



GUARDIAN PLAN (GBV)



Gender-based violence remains a deep-rooted problem in South Africa. Often, when we see the news, there is a report of a female who has gone missing or has died as a result of women's abuse.

This violence includes verbal, emotional, sexual, physical, and psychological abuse. Although both men and women experience GBV, the statistics in South Africa show that most of the victims are women and girls.

GENDER BASE VIOLENCE (*Starting at R75 / month*)

Residential Guardian offers an armed security protection to members to protect them from GBV. In the event of the member feeling unsafe and are in danger, an armed, highly trained security guard will be dispatched to the member's location.

The product includes the following benefits:

- Access to security networks within a 50km radius of the major metropolitan areas;
- 24-hour crisis centre will dispatch the reaction units to the member's location;
- The roadside Guardian will stay with the member until assistance arrives or at the time that the member feels safe and no longer require their services.

General Conditions:

- The 24-hour crisis centre will evaluate the member's scenario and determine if a reaction unit will be required;
- Response times within the 50km radius varies between 15 and 40 minutes depending on the member's location, acts of God, weather conditions, road conditions and traffic.

1) USSD PANIC CUSTOMER JOURNEY

The Panic USSD function enables a call-back to the member's cellphone via mobile network. Within 60 seconds of activation the member will receive a call back to assist with any of the emergency services the member has access to.

- To qualify for access to the benefit the member must be active on the database
- Location based services must be activated in order to identify the member's exact location.
- Service is requested via a unique short-code, which is made available to the member at the time of registration.



TRAUMA & ASSAULT PROTECTION

Telephonic trauma counselling is provided in the event of the customer being affected by an event, condition or incident which could be but is not limited to domestic violence, school bullying, teen suicide, teen pregnancy, motor accident, hijacking, and burglary, the loss of a loved one, family chronic or life-threatening medical condition or disability. Telephonic debriefing and counselling are conducted by the qualified counsellor and should the counsellor determine a need for additional face-to-face counselling, the customer will be directed to an appropriate trauma counselling centre, nearest to the customer's work or home address.

HIV COVER

In case of accidental or traumatic exposure to HIV/AIDS you have:

- Unlimited telephonic counselling intervention, advice and information.
- "Morning after" pill to prevent pregnancy.
- 30 Day starter pack of anti-retroviral medication.
- 7 Day courses of medication for the prevention of the development of sexually transmitted diseases.
- Registration for an HIV/Aids management programme. Counsellor recommended.

Contact Centre must be notified within 24 hours of exposure to access the C5 HIV prevention plan.

SAITA BENEFITS LEGAL

- 24/7 Telephonic advice - when calling, the legal advisor will try and resolve the issue
- A half hour consultation, should the need arise for an attorney to deal with the matter further.

Cover and Benefits

- R120,000 legal expense cover per annum.
- 90 days waiting period.
- Discounts on registration Of Family & Business Trust & Company to protect your assets from creditors.



Legal Mediation

- Settlement negotiations to resolve the dispute as quickly as possible.
- Necessary Telephone calls on your behalf.
- Necessary Letters/Faxes/Emails.
- Review of legal documentation.

Legal Representation

- In the event that you must appear in Court, the legal adviser will refer you to a panel attorney in your area that specialises in that particular field — once matter is finalised, we will pay your legal bill.
- Any matter excluded or those that originated before the Inception Date of the (date of premium), will be referred to as a "historical/old" case, may be attended too, on the condition that you pay the legal bill that is based on our reduced panel attorney tariffs'.

Family Matters Covered

- Uncontested Divorces— Speedy settlements are the main object which will cause less Stress and financial Strain.
- Advice only On Maintenance/Custody, Protection Orders.

Civil Matters

- Institute civil action on your behalf OR defend an action instituted against you.
- Prepare and serve a Letter of Demand, issue a Summons and obtain a Warrant of Execution.
- Negotiate the removal Of a Black listing.
- Obtain a Rescission of Judgment.
- Dispute a Garnishee Order brought against you.
- Collecting debt on your behalf.
- Institute proceedings against service providers to ensure your rights are protected in terms of the National Credit and Consumer Protection Acts related to paying off accounts/defective goods purchased.

Criminal Matters

- Process and bring a formal bail application covering the legal costs of the bail hearing only when arrested for: assault, reckless/negligent/drunken driving and culpable homicide charges.
- R4,000 Bail on behalf of arrested - T's & C's apply