



SGIC Caravan & Trailer Insurance Helpline Benefits Guide

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Helpline benefits 132 900 – 24 hour assistance

This SGIC Caravan and Trailer Insurance Helpline Benefits Guide Helpline Benefits Guide forms part of the SGIC Caravan and Trailer Insurance Product Disclosure Statement and Policy Booklet (PDS) Edition 1, dated 12 August 2008.

It applies to policies with a commencement date on or after 28 September 2008 or with a renewal effective date on or after 10 November 2008.

Helpline is a telephone service that provides assistance and advice 24 hours a day, seven days a week.

All dollar values described in this Helpline Benefits Guide include GST.

Helpline provides assistance:

- ▶ over the phone while travelling
- ▶ with illness or injuries

You need to contact us before using any of the services or benefits that Helpline offers. We will not cover any expenses you have incurred, unless you have contacted us beforehand and we have agreed to pay for them.

In this guide 'family member' means your spouse (legal or de facto), your children or spouse's children or any member of your or your spouse's family, who normally live with you.

Helpline can provide you with:

assistance over the phone while travelling

If you or family members are travelling away from your home anywhere in Australia, you can use our telephone service to receive assistance with:

- ▶ travel advice and directions
- ▶ booking accommodation or changing travel arrangements
- ▶ contacting your financial institution so you can arrange to:
 - transfer funds
 - cancel or reissue your credit or debit cards.

assistance with illness or injuries

If you or a family member are away from your home in Australia and suffer an illness or are injured, we will

- ▶ provide phone access to a trained nurse who may monitor the medical treatment of the family member who is in hospital
- ▶ communicate with relatives or friends on your behalf
- ▶ arrange and pay for trauma counselling

The most we will pay in total is \$1,000.

Please note the General exclusions on pages 17 and 18 of the SGIC Caravan and Trailer Product Disclosure Statement and Policy booklet may apply to these benefits.

If there is anything you don't understand about this SGIC Motor Insurance Helpline Benefits Guide, please call us on 132 900.

