



CrisisOnCall

Reg No. 2002/0249 66/07

APPLICATION FORM

CONTRACT NR: ITN

AGENT: NEL 001450

PO Box 31021
 Wonderboompoort
 Pretoria 0033
 Tel : (012) 335-3776
 FAX:(086) 657 0004/
 (012) 335 1881

PERSONAL INFORMATION

TITLE	SURNAME	NAMES		SEX	
				M	V
ID NO					NICKNAME
ADDRESSES					CODE
POSTAL					
HOME					
TELEPHONE	CODE	NUMBER	CODE	NUMBER	
HOME			WORK		
FAX			CELL		
E-MAIL				HOME LANGUAGE: Afrikaans	English

DEPEND.	SURNAME	NAMES	ID NO OR DATE OF BIRTH
1. F/M			
2. S/D			
3. S/D			
4. S/D			

CONTACT DETAIL FOR DEPENDENTS LISTED ABOVE

NICKNAME	HOME TEL. NO.	WORK TEL. NO.	CELL	BRACELET NUMBER (OFFICE USE)
1				
2				
3				
4				

VEHICLE INFORMATION

MAKE	MODEL	YEAR	COLOUR	REGISTRATION NO.	TRACKING COMPANY

PRODUCTS

ALPHA R60.00 pm CARAVAN/TRAILER ASSIST R 30.00 pm EXTRA FAMILY R 7.00 pm pp

AUTO R90.00 pm AUTO ASSIST (EXTRA) R30.00 per vehicle pm **TOTAL MONTHLY PREMIUM** R.

BANK DETAILS

BANK	ACCOUNT NUMBER	BRANCH NAME	BRANCH CODE	ACCOUNT TYPE			ACCOUNT HOLDER
				CURRENT	TRANS	SAVING	

I understand that a minimum of three month membership will be applicable where after a 30 days written notice of cancellation will be applicable.
 I understand that the withdrawals of R hereby authorised will be processed by computer through a system known as the ACB Magnetic Tape Service and I also understand that the details of each withdrawal will be printed on my bank statement.

I/We wish to order identification arm bands at R 17.00 each.

Debit my account with a once-off administration fee of R 100.00.

Y	N
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TOTAL: FIRST DEBIT

R.....

.....
DATE

.....
ACCOUNT HOLDER

**AN INFORMATION FORM WILL BE SEND TO YOU AFTER RECEIPT OF THIS APPLICATION FORM
 PLEASE FAX THE COMPLETED APPLICATION FORM TO 086 657 0004 OR (012) 335 1881**



CrisisOnCall

Reg No. 2002/0249 66/07

Website : www.crisisoncall.co.za

Your investment in total peace of mind

Since October 2002 in service

CONTRACT NR

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PO Box 31021
 Wonderboompoort
 Pretoria,0033
 Tel: (0861) 57 47 47
 Fax: (086) 657 0004/
 (012) 335 1881

CrisisOnCall is an innovative and affordable product that renders sufficient support when you are in a crisis.

TERMS OF CONTRACT

1. You are only entitled to services if your **monthly membership premiums** are paid up.
2. You are responsible for the punctual supply of information to ensure the upkeep of our records.
3. Your premium is debited on the **FIRST** day of the month and it is your responsibility to ensure that sufficient funds are available in the account for the successful levying of the premium. **(The debit code on the account statement starts with RSN followed by COC and your membership number)**
4. If you pay via Internet or cash it must be done on or before the 20th of each month. (Always put your member number under reference)
5. **Identification arm band** must be visible on the wrist.
6. If you request roadside assistance from the call centre, your vehicle details must be registered on the CrisisOnCall system. (Any **change of vehicles** must be submitted to the CrisisOnCall administration offices immediately.)
7. When requesting services from the call centre your membership number on the card or the unique number on the bracelet must be quoted.
8. In an emergency always call **0800 101 911** and press the required option.
9. The definition of a family is member, spouse, and children under 21 years (students up to 25 years) and living partners.

PRODUCTS SELECTED:

ALPHA – R 60.00 pm		EXTENDED FAMILY – R 7.00 pm pp	R
AUTO – R 90.00 pm (FIRST VEHICLE)		CARAVAN ASSIST – R 30.00	R
AUTO EXTRA – R 30.00 pm per vehicle			
IDENTIFICATION BRACELETS - number		R 17.00 EACH	R

NATIONAL TOLL FREE EMERGENCY NUMBER: 0800 101 911

(The emergency number is toll free from any Telkom line)

ALPHA PRODUCT – R 60.00 per month per family

NATIONAL CRISIS LINE

<ul style="list-style-type: none"> • Call one national number to solve your crisis. • Trip monitoring by telephone during long trips on a regular basis. (Call for service just before the trip starts.) • Assistance with funeral arrangements. • Assist with lost persons (Registration on missing persons register) 	<ul style="list-style-type: none"> • Burglary and personal attacks – the call centre will arrange the flying squad and control the situation holistically. • Hijacks – activate processes to repossess the vehicle and to control the crisis. • Fire – transfer to the nearest fire brigade and holistic management.
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IDENTIFICATION SYSTEM

