Optimum Tyre & Rim Warranty – Coverage

Underwritten by Guardrisk Insurance Company Limited

This key information document summarises the main coverage, terms and conditions of your policy. Read your full policy document for complete information and contact us if you need clarification.

Your benefits

Reasonable charges for tyres, rims and/or labour required to repair and/or replace damaged tyres and/or rims during the period of cover, subject to the policy terms, conditions and exclusions.

What is covered

✓ Repair and/or replacement of damaged tyres and/or rims.

✓ Wheel covers and hubcaps.

✓ Where a tyre is safely repairable, the policy only pays the cost of repairing it.

✓ Where a tyre is irreparable due to accidental sidewall damage, a blowout or a puncture too big to repair, the policy pays up to the limits shown in the “Limits of Liability” section.

What is not covered

✗ A negligent, wilful or criminal act by you.

✗ Claims arising from wear and tear of the tyres and/or rims.

✗ Physical damage to your vehicle arising from damage to tyres and/or rims.

✗ Tyres with tread depth below the legal limit, and any retread tyres.

✗ Repairs carried out without authorisation from the insurer.

✗ Any claim not reported to the administrator within 30 days.

Making a claim

Contact IUA Business Solutions for claims support.

Claims contact

031 570 7600 | tyreclaims@iua.co.za

Have your vehicle registration and policy number ready for identification.

Your claims process

1. Notify the administrator within 60 days of any event resulting in a claim. If it happens after hours, over a weekend or on a public holiday, report it on the next working day. Failure to do so will invalidate the claim. Administrator contact details are also in the Disclosure section at the end of your policy wording.

2. After the tyre and/or rim repair or replacement, inspect your vehicle to ensure the work is satisfactory and complete in all respects.

3. Contact the administrator on 031 570 7600 or tyreclaims@iua.co.za with your vehicle registration and policy number.

4. Your claim will be registered.

5. You will be issued with a claims reference number.

6. The administrator's claims centre will complete the relevant finalisation process.

Important claim conditions

- You must prove that the damage is covered by the policy.
- Comply with all reasonable administrator requests and follow the claims procedure.
- Give notice to the administrator within 60 days of the event.
- You may not accumulate damages. Claim per incident.
- Check all repairs when collecting your vehicle. If the work is not satisfactory, do not accept the vehicle and advise the administrator immediately.

YOUR POLICY

Rights and responsibilities

Understand your obligations, cancellation rights and policy dates.

Your obligations

- Do not sign blank or partially completed forms.
- Take all reasonable steps to maintain your vehicle in an efficient and roadworthy condition.
- You cannot use your vehicle for business and/or commercial purposes.
- Pay your premium before obtaining cover.
- Never misrepresent or fail to disclose any material particular or fact to the insurer.

Your rights

- You can cancel the policy by giving 31 days' notice, subject to certain penalties.
- You have 14 days from receiving the policy to cancel for a full refund if you no longer want it, subject to deduction of the cost of risk for the period on cover.
- You have the right to complain about any aspect of the service you receive. See the contact and complaints details on the next page.

Your premium

The premium paid is shown on your transaction schedule. From this premium, the insurer has paid a commission to the dealership that provided advice and a fee to the administrator for handling claims and other administration on its behalf.

Cover start and end

The dates on which cover starts and ends are shown on your transaction documentation.

Contacts and complaints

Start with your administrator for service support and claims queries.

Your administrator

IUA Business Solutions (Pty) Ltd | FSP number 15737

Telephone: +27 (31) 570 7600 | Email: admin@iua.co.za

Cnr Keynsham and Umhlanga Rocks Drive, 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319.

Your administrator provides support services, including claims handling. If any service seems unfair, tell the insurer what your complaint is and how you would like it resolved.

Your insurer

Guardrisk Insurance Company Limited

The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196. PO Box 786015, Sandton, 2146.

Main office: 011 669 1000 | info@guardrisk.co.za

Compliance officer: 011 669 1104 | compliance@guardrisk.co.za

Not happy with the service

The insurer is committed to quality service, open and accountable conduct, hearing customers' views, responding positively to complaints, correcting mistakes and improving practices to prevent similar complaints. Raise any concern, even if it seems trivial.

For claims handling or administrator service complaints, first contact IUA using the details above. You can also visit them at Cnr Keynsham and Umhlanga Rocks Drive, Somerset Park, Umhlanga Rocks, 4319. If dissatisfied with their response, contact Guardrisk directly.

Guardrisk complaints: 0860 333 361 | complaints@guardrisk.co.za

If the response is unsatisfactory, approach the insurance ombud for insurance contract complaints, or the FAIS Ombud for poor advice. You may also complain to the FSCA if you believe you have been treated unfairly.

Independent complaint contacts

National Financial Ombud Scheme: 0860 800 900
info@nfosa.co.za | www.nfosa.co.za

FAIS Ombud: 012 762 5000 | Sharecall: 086 066 3274
info@faisombud.co.za | www.faisombud.co.za

FSCA: 012 428 8000 | Fax: 012 346 6941
info@fsca.co.za | www.fsca.co.za