



*FOR A SAFER DRIVING EXPERIENCE*

ROADCOVER | WHEEL REPAIRS | REMINDER SERVICE

Welcome to your CoverDrive™ plan available from Tiger Wheel & Tyre in South Africa: CoverDrive™ (basic plan) offering services such as Road Accident Fund assistance, vehicle-related reminders and wheel repairs.

## 1. ROADCOVER

*If you have any questions relating to this product, please contact **0860 726 837** for expert assistance.*

### ROAD ACCIDENT FUND (RAF) ASSISTANCE

The RAF is a public entity established by an Act of Parliament, aimed at providing compensation payments to (1) persons injured, or (2) dependants of deceased persons, in road accidents within South Africa as a result of third party negligence.

RoadCover simplifies the difficult and complicated process that an individual would go through, when processing a claim against the RAF, after being injured in a car accident by another negligent driver.

- There is no cash layout at any time, the membership protects the victim from the costs of lodging a claim against the RAF;
- At the end of the claim period, individuals receive the **FULL** service of the RAF payment, with no hidden deductions;
- RoadCover undertakes to do all administrative management of the claim, from start to finish, effectively halving the time period to process the settlement;
- For the duration of the claim you will receive:
  - Free legal representation
  - Free administration and claims management;
  - Free required medico-legal reports;
  - Free required loss of support reports;
  - Free required actuarial reports for loss of earnings;
  - Free accident reconstruction;
  - **100% payout from the RAF.**

## 2. WHEEL COLLISION™

*If you have any questions relating to this product, please contact **0861 194 335** for expert assistance.*

### WHEEL COLLISION™ CLUB MEMBERSHIP

This membership provides members with access to first-class service using state-of-the-art SABS accredited wheel repair facilities powered by Wheel Collision™.

### WHAT DO I GET FROM WHEEL COLLISION™ CLUB MEMBERSHIP?

- **RIM STRAIGHTENING:** one rim straightening per annum. (The **straightening** of bent and /or buckled rims, which includes x-raying the rim and may entail welding and machining, but no stripping, polishing nor refinishing.)
- **MEMBERSHIP DISCOUNTS**
  - 20% discount on balancing and alignment through Tiger Wheel & Tyre.
  - 30% discount on any full refurbishment<sup>1</sup> through Wheel Collision™.

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<sup>1</sup> **Full Refurbishment:** This is defined as a full repair to an alloy wheel, which includes stripping, repainting, welding, x-ray, polishing and restoring to the factory finish. Prices are quoted individually and are size and are size and finish dependent. Prices are available at any Wheel Collision™ Centre or any Tiger Wheel & Tyre store nationwide.

#### HOW DO I UTILISE MY BENEFITS?

- Go to your closest Wheel Collision™ Centre or Tiger Wheel & Tyre store;
- Provide them with your vehicle's VIN (Vehicle Identification Number) or registration number, which is required to log/register the benefit;
- Once the membership is validated the benefit will be authorised.

#### KEY BENEFITS

- All repairs are carried out to SABS - SANS1158 standards;
- The only SABS accredited alloy wheel repairer in the country;
- Real Time X-Ray technology guarantees 100%-wheel integrity;
- Audit trail of work carried out on repairs/refurbishments;
- While you wait wheel straightening service at select Tiger Wheel & Tyre stores
- Technology unique in South Africa.

To see full Terms, Conditions and network of repair centres. log onto [www.wheelcollision.co.za](http://www.wheelcollision.co.za)

### 3. REMINDER SERVICE

*If you have any questions relating to this product, please contact **0860 726 837** for expert assistance.*

- **Reminder Service** - *We will send you a SMS reminder on a bi-annual basis as your wheel alignment should ideally be checked every 10 000km; when new tyres are fitted; and when the suspension of your car has been changed. Further to this, if you hit a particularly bad pothole or obstruction in the road, you should have your vehicle checked, just to be on the safe side. Tiger Wheel & Tyre will provide the following services:*
    - Rotation service;
    - New tyre service;
    - Book A Bay service - Skip the queue: No more waiting in a queue to have your tyres' alignment and balancing done at Tiger Wheel & Tyre as we will arrange this on your behalf.
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## TERMS AND CONDITIONS

