



## EXECUTIVE

For more information about these services, contact our **Head Office - 011 789 7845**

Emergency Assist  
**0861 000 436**



## EMERGENCY ROADSIDE ASSISTANCE

We will provide members with comprehensive Roadside Assistance as a result of a roadside emergency. This service is available 24/7/365 days a year. This service is available in all major metropolitan areas of South Africa including Swaziland and Lesotho.

## MEDICAL ASSIST ACCESS

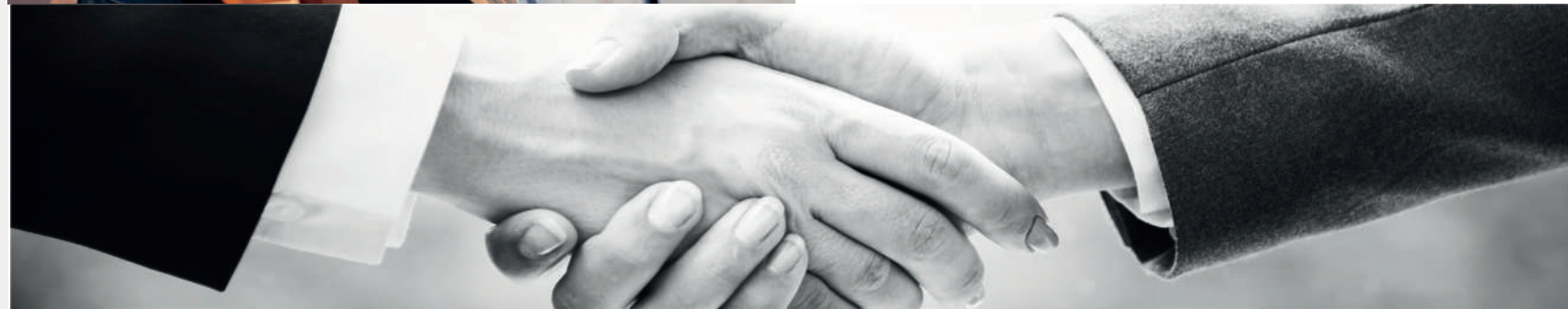
Members will receive emergency advice or have the necessary support organized, by utilizing the 24-hour Contact Centre. Emergency Medical Services assist with medical transportation, referral, crisis lines and advice.



## HOME AND CONVENIENCE DRIVE

The home drive service includes a driving team that consists of a back-up driver and vehicle, and the lead driver who will drive the member home in their own vehicle. The back-up driver will follow and collect the lead driver from the member's chosen destination.

If a member requires a driver's assistance to get them from Point A to B, the professional team of standby drivers will be at their service. Pre-booking of this service 24 hours prior is required, in order to guarantee the pick-up time.





## FINE EXPERT

Members have access to a unique service that is designed to take the hassle out of traffic fines. Fine Expert will work with members to firstly notify them of all fines, and then provide a quick, easy and painless channel to get these fines paid, with the added benefit of fine reductions for members.

## DOWNLOAD THE GENESIS MOBILE APP NOW!

Receive instant access to:

- Live policy viewing
- Uberised Roadside & Accident Assist
- Accident Management functionality
- Lodge a claim
- Seamless access to value-added services
- Vehicle, Home & Motorcycle pre-inspection
- Document Vault
- Request additional cover
- Secure registration process with One Time Pin
- Online web portal compatible on tablets, laptops & PC's

## LEGAL ASSIST, ADVICE AND ACCESS

The Legal Advice Service is a powerful, dynamic product providing comprehensive legal assistance to the member and his/her immediate family. The service comprises a 24-hours telephonic legal advice line, direct legal consultations as well as a legal documentation service.



## LICENCE EXPERT – Licence Disc Assist

Members have access to a unique service that is designed to take the hassle out of licence disc renewals. Licence Expert will work with members to firstly notify them of licence disc renewals, and then provide a quick, easy and painless channel to get these licences renewed, with the added benefit of having your licences delivered to you.

## DOWNLOAD GUIDE

Android & Apple

1. Search "**One Loyalty Assist**" in your Play Store or App Store
2. Scroll to **One Loyalty Assist**
3. Download the App
4. Tap on: 'find'
5. Search '**GEN**'
6. Tap on: 'search'
7. Select: '**Genesis Domestic - GEN**'
8. Tap on: Register
9. Complete your details
10. Tap on: Get OTP – Input the code once received.
11. Accept the T&C's
12. Register

## GENESIS MOBILE APP

The exciting and innovative Genesis mobile app will enhance members' experience with Genesis Insurance Brokers. There are several exciting functions, packaged into a very smart future proof app to ensure client service excellence!

