

THESE ARE NON-INSURANCE SERVICES AND BENEFITS THAT FORM PART OF YOUR PLAN OVER AND ABOVE THE HOSPITAL CASH-BACK INSURANCE BENEFIT UNDERWRITTEN BY THE INSURER. THIS DOCUMENT PROVIDES AN OVERVIEW OF THE AVAILABLE VALUE-ADDED SERVICES AND INDICATES IF THEY ARE INCLUDED (✓) OR EXCLUDED (X) IN YOUR PLAN.

## SUMMARY OF VALUE-ADDED SERVICES

	PRESTIGE WELLNESS FAMILY	PRESTIGE WELLNESS INDIVIDUAL	PRESTIGE FAMILY	PRESTIGE INDIVIDUAL	GOLD FAMILY	GOLD INDIVIDUAL
Trauma Assist	✓	✓	✓	✓	✓	✓
Mental Wellness Helpline	✓	✓	X	X	X	X

## TRAUMA ASSIST

A breakthrough in mobile emergency assistance. It is a telephonic panic service that links your cell phone to our emergency call centre run by professionally trained and highly experienced crisis managers.



✓ **PRESTIGE WELLNESS**

✓ **PRESTIGE**

✓ **GOLD**

## EMERGENCY AMBULANCE RESPONSE

- Private ambulance response, stabilisation, and transportation to the nearest suitable medical facility.



## TELEPHONIC NURSE ASSISTANCE

Medical advice and counselling. Speak to a nurse for support throughout the treatment process.

- Pre- and post-test counselling for chronic diseases
- Symptom assessment and advice
- Pre-surgical counselling and advice
- Child and baby care



## TRAUMA COUNSELLING

- Support following traumatic events including exposure to crime, household fires, the death of a loved one, car accidents or diagnosis with a life-threatening disease.
- Trauma counselling is limited to R10 000 per year per family, and R5 000 per family member.

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



# HOW TO ACTIVATE YOUR TRAUMA ASSIST SERVICE



HI, WHAT IS YOUR  
**EMERGENCY?**



- 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 0860 587 587 OR SMS "HELP" TO 31690 TO ADD TRAUMA ASSIST TO YOUR PLAN.



[READ THE TRAUMA ASSIST GUIDE](#)

## MENTAL WELLNESS HELPLINE

ARE YOU STRUGGLING?

You're not alone. Our mental wellness helpline is a confidential service that gives you the chance to speak to a trained professional in a safe and private space.

- Access our telephonic helpline 24/7
- Dial the USSD and we will call you back
- You have someone to talk to



**PRESTIGE WELLNESS**



**PRESTIGE**



**GOLD**



## WHAT MAKES THIS HELPLINE UNIQUE?



We offer 24 hour telephonic mental wellness support and with trained counsellors



This helpline is intended for you as well as your whole family



You will have up to 30 minutes of counselling per session



It is completely private and entirely confidential

## HOW TO ACCESS THE MENTAL WELLNESS HELPLINE



DIAL \*120\*709# WE WILL CALL YOU BACK.  
IF YOUR MOBILE NETWORK IS DOWN, CALL 087 210 0880



[READ THE FULL WELLNESS GUIDE](#)



## CONTACT US



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## TERMS & CONDITIONS

THESE TS&CS APPLY TO ALL VALUE-ADDED SERVICES UNLESS INDICATED OTHERWISE

### GENERAL

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

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