

Body Corporate



Bryte Assist

Here to help you

24 hours a day, 7 days a week, 365 days a year.

0860 001 121

Body Corporate Assist: Value Added Service

Body Corporate Assist is available 24 hours a day, 7 days a week. So, whether you need urgent household repairs done, have a medical emergency, need legal advice, or have a bumper bash on the way to the office, we're a phone call away.

Our services include:

- Home assist
- Guard on call
- Assistance post a home invasion
- Legal assist
- Emergency medical services
- Personal health advisor
- Trauma counselling
- Crisis line

Home assist

Using our 24-hour helpline, policyholders can urgently access emergency household repair services. This offering relates specifically to issues that need to be fixed quickly (within 2 hours of damage) to prevent further complications.

Repairs are provided for:

- Electrical services – distribution boards, circuits, main cable, earth leakages, geyser connections, thermostats, plug points, house wiring, light fittings and burned wires
- Plumbing services – burst water pipe connections, municipal connections inside the property, blocked drains, toilets, baths, taps, sinks, geyser overflow and valves
- Locksmith services – if keys to the main entrance or exit of your home are lost/ broken
- Appliance service – fridges, freezers, washing machines, stoves and ovens

Guard on call

If you've had a break-in or an attempted break-in at your home, Guard on Call will send over security personnel to guard your premises, providing you with peace of mind.

The guard will be posted at your home for a maximum of 12 hours or on prior agreement with Bryte Assist for a specific period until your premises has been secured. Response times are subject to availability of security personnel in your area at the time of the incident.

Assistance post a home invasion

If you've been the victim of an armed robbery or vehicle-hijacking at your residence, we are able to help you through these services

- Car hire (Group B) for up to 48 hours in the event of a hijacking at home due to armed robbery
- Locksmith services to the value of R2,000 per annum in the event that your house keys are lost as a result of the invasion
- A cellphone loaded with prepaid airtime to the value of R100 if your phone has been taken
- A bank card pre-loaded with funds of up to R500, if your bank cards are stolen

Telephonic legal advice

Legal assist is a 24-hour telephone advice line which provides access to experienced, in-house attorneys. They are able to provide guidance and information on all legal matters.

Benefits include:

- General legal advice on criminal offences, fines, debts, contracts, divorce, maintenance and other related legal advice

- Labour law specialists who can advise on the Labour Relations Act and various labour-related issues such as unfair labour practices, basic wages, etc
- Specialised help at the scene of an accident relating to all aspects of a motor collision. This includes vehicle damage, repairs, injuries, third party claims and attorney referral services
- Advice on how to lodge a Road Accident Fund claim and support with completing the relevant forms. Also includes referral to specialist attorneys, where necessary
- A database and access to a national referral panel of practicing attorneys should you need to appear in court. A free 30-minute consultation is also included
- Pre-prepared legal documents in the form of kits, agreements or leases, are available. These pertain to certain Small Claims Court cases and child maintenance cases. Agreements cover domestic employment, residential property leases, last will and testament, and purchase agreements

Emergency medical services

Through Europ Assistance South Africa, we provide a 24/7 emergency medical service that can be dispatched to the scene of the emergency.

Our highly experienced paramedics are trained to provide resuscitation and stabilisation of the injured while they are being transferred to the nearest and most suitable medical facility.

In addition to emergency transportation, this service offers:

- Emergency telephonic medical advice
- Guaranteed aid of R5,000 for hospital admission (refundable by the member or the member's medical aid)
- Compassionate visit arrangement for a close family member
- Arrangements for the escorted return of minors after an accident
- Repatriation of mortal remains to an appropriate facility in the member's hometown, after a fatal accident
- Inter-hospital transfers
- Referrals to doctors and other medical facilities
- Emergency message transmission

Personal health advisor

The Personal Health Advisor is a 24-hour helpline operated by professional nurses who are able to assess day-to-day symptoms and provide health counselling, HIV/Aids information support, trauma counselling or refer you to a health practitioner for additional support. This service also extends access to an Audio Health Library with information on a range of other health issues.

Trauma counselling

In the event of a traumatic incident such as rape, hijacking, child abuse, armed robbery, assault, serious illness of a close family member or their passing – we are here to provide support.

This service provides access to 24-hour counselling facilities, HIV/Aids testing and HIV protection treatment. We urge policyholders to report incidents immediately as the HIV protection treatment and starter packs are only medically effective within 72 hours from exposure.

Benefits include:

- Access to the Europ Assistance Touch database of specialised practitioners, including referrals to medical and psychological experts
- Unlimited telephonic counselling



- Cover for treatment required due to exposure to physical assault. Cover of R5,000 per person and a maximum of R10,000 per family, per occurrence
- Cover for psychological consultations after a trauma – R5,000 per person and a maximum of R10,000 per family, per occurrence
- Accidental exposure to a contaminated needle, e.g. a needle prick
- HIV protection treatment benefits may include:
 - 30-day starter pack of anti-retroviral medication
 - 7-day course for certain sexually transmitted infections
 - Morning after pill
 - Registration to the Europ Assistance Touch HIV management programme if the member tests positive after exposure

The service offers help, including trauma counselling, related to these incidents/events:

- Attack
- Hijacking
- Home invasion
- Theft
- Fire
- Medical emergencies
- 'Blue light' harassment
- Cellphone and/or bank cards theft

*Terms and conditions apply

Crisis line

Crisis line is a 24-hour helpline service that connects callers to the Europ Assistance emergency control centre.

The centre's support members take control in emergency situations, managing the process of communication between individuals, organisations and emergency service providers. A case manager is assigned to each caller to ensure the necessary help is provided and timeously so.



Contact

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