



GENESIS ASSIST

(Commercial)

Genesis offers members full peace of mind in the event of an Emergency.

*Call **0861 000 436** for assistance 24/7/365*

In the unlikely event of Telkom lines being down, please contact

***083 791 0174** for assistance in an Emergency*

FINE EXPERT

Fine Expert specialises in providing a unique service that is designed to take the hassle out of traffic fines. This service provides a quick, easy and painless channel to get these fines paid, with the added benefit of negotiated fine reductions for members.

Dealing with municipal and provincial traffic departments can be a complex and difficult process, therefore we use our extensive legal and administrative expertise to simplify the entire process.

Our team of experts has an average of 15 years administrative and legal experience in handling Legal Documents and claims as efficiently as possible.

BENEFITS:

- Easy, no fuss fines payment facility
- Full legal assistance to assess fines legitimacy and legality
- Proof of payment of fines are submitted to the member for use in road block should the need arise. Discounts on traffic fines up to a maximum of 100%
- 48-hour turnaround on fines payments

What Services are Included?

Your membership entitles you to the following service(s):

- Easy, no fuss fines payment facility.
- All members are offered easy access to our legal department, for full legal assistance to access fines and their legitimacy and legality.

- Any discount negotiated on fines will be to the benefit of the member.
- No queues or admin nightmares in dealing with Traffic Departments. Members have the benefit of a safe, secure fines payment facility, which provides proof of fines settlement & peace of mind.
- Our expert team provides full legal and administrative support and representation on all traffic fines related matters.

How Do I Make a Claim?

- Phone the Call Centre.
- Upon verification of the caller's membership, he/she is provided a case number and referred to a claims handler.
- We check the traffic fines database against any outstanding fines (using the member's ID number).
- We will provide an invoice for fines payments.
- Once members have paid on such invoice, we will provide proof that the fine has been settled and cleared.
- We will collect supporting documents - a statement of the incident, a copy of the fine, as well as a copy of driver's licence.
- We will present the merits to justify the discount of the fine to the relevant traffic department and any recovery/discount will be passed back to the member.

Who is entitled to use Fine Expert?

An eligible member of Fine Expert.

TERMS AND CONDITIONS

Fines are said to be "issued" once they are posted onto www.paycity.co.za, mpfine.co.za and other fines databases.

- Other fines that are not posted onto www.paycity.co.za and www.mpfine.co.za can be dealt with, but we must be notified of these by the member before the Fine Expert service can commence.
- The Fine Expert service is limited to traffic fines issued within the Republic of South Africa.
- The Fine Expert service is limited to the main member, dependents and spouse.

GENESIS

INSURANCE BROKERS

- Membership must be fully paid up at the time of the fine being issued.
- At the time of the fine, members must comply with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.
- We do not guarantee the performance of the traffic department.
- This service does not include Aarto de-merit points reductions.