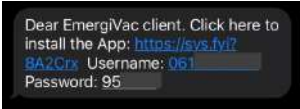


1. DOWNLOAD THE EMERGIVAC APP

App download SMS: Once your first debit is successful, an SMS will be sent to your mobile prompting you to download the app. The SMS will contain your username and password. Refer to point 11 if you have trouble logging in.



Using the App Stores:

You can simply open your Google Play Store for Android Devices, App Store for Apple Devices OR your Huawei App Gallery and search for “Emergivac” and click on “Install”.

Using the Bitly Links:

Open your preferred internet browser and key in the following URL, <https://onelink.to/7vvfvz> and click on “Install”.



Using the QR Code:

If you have a QR code scanner application installed on your smartphone, scan the QR code and it will take you directly to the correct App store.



2. FUNCTIONS

Once you have logged in, the following functions will be displayed:

- Medical Assist
- Protect Me
- Motor & Home Assist Services
- We Call You
- Website
- You Call us
- My Profile located in the dropdown menu

The pages that follow provide guidance with regards to each feature of our Emergivac App.

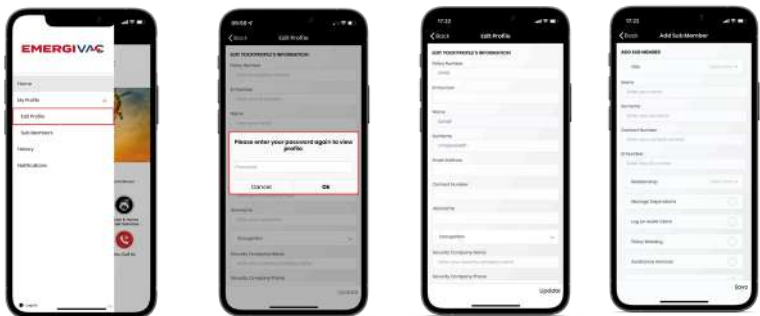
Dropdown Menu



3. MY PROFILE & ADDING SUB MEMBERS

You will be required to re-enter your password because this section contains your personal information and your App password. This is for security reasons.

1. Select “Edit Profile”.
2. Re-enter your password.
3. Update your personal information.
4. Select “Sub Members”.
5. Re-enter your password.
6. Update sub member details (App holders).

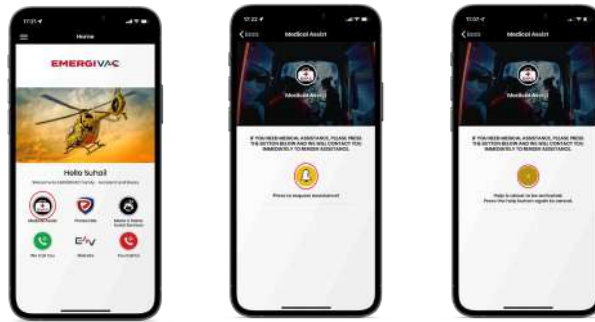


Once sub members have been updated, an SMS with login details & a link for app download will be sent to the relevant sub member.

4. MEDICAL ASSISTANCE

When you have pressed the **Medical Assistance** button, a yellow bell button as shown in picture 2 will appear. Once pressed a countdown timer will start as shown in picture 3.

If you do not require assistance, the yellow countdown button can be pressed again to cancel the request



5. PROTECT ME

When you have pressed the **Protect Me** button, a red shield button as shown in picture 2 will appear. Once pressed a countdown timer will start as shown in picture 3.

If you do not require assistance, the red countdown button can be pressed again to cancel the request.



