

# **MyAutoCare VAS's - HijackAssist**

## **Terms & Conditions**

1. It is important that you understand and agree to these terms and conditions in order for you to use the HijackAssist service (the "HijackAssist").
2. All standard Terms and Conditions of MyAutocare, Cell C (Pty) Ltd and Cell C Service Provider Company (Pty) Ltd apply to HijackAssist.

### **Duration of the Services**

HijackAssist is available from 00:00:01, on 20 June 2016.

**From 1 November 2017, Cell C will no longer be offering the MyHijackAssist service.**

### **General**

1. HijackAssist is available as a recurring service to valid Prepaid and contract customers on Cell C, at a subscription fee of R45.00 (forty five Rand) per month.
2. HijackAssist will be charged in arrears to the contract customers' Cell C bill or deducted from the Prepaid customers' airtime.
3. The R45 subscription fee will not be pro-rated. Customers activating the service any time during the month will be charged the full price for that month.
4. Downloading the MyAutoCare mobile application will incur data costs as per the customer's tariff plan. Any software updates for the MyAutoCare application (when available) will also incur data charges.
5. Cell C reserves the right to suspend HijackAssist and its benefits in its sole discretion, including but not limited to when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate HijackAssist and/or benefits.
6. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to use the Service, you agree and understand that you will be bound by the amended terms and conditions.
7. It is important that you understand that all customers who make use of HijackAssist indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from their use of HijackAssist and its benefits.

8. Cell C has the right to withdraw, or shorten the duration of the HijackAssist in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.

### **HijackAssist**

The HijackAssist service offers assistance to customers post-hijack or a home invasion, helping them to cope better after a traumatic event.

#### **Using the HijackAssist Service:**

1. The HijackAssist benefits are limited to customers in the Republic of South Africa.
2. In order to access HijackAssist, the customer must provide MyAutoCare with a SAPS case number and the police station that the case was open. The claims department will then verify the claim by contacting the Police station and confirming that the vehicle is registered as stolen.
3. MyAutoCare will then dispatch the benefits stipulated above.
4. These benefits are also accessible in a home invasion. The customer must provide MyAutoCare with a SAPS case number and the police station that the case was open. The claims department will then verify the claim by contacting the Police station.
5. The benefits are only accessible in the event that the vehicle has been removed and taken away without your consent and the police have registered the vehicle as stolen.
6. The MyAutoCare call centre can be contacted on 084 150 7000.

#### **Services Offered:**

- 48 hour free car hire. Car Hire terms and conditions will be applicable.
- Free mobile phone with sim card. Terms and conditions will be applicable.
- R500 preloaded air time.
- R2 000 cash.
- 1 trauma face to face debriefing session.
- Unlimited telephonic trauma counselling sessions.
- Information Pack on how to cancel credit cards, making new ID document, driver's licence, etc.
- Up to R2 000 per annum on the lost house keys benefit.

**Validity and Expiry**

- Activating HijackAssist and paying the R45 subscription fee will enable customers to access the service monthly on a recurring basis.
- Customers that purchase HijackAssist will get access to the service while the VAS is valid and paid for.

**Exclusions**

- HijackAssist is only available for use in South Africa.
- HijackAssist is only available for consumer purchases and is not for commercial business usage.