### PROCEDURES OF SERVICE

#### WHEEL COLLISION™ SERVICE

- Rim Straightening
  - Go to your closest Wheel Collision™ Centre or Tiger Wheel & Tyre store and provide them with your vehicle's VIN (Vehicle Identification Number) number or registration number which is required to log/register the service.
- Membership Discounts at Tiger Wheel & Tyre
  - Go to your nearest Tiger Wheel & Tyre store and provide them with your vehicle's VIN (Vehicle Identification Number) number or registration number which is required to log/register the service.
- Membership Discounts at Wheel Collision™
  - Go to your nearest Wheel Collision™ Centre and provide them with your vehicle's VIN (Vehicle Identification Number) number or registration number which is required to log/register the service.
- When Wheel Collision™ or Tiger Wheel & Tyre submit a claim, the request is redirected to the Wheel Collision™ website for authorisation after which an OTP (One-time Pin) will be sent to the member's phone.
- The OTP must be provided to Tiger Wheel & Tyre or a Wheel Collision™ representative so they can capture it on the authentication page, which is done online, for the service redemption to be approved.
- Once the OTP is entered the service redemption will be verified and authorised in a few seconds.
- *Estimated turnaround times for the straightening service is: 15 minutes to two hours.*

#### ROADCOVER

- Members must phone **RoadCover on 0860 726 837** Monday to Friday between 8:30 and 16:30 or send an email to [support@roadcover.co.za](mailto:support@roadcover.co.za) and provide the particulars of the case;
- Injuries sustained on duty must be reported within 48 hours to limit any penalties. The membership will be verified and the caller will be given a case number and referred to an assessing Legal Practitioner for an assessment;
- **RoadCover** will advise the caller on the merits of the claim and provide a legal opinion as to the worthiness of their claim to the RAF;
- **RoadCover** will arrange all the necessary consultations and opinions required once the claim is deemed valid;
- **RoadCover** will assist with all the necessary administrative support and document preparation for submission;  
This includes:
  - Additional legal consultations and reports;
  - Medico-Legal reports; and
  - Actuarial opinions for loss of earnings.
- An assessment of the medical expenses incurred as a direct result of the injury is undertaken to ensure a balanced and fair medical claim. The claim is then finalised and presented on the member's behalf to the RAF for settlement;
- **RoadCover** will attend to all reasonable queries for additional information that the RAF might require in pursuit of the settlement of the claim.

## **SERVICE LIMITATIONS**

### **WHEEL COLLISION™ SERVICE**

- What's excluded:
  - Steel rims;
  - Motorcycles, caravans, trailers, busses, emergency vehicles, trucks, HCV's (Heavy Commercial Vehicles);
  - Pre-existing damage to rims prior to activation of the membership is excluded.
  - The straightening service does not include stripping of old paint, nor re-spraying, these processes are included in the full refurbishment service. Should you require a full refurbishment service, you will qualify for a 30% discount.

### **ROADCOVER**

- RoadCover will limit its services where the assessor does not substantiate the merits of the case. If this is in conflict with the view of the member, or there is a material conflict between the member's assessment and the assessors, the case will be referred to a RoadCover advisory panel for review;
- Any costs incurred by the member being approached by an outside party without the written consent of RoadCover, will not be for RoadCover's account;
- The member is free at all times to obtain an outside second opinion, but the cost of this will not be borne by RoadCover, unless approved in writing;
- The member is not obliged to use the services of RoadCover, however RoadCover will not be liable for any costs incurred by outside parties providing assistance;
- The RoadCover services will only be available where injuries on duty or motor vehicle accidents occur in RSA;
- The member must be fully paid-up and eligible for its services at the time of the injury on duty or as a result of a motor vehicle accident;
- The member must comply with all the legal and regulatory matters required by the Acts governing the RAF;
- RoadCover does not guarantee performance from the RAF, but it will make all reasonable and necessary efforts to reach the final settlement.