



Let's talk  
**emergency  
assist**

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## The king's **emergency assist**

### **Your own royal guard, 24/7**

You're part of our royal family now and we've got your back! The king has you covered, 24/7/365.

Whether your issue is medical or mechanical, our emergency assist line is always just a call or WhatsApp away. Simply call **0860 50 50 50 and press 9**. Or, WhatsApp **0860 50 50 50** and select the emergency assist option. Your problem = no problem when you're in the king's safe hands.

## Roadside **assist**

### **Help is just a call or WhatsApp away**

King Price comprehensive car and motorbike insurance clients qualify for the roadside assistance listed below, within SA borders. This type of assistance is limited to 3 incidents per year, per car or motorbike that's listed on your policy schedule.

### **Breakdown... Mechanical or electrical**

1 of the king's hand-picked towing operators will tow your car, motorbike, trailer or caravan to the nearest place for repair or safekeeping.

### **Flat tyre... Feeling a little let down**

You're covered for the labour cost of the tyre change, at both roadside and non-roadside locations.

### **Run out of fuel... Left high and dry**

10 litres of fuel will be delivered to you as soon as we can. The cost of the fuel will be for your own account.

### **Flat battery... There's just no spark**

We'll be there in a flash to jump-start your car or motorbike and get you on the road again.

### **Keys locked in your car... A locksmith is on their way**

Our locksmith will be on their way ASAP and you can rest assured that you're covered for the first hour's labour.

### **Remote assistance... Broken down and your home's nowhere in sight**

In the event of a breakdown more than 100km from your home, you're covered for 1 of the following:

- Accommodation for the night.
- Taxi service to give you a lift home.
- Rental of a class B rental car, provided that you pay the fuel, security deposit and running costs, as well as any applicable collection and delivery fees.

### **Please note:**

**All the remote assistance services are covered up to a maximum of R500 per incident and they must be arranged through the king's emergency assist line.**

## **Accident assist**

### **Accidents happen... But we've got your back**

As a cherished comprehensive car or motorbike insurance client, you can relax in the case of an accident. The king has you covered... All you need to do is call or WhatsApp the King Price emergency assist line and let us take care of everything for you.

### **In the event of an accident, we'll assist with arrangements for**

- Your car to be towed, or your motorbike to be trailered to a King Price-approved place for safekeeping/assessment.
- Transport back home or to your place of work, for the driver and passengers.

### **What's NOT covered under roadside and accident assist**

- Towing your car or trailering your motorbike to your preferred repairer. (We can still assist with this, but it'll be for your own cost.)
- Cars and motorbikes that aren't listed and insured on your King Price policy schedule.
- The cost of any parts that may be needed for repairs such as batteries, tyres, lubricants, keys, etc.
- The cost of any fuel that we may need to bring to you.
- Towing, trailering, or repairs that haven't been booked by King Price.
- Commercial cars used for business or trade.
- Non-registered cars or motorbikes.

### **Your safety is our concern, always**

King Price comprehensive car and motorbike insurance clients are entitled to any of the medical assistance services listed below, following an accident. These are completely free, as long as the accident occurs within SA's borders.

### **Need medical care... We'll be there**

If you need emergency medical care, we'll pay to have you transferred to the nearest hospital as quickly as humanly possible.

### **Further medical transportation... Doing what's best for you**

If the treating doctors or medical assistance directors recommend that you be transferred to a different hospital, then we'll cover that too.

### **Hospitalisation... Bringing you closer to home**

We'll transport you to a hospital closer to home, if the current hospital doesn't have the facilities to do so, within 24 hours of the accident occurring. This can only be done if your medical condition permits it, or if your treating doctor advises that longer hospitalisation is required.

### **Please note:**

**You, or a person representing you, must call or WhatsApp our emergency assist line as soon as possible and within 24 hours of any incident that leads to you needing immediate medical assistance. This is very important, even if the urgency of the situation required instant assistance from another medical service provider.**

### **What's NOT covered under medical assist**

We'll provide you with the medical assistance you need, but the king will be under no obligation to pay for any of the following:

- When the emergency isn't medically justified and can adequately be treated at, or near, the place where the injury occurred.
- If you're able to travel as a seated passenger in any form of transport, without needing a medical escort.
- If you need medical care as a result of you intentionally trying to commit suicide, and/or if you participated in any criminal activity.

### **We take pride in our royal treatment**

If you have buildings insurance or comprehensive home contents insurance with us, you qualify for the assistance listed below with household or outbuildings emergencies. This type of assistance is limited to 3 incidents per year, per insured address that's noted on your King Price policy schedule. The cover includes the call-out fee and 1 hour's labour.

### **Something broken... Something fixed**

Help is just a call or WhatsApp away. Contact us to arrange services of:

- Plumbers.
- Electricians.
- Locksmiths.

# Our contact details

## Get in touch

It's official! As part of the King Price family you now have royal service at your beck-and-call. Chat to us when you want to, how you want to.

**Your choice, our pleasure!**

Need emergency assistance?  
Call or WhatsApp us on  
**0860 50 50 50.**

For our awesome self-service portal, [click here](#). Or, [click here](#) for our app. Here, you manage and update your policy on the go.

## Our online deets

[Click here](#) to email client care.  
[Click here](#) to submit a claim.  
[Click here](#) for our website.  
Want us to call you back? [Click here](#), and click on the 'Call me' button.

## We'd love to hear from you...

Love what we do? Aaah, thanks. We love doing it!

[Email](#) the king directly and share your thoughts or leave your Google review [here](#). You can even share your compliments on our Facebook page.

If you've got a complaint, please [email](#) us so we can sort it out ASAP.

[kingprice.co.za](http://kingprice.co.za)

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The logo for King Price Insurance features the words "King Price" in a white, elegant script font with a crown above the letter "i" in "King". Below this, the word "INSURANCE" is written in a bold, white, sans-serif font. A small trademark symbol (TM) is located to the right of "Price".