



GENLIB

SPECIALISED INSURANCE & INNOVATIVE SOLUTIONS
FOR BROKERS

MOTOR COMPREHENSIVE

Insured through: Western National Insurance Co. Ltd.

INDEX

Cover Options	Page No 3
Differences in Cover	Page No 4
Vehicle Category Descriptions	Page No 5
Basis of Valuation	Page No 6 - 7
Extensions	Page No 8
Assistance Services (vehicles <u>less</u> than 3 500kg)	Page No 9
Assistance Services (vehicles <u>more</u> than 3 500kg)	Page No 10
4x4 Assist & Roadside Assist outside South Africa	Page No 11

COVER OPTIONS

Comprehensive

This is the whole package. With comprehensive car insurance you can claim for the theft of your car, for any accidental damages, and even for damages that you accidentally cause to a third party's property.

Third Party, Fire & Theft

Third Party, Fire and Theft cover allows you to claim for the theft of your car, as well as for certain specified damage to your car. You can also claim for the damage that you accidentally inflict on another parties' property, however it doesn't cover any accidental damage to your car.

Third Party Only

Third Party Only is best suited for cars that are paid in full and have a low value. With this cover you will be able to claim for the damage you caused another parties' property. While it is the most cost-effective cover, it is important to remember that you won't be covered for the theft of your car and for any damages to your car.

DIFFERENCES IN COVER

Type of Cover	What it covers ...	What it won't cover ...
Comprehensive	This is the broadest type of cover, covering most risks: from theft and hijacking to loss or damage caused by accidents, fire, hail, floods etc. Will also cover costs to repair another driver's car (third party) after an accident caused by you	Depreciation, wear and tear, mechanical or electrical breakdown.
Third Party, Fire & Theft	Covers you if your car is stolen or catches fire. Also covers losses to third parties	Costs to repair your own car following an accident
Third Party	Only covers the cost of repairs to the other person's car following an accident caused by you	Any damage to or theft of your own car.

VEHICLE CATEGORY DESCRIPTIONS

Below are the general vehicle categories and descriptions.

Category	Examples	Seats
Private Motor Vehicle + Station Wagons		Up to 5
LDV (Light Delivery Vehicle)	Toyota Fortuna	Up to 9
Minibus	Volkswagen Microbus	10 - 16
Minibus	Toyota Quantum	10 – 16
Minibus	Hyundai H1	10 - 16
Minibus	Mercedes-Benz Vito	10 - 16
Midibus	Mercedes-Benz Sprinter	17 - 34
Midibus	Volkswagen Crafter	17 - 34
Bus		35 and up

BASIS OF VALUATION

Market Value, Retail Value and Trade Value

- The market value of a vehicle is generally defined as the price a willing buyer is prepared to pay a willing seller for a vehicle.
- By contrast, the retail value is the value that your car will sell for or will retail for at a dealership. Retail value is therefore the closest value to the actual replacement value of a vehicle.
- Trade value is what a dealer would pay you when you trade in your car. It stands to reason that trade value is the lowest of the three values.

Case Study

Mrs M : Following the purchase of her brand new Hyundai i20, Mrs M took out comprehensive motor vehicle insurance with an insurer. During the sales conversation she informed the insurer that she had just bought her vehicle which she financed through her bank for an amount of R 250,000.

She was quoted a monthly premium to comprehensively cover loss of or damage to the vehicle with the vehicle valued at retail value. After she complained that the premium was too high, the insurer made some adjustments to the quote and provided her with a new quote at a lower premium. What Mrs M did not appreciate at the time was that the new quote set the value of the vehicle at market value and not retail value.

A few months later Mrs M was involved in a collision which resulted in her vehicle being written off by the insurer. At this stage Mrs M still owed R 240,000 to the bank for her financed vehicle.

BASIS OF VALUATION (CONTINUED)

The insurer accepted and approved Mrs M's claim based on the market value of the vehicle at the time of the loss. After the excess had been deducted, the insurer paid R 190,000 to the bank in full settlement of Mrs M's claim. Unhappy with the fact that she was left with a R 50,000 liability to the bank, Mrs M approached the Ombud for assistance.

Mrs M argued that she was comprehensively covered and so should enjoy a comprehensive pay-out for her loss sufficient to extinguish the full liability of her outstanding finance amount.

In assessing the complaint, the Ombud listened to a recording of the sales conversation and looked at the wording of the policy that was sent to Mrs M. It was clear from both these items that the insurer had informed Mrs M that in the event of a loss her vehicle would be assessed by reference to its market value.

The Ombud confirmed that the insurer had applied the correct market value to the vehicle when it assessed the claim. In the circumstances the Ombud were unable to come to Mrs M's assistance.

EXTENSIONS

Automatic Extensions *

Loss of Keys	R 5 000
Fire Extinguishing Charges	R 10 000
Wreckage Removal	R 10 000
Trauma Cover	R 5 000
After Accident Cover	R 300 per day up to 30 days
Repatriation	Mozambique & Zambia

* Please note that these extensions are only applicable to vehicles covered comprehensively or Third Party, Fire & Theft

Optional Extensions *

1. Roadside Assistance
2. Car Hire
3. Credit Shortfall **

* Please note that these extensions are only applicable to vehicles covered comprehensively or Third Party, Fire & Theft

** Credit shortfall insurance is sometimes also called top-up or gap insurance. It exists to cover the difference between your vehicle's retail value (usually the amount the car is insured for) and how much you paid for it when you bought it, i.e. the amount you owe on your loan.

