



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*

LICENCE EXPERT – Licence Disc Assist

Specialising in supporting members with a no hassle way of renewing their South African vehicle Licence discs. The fact is that all vehicle owners must renew their vehicle licence discs every year. The problem is that there is no reliable, proactive renewal notification and these processes are extremely frustrating and time consuming. The processes can also be costly due to penalties and / or fines for late payment or driving without a valid vehicle licence disc.

Dealing with financial institutions, government departments and parastatals such as Traffic Departments can be a complex and arduous process, therefore we use our extensive legal and administrative expertise to simplify the entire process and really take the pain away.

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

- Members have access to a unique service that is designed to take the hassle out of vehicle licence disc renewals.
- We will work with members to provide a convenient, quick, easy and painless channel to get their vehicle licence discs renewed.

What are the benefits?

Relief – no queues and admin in dealing with the Traffic Department or Post Office.

Recoveries – we protect the members' pockets by making sure that they will never have to pay any penalty fees or fines for expired vehicle license discs.

Representation – our expert team provides full administrative support for all licence renewal issues.

How does it work?

- Members register online and provide a copy of the current vehicle licence disc and the expiry date.
- 6 weeks prior to the expiry of the licence disc the member receives a notification of the expiry provided the member is still covered.
- Should the member choose to use Licence Disc Expert to renew their licence disc they pay the licence renewal cost via a secure link.
- Once the new disc is printed the member can have the licence disc delivered to the member at his or her cost. Members can also collect their licence discs.
- Please note that for the renew of the vehicle licence disc, the member must have been FICA'd in the jurisdictional area the he / she resides. We cannot FICA a member on the his / her behalf; it can only be done by the member in person.

What are the Service Level Commitments?

We will renew the vehicle driving license within 6 weeks of receiving all the required information and documentation from the member.

Terms & Conditions

- Not all Issuing Authorities operate in the same manner and the above process is based on how most Issuing Authorities operate in the Main Centres in South Africa. Should the process enforced by an Issuing Authorities vary from the above, the member will be informed accordingly during the vehicle licence disc renewal process.

GENESIS

INSURANCE BROKERS

- The service is available throughout South Africa however in areas outside of Gauteng, Cape Town and Port Elizabeth the standard time lines to renew a licence disc may not apply. The member may also be required to complete and / or submit additional documentation to comply with the local licensing authorities' requirements.
- Members remain responsible for settling traffic fines which could result in not being able to renew the vehicle licence disc.
- One Loyalty and our provider reserve the right to adjust the service offering should changes in the Issuing Authorities requirements have a material impact of the commercial model.