<ul style="list-style-type: none"> • Effective identification items. • Unique personal member number on arm bands and other optional identification items. 	<ul style="list-style-type: none"> • Access for medical staff to medical and other critical information about member and dependants from the call centre.
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EMERGENCY MEDICAL ASSIST

<ul style="list-style-type: none"> • Emergency medical advice and information by phone. • Emergency medical response to a scene of medical emergency by road or air. • Professional private service providers countrywide to render an effective service. • Routine unlimited medically justifiable ambulance transfers. (Requested by a doctor) • Transfer of life saving medications and blood. 	<ul style="list-style-type: none"> • All medical costs covered up to the doorstep of the most appropriate medical facility. • Transfer to a specialist diagnostic or therapeutic medical care centre. • Emergency message relay. • Arrange of return or care of stranded minors. • Repatriation of member or mortal remains after an accident or unnatural death.
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TRAUMA COUNSELLING

<ul style="list-style-type: none"> • Telephonic professional trauma counselling. 	<ul style="list-style-type: none"> • Emotional and psychological support.
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PERSONAL HEALTH ADVISOR

<ul style="list-style-type: none">• General medical consultation and advice• Specialized counselling on aids, alcoholism, rape, child abuse, infectious diseases, etc• Sophisticated and comprehensive medical information	<ul style="list-style-type: none">• Health line.• Automatic update of medical discussion when a call is logged.• Access to an audio health library with more than 520 topics.
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TELEPHONIC LEGAL ADVICE

<ul style="list-style-type: none">• Telephonic advice by admitted legal advisors• Free 30 minute consultation, if necessary.	<ul style="list-style-type: none">• Access to standard legal documentation in English and Afrikaans.• Small claims court package
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ARRANGE OF ROADSIDE ASSISTANCE

<ul style="list-style-type: none">• Arrange tow-in service.• Arrange car rental or taxi.	<ul style="list-style-type: none">• Message relay service.• Arrange locksmith, fuel, mechanic, etc.
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HOUSEHOLD ASSIST

<ul style="list-style-type: none">• Arrange service providers for household breakages and emergencies (electrician, plumber, etc).	<ul style="list-style-type: none">• Selected reliable service providers used.
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EMERGENCY STAY AND TRAVEL ARRANGEMENTS

<ul style="list-style-type: none">• Information on availability and tariffs in respect of accommodation and travel.	<ul style="list-style-type: none">• Information about hotels, guesthouses, lodges as well as special packages.
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MAP ASSIST

<ul style="list-style-type: none">• Route guidance and assistance whilst travelling.• Detailed map directions.	<ul style="list-style-type: none">• Basic route information for rural areas.• Directions per telephone.
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ACCIDENT MANAGEMENT

Provides information and assist with procedures to follow after a motor vehicle accident.

AUTO PRODUCT – R 90.00 per month per family INCLUDES Roadside Assist for one vehicle

ALPHA PRODUCT BENEFITS WITH ARRANGE ROADSIDE ASSIST replaced by PAID ROADSIDE ASSIST for first vehicle

ROADSIDE ASSIST – FULLY PAID (ALL ROADWORTHY LIGHT VEHICLES IRRESPECTIVE OF AGE)

<ul style="list-style-type: none">• Assistance to stationary vehicle due to:<ul style="list-style-type: none">○ Faulty electronics.○ Flat tyre. (Spontaneous)○ Supply 10 litres emergency fuel.○ Keys locked inside vehicle.○ Jump start vehicle with flat battery.• Tow-in to the nearest venue of repair in return trip of 400 km.	<p>The following additional services are available if the vehicle breaks down more than 100 km's from home:</p> <ul style="list-style-type: none">• One night accommodation to the value of R 500.00 or one day rental of a class B vehicle with unlimited kilometres (vehicle rent option limited to availability of rental vehicle and credit card)• Cost of recovery of vehicle to the relevant location after repairs.• Travelling cost of a person if a vehicle was hijacked or stolen.
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Services available irrespective of who drives the vehicle. Vehicle must be specified on system.

AUTO EXTRA (ROADSIDE ASSIST FOR ADDITIONAL VEHICLES) – ADDITIONAL VEHICLES CAN BE ADDED AT R 30.00 PER VEHICLE PER MONTH.

CARAVAN/TRAILER ASSIST – R 30.00 PER MONTH

- TOW-IN OF CARAVAN/TRAILER TO SAME PLACE WHERE VEHICLE IS REPAIRED.
- TOW OF CARAVAN TO NEAREST CARAVAN PARK.
- ASSIST WITH FLAT TYRE.

A ONCE OFF REGISTRATION FEE OF R 100.00 IS PAYABLE WITH THE FIRST PREMIUM.
(THIS INCLUDES HOUS STICKERS AND MEMBERSHIP CARDS)

IMPORTANT NOTICE

The accuracy and correctness of information is your responsibility. CrisisOnCall or their administrators cannot be held responsible for faulty information. Forward updated information per fax to 086 539 1697. Contact the Administrative office on workdays between 8:00 and 14:30 at 011 478 4466 for administrative matters and updating of information. Please confirm with administration the receipt of the update of information.

**COMPREHENSIVE INFORMATION FORM WILL BE SEND AFTER RECEIVAL OF APPLICATION FORM
INFORMATION REGARDING ADDITIONAL IDENTIFICATION ITEMS IS AVAILABLE ON REQUEST**