



**TRAUMA & ASSAULT ASSISTANCE**



Our 24-hour helpline and trauma counsellors in your area, are always available to you.

- We coordinate with local emergency services to provide the following:
- On-site emergency assistance, with emergency transport to the nearest, most appropriate medical facility.
- Counselling by trained medical professionals.
- Referrals for psychological consultations.
- Access to a 24-hour counselling helpline.
- Access to psychological consultations to the maximum value of R20 000 per insured person per occurrence and a maximum of R40 000 per family per occurrence.

**RAPE AND HIV ASSISTANCE**

Confidential testing and treatment within the critical 72-hour window period and ongoing assistance.

Service includes the following:

- 24-hour access to telephonic trauma counselling, as well as telephonic counselling for post-traumatic stress disorder.
- 3 HIV related trauma consultations with a specialist

Access to the following treatment and medication:

- 3 HIV-blood tests
- STD-preventative medication.
- Anti-retroviral medication.
- Prophylactic therapy.
- Morning-after pill



**DOMESTIC VIOLENCE**



MPLL will help you escape a bad situation and assist you with a personal exit strategy.

This service is aimed at getting you to a place of safety to prevent further intimidation or manipulation by your abuser. A new cell phone number and device with airtime, a place of safety and private investigators to help you with your case against the abuser.

- A professional security guard will be sent to collect the victim and/or children.
- Assistance in opening a criminal case against the perpetrator.
- Hotel accommodation for up to 3 days to the value of R6 000 per annum.
- A cell phone loaded with pre-paid airtime to the value of R200.
- A debit card pre-loaded with R500.
- Up to R25 000 worth of private investigation services.

**EMERGENCY MEDICAL RESPONSE**

- A response vehicle will immediately be dispatched to the scene, geo-located via our Mobile App.
- Member/s will be stabilized and transported to the closest appropriate medical facility.
- Stranded children will be escorted to safety or a person nominated by the member.



**LEGAL INSURANCE**



Peace of mind that potentially costly legal expenses will be taken care of.

Provides cover to the value of R50 000 per annum for legal costs and legal expenses in connection with any of the following events:

- Labour disputes
- Criminal prosecution
- Civil litigation
- Identity theft

Unlimited legal advice on any personal matter.