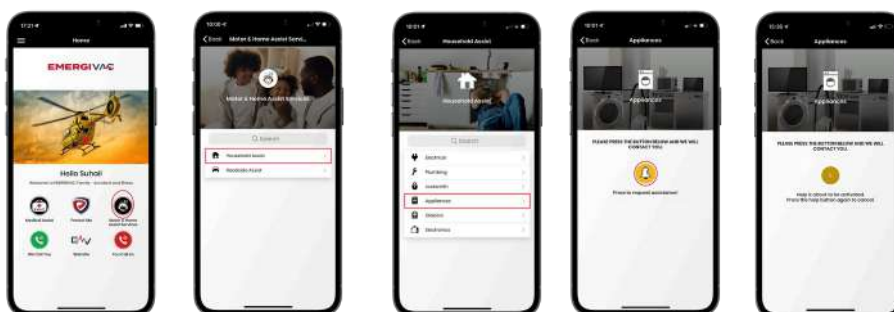
Pop-up alert in the Customer Experience Centre: The Emergivac Customer Experience Centre receives a pop-up alert with a reference number, your policy information and GPS location. It is this pop-up alert that prompts the Customer Experience Ambassador at the Customer Experience Centre to call you back.



6. MOTOR & HOME ASSIST SERVICES

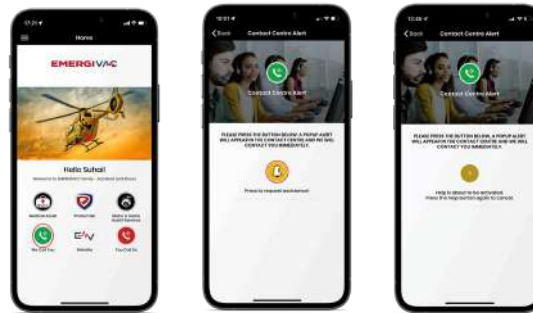
You can view the products you are covered for under your Emergivac policy. You can request assistance for any of these benefits from within the App.

1. Press the "Motor & Home Assist Services" button on your home screen.
2. Select the type of service you require.
3. Press the yellow bell button to confirm activation of your selected assist product and a Customer Experience Ambassador will call you back.
4. Alternatively press the "I Need a Tow" button, and a Customer Experience Ambassador will call you back



7. WE CALL YOU

When you have pressed the green button followed by the yellow bell button for assistance as shown in picture 1 and 2 below, a countdown timer will start as shown in picture 3. This initiates a call back function where a Customer Experience Ambassador will call you back. If you do not require assistance, the yellow countdown button can be pressed again to cancel the request as shown in picture 3.



8. YOU CALL US

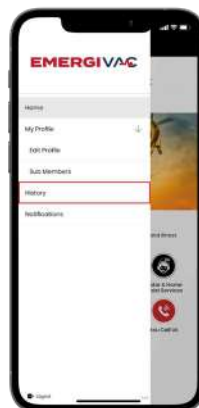
You do not have to remember the Emergivac telephone number.

When you press the red button as seen below in picture 1, the Emergivac Customer Experience Centre is directly called from your App, assistance can now be arranged.



9. DROP DOWN MENU - HISTORY

The history of all cases logged with Emergivac is available to view on the App under this section.



10. NOTIFICATIONS

At certain stages during the Assistance Services process you will receive notifications on your App to provide you with updates on the progress of your requested assist benefit.

These are saved under the Notifications sections.



11. TROUBLE LOGGING IN?

Click on "Trouble logging in" on the log in screen and click on "Forgot password / username" depending on your query.

Forgot Password

- Enter your username and mobile number and click on submit.
- You will receive an OTP pin to be entered.
- After entering the OTP pin, you will be prompted to enter a new password that you will need to remember.
- After entering the new password, click on "**Update password**" then you will be logged into the App.

Forgot Username

- Enter your policy number and mobile number and click on submit.
- You will receive an OTP pin to be entered.
- After entering the OTP pin, you will receive a pop-up confirming that your username has been found, then press login to continue



Should you receive this error message,

"There was a problem, Username or password entered is incorrect please try again, reset it, or contact the call center for assistance". Contact 010 745 7460.

EMERGIVAC