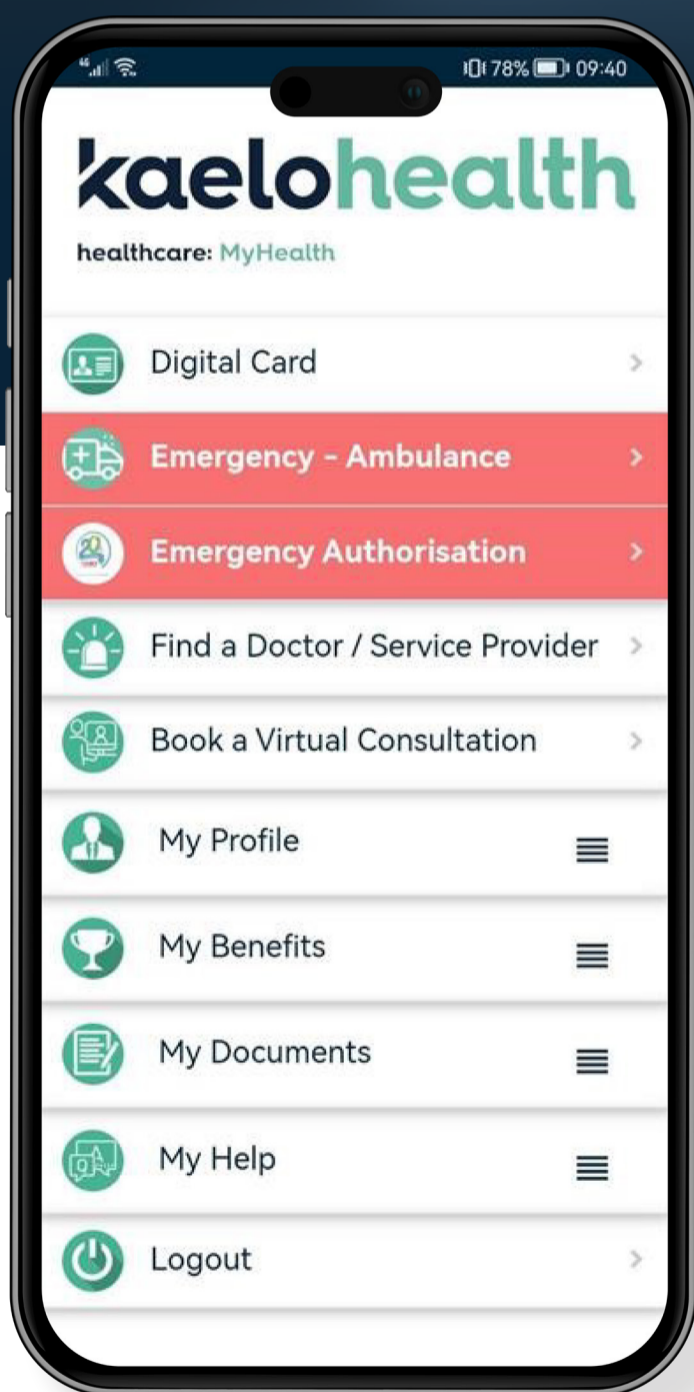


HOW TO ACCESS EMERGENCY SERVICES



Medical emergencies can happen at any time.

With Kaelo Health's Accident Cover options, you have 24/7 access to emergency medical advice, ambulance services, treatment in a private hospital for accidents, heart attacks, strokes and 13 additional qualifying illnesses under the Medical Emergency Illness Buy-Up.

In the case of a medical emergency, you or a dependant should immediately call Prime Cure on 0861 665 665.

- Select the option for **emergency transport**, and you will be connected to **Netcare 911** personnel who will determine your **injuries or illness** and dispatch an ambulance to assist you.
- If you have your **own transport** driving to a emergency room, select the option for **emergency hospital authorisations**.
- **During office hours** we will connect you to a **Prime Cure agent** to facilitate a hospital admission. **After office hours**, select the option for **emergency hospital authorisations** which will connect you to an agent.

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme.

This Policy is not a substitute for Medical Scheme membership. The administrator of this product is Kaelo Risk (Pty) Ltd, an authorised Financial Services Provider (FSP 36931). Insurance products are insured by Centriq Insurance Company Limited ("Centriq"), a licensed non-life insurer and authorised Financial Services Provider (FSP 3417). Lifestyle Benefits are Kaelo Offerings. Service Providers are contracted to Kaelo.



0861 665 665



www.kaelo.co.za

Standard call rates apply.