

HI, WHAT IS YOUR EMERGENCY?

TRAUMA ASSIST



Legal&Tax gives you peace of mind and the comfort of knowing that if you or a family member are the victim of a medical emergency, help is just a phone call away.

A breakthrough in mobile emergency assistance. It is a telephonic panic service that links your cell phone to a 24-hour emergency call centre.



In an emergency, you would dial your USSD panic number, *120*15570#, saved on your mobile phone and the Trauma Assist emergency call centre will phone you back and help with your emergency from start to completion.

Our emergency call centre operates

24/7

and is run by professionally trained and highly experienced crisis managers.

TRAUMA ASSIST WILL ENSURE THAT



You'll never have to remember an emergency number



You'll never be alone in an emergency



You'll have access to all the support services you need in an emergency

WHAT IS INCLUDED IN YOUR TRAUMA ASSIST PACKAGE?



TRAUMA COUNSELLING

Telephonic support and trauma counselling following a traumatic event.

- This includes, but is not limited to: exposure to armed robbery; household fire; death of a spouse or child; trauma from suicide and/or mental health issues; hijacking; serious assault; rape; serious motor vehicle accident; diagnosis of a life-threatening illness.
- Face to face trauma counselling is limited to R10 000 in total per annum for immediate family members and is limited to R5 000 per family member.

Members who experience family related problems requiring counselling will be referred to specialist agencies.



24/7 TELEPHONIC NURSE ASSISTANCE ON CALL

Unlimited access to a nurse on call through the call centre. Members can make use of the unlimited, 24/7 call centre to get medical advice and receive nurse counselling. The call centre provides support and advice throughout the treatment process.

- Pre- and post-test counselling for chronic diseases (including, but not limited to, HIV).
- Symptom assessment and advice
- Presurgical counselling and advice
- Child and baby care

Call the nurse whenever you are feeling sick and/or if you are in pain. The nurse on call will be available to assist you and give you advice.



EMERGENCY ASSISTANCE AND EVACUATION

Unlimited access to emergency assistance and/or evacuation.

- If a member requires emergency assistance and/or evacuation, a private emergency ambulance will be dispatched. The member is taken to a medical facility. This service is only provided in life-threatening circumstances as assessed by the medical team on call. We will arrange transport to the nearest medical facility that is appropriate to your specific emergency.

Call for an ambulance when you or a loved one's life is in danger and if you/they are in need of immediate medical help.

HOW TO ACTIVATE YOUR TRAUMA ASSIST SERVICES



Dial *120*15570# to activate the USSD panic button. We will call you back.



If your mobile network is down, call the backup number 084 124.



Call us on 0860 587 587 or SMS "Help" to 31690 to arrange your Trauma Assist benefit.

WHICH PACKAGES INCLUDE THE TRAUMA ASSIST BENEFIT?

	YES	For an additional fee per month
Legal Prestige + <small>Find out more</small>	✓	
Legal Prestige <small>Find out more</small>		✓
Legal Gold <small>Find out more</small>		✓
Legal Pocket + <small>Find out more</small>	✓	
Funeral Plans <small>Find out more</small>		✓
HealthCare Plans <small>Find out more</small>	✓	



PLEASE NOTE

- Cost incurred and arrangements made independently of the Trauma Assist package will not be reimbursed
- Partners and benefits may change from time to time
- If Telkom lines are down in an emergency, call 084 124 to access the Trauma Assist emergency call centre
- Ts&Cs apply



TERMS & CONDITIONS

These Ts&Cs apply to all value-added services unless indicated otherwise

GENERAL

- Value-Added Service may only be utilised while the underlying policy is active.
- Value-Added Services may cancel upon downgrade or cancellations.
- Value-Added Services are only available to clients covered by the underlying policy.
- Value-Added Services are subject to fair usage.
- Value-Added Services may be limited where a conflict of interest exists.

WITH LEGAL&TAX YOU'RE NOT ALONE

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