Example :-

You've bought your vehicle for R 150 000 and you've paid R 20 000 off on your financing loan. It gets written off in an accident and your insurer only pays out R 100 000 (its current retail value). You still owe R 130 000 on the vehicle so that means a shortfall of R 30 000. If you had taken out credit shortfall insurance, that R 30 000 shortfall would be paid out to the financial institution to settle your outstanding amount.

ASSISTANCE SERVICES (VEHICLES LESS THAN 3 500KG)

1. ROADSIDE ASSISTANCE (Optional)

In the event of a roadside emergency you have access to the following services, limited to R 1 000 per incident:

- flat battery - jump start only (replacement of battery for the member's account);
- flat tyre (help with change of tyre);
- keys locked in vehicle (unlocking only);
- fuel assistance (limited to 5 litres per incident);
- minor roadside-running repairs (electrical, coil, immobilizer etc.);
- transmission of urgent messages.

TOW-IN

Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:

- mechanical breakdown;
- electrical breakdown;
- accident damage.

SECURITY

Global Choices will endeavour to arrange that a security service or the SAPS, should security services not be readily available, goes to your location should you feel unsafe.

COURTESY TRANSPORT

Where your vehicle needs to be towed to a repairer and the breakdown has occurred within a 100 km radius of your normal place of business Global Choices will arrange for the occupants of your vehicle (up to a maximum of two people) to be transported to a nominated destination.

HOTEL ACCOMMODATION

Where the breakdown has occurred more than 100 km from your normal place of business and requires an overnight stay, Global Choices will arrange hotel accommodation covering costs up to R 500.

2. CAR HIRE (Optional)

If the circumstances entitle you to make use of the hotel accommodation benefit, but you would rather prefer to continue on your journey, Global Choices will arrange for a rental car to enable you to reach your destination, subject to your qualifying for a rental vehicle in terms of the car rental companies' general terms and conditions.

The costs incurred will be confined to rental charges, delivery and collection of the rental vehicle and the car must be returned immediately on arrival at your destination.

Cover is provided up to R 500 and is subject to availability of rental vehicles.

ASSISTANCE SERVICES (VEHICLES MORE THAN 3 500KG)

1. ROADSIDE ASSISTANCE (Optional)

In the event of a roadside emergency you have access to the following services, limited to R 1 000 per incident:

- flat battery - jump start only (replacement of battery for the member's account);
- flat tyre assistance;
- keys locked in vehicle (unlocking only);
- fuel assistance (limited to 5 litre per incident);
- the provision of oil, water & other fluids for the vehicle.

MECHANICAL AND ELECTRICAL BREAKDOWN

You have the following benefits in the event of mechanical and electrical breakdown:

- Global Choices will send out a roadside mechanic and cover costs up to R 2 500 per incident. If the cost of assistance exceeds this amount, you will be responsible for the exceeding amount.
- If the roadside mechanic is of the opinion that the vehicle needs to be towed in, Global Choices will arrange for the vehicle to be towed to the nearest repairer and cover costs up to R 7 500 per incident. If the cost of towing exceeds this amount, you will be responsible for the exceeding amount.

ACCIDENTS

If required, Global Choices will arrange for the vehicle to be towed following an accident. You are responsible for the costs of the towing and will have to consult with your intermediary to institute a claim for the recovery of these costs to the extent such costs are covered under your insurance policy.

RECOVERY ASSISTANCE

Global Choices will arrange for a specialist to assist at the scene of an accident where the vehicle landed in a ditch and needs to be recovered.

Global Choices will only pay for the first hour of such a service. You are responsible for the costs of the recovery and will have to consult with your intermediary to institute a claim for recovery of these costs to the extent such costs are covered under your insurance policy.

ROADSIDE SECURITY

Global Choices will send a security guard (armed or unarmed as required) to the scene of an accident or breakdown should the driver feel unsafe or feel that the vehicle or freight might be at risk of vandalism or theft.

OVERALL ANNUAL LIMIT

The overall limit for this Roadside Assist service is limited to R15 000.

4X4 ASSIST & ROADSIDE ASSIST OUTSIDE SOUTH AFRICA

Unless this benefit is specifically indicated under the details of a vehicle in the schedule roadside assistance will be limited to South Africa, Lesotho and Swaziland and off-road assistance will be excluded.

TOW-IN

Arrangement for a tow-in service to the nearest approved dealership (if under warranty), repair center or panel beater in the event of:

- mechanical breakdown;
- accident damage.

If the incident occurs outside office hours, Global Choices will also assist with arrangements to have the vehicle moved to a place of safe keeping.

Please note:

The benefit pertains to assistance only and does not pay anything towards costs incurred.

When you phone Global Choices from where you require assistance, they will find service providers to go and assist you while remaining in contact with you to monitor progress.

If the incident occurs outside office hours, Global Choices will also assist with arrangements to have the vehicle moved to a place for safe keeping.



GENLIB

SPECIALISED INSURANCE & INNOVATIVE SOLUTIONS
FOR BROKERS

Genlib CC Reg. No. 2008/032635/23 VAT. No. 4670244831 FSP No. 35482 CEO GA Rodinis

T +27 (0)21 531 2922 F +27 (0)21 531 3714 E reception@genlib.co.za www.genlib.co.za

Unit 002, Howard Terraces, Rose Innes Street, Pinelands, 7405, Cape Town

PO Box 622, Howard Place, Pinelands, 7450, Cape Town