

Activate by Absa

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Frequently Asked Questions

General Queries

Where can I ask for help?

If you require any assistance, please contact us on 0860 222 762 during office hours (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly consultant will resolve your query. To ensure a quick response, please include your policy, identity or passport number.

In the case of a home, medical or roadside emergencies, please use the Emergency button on your Activate app, or, dial 0800 046 637.

Where can I send queries to?

You can use the Activate app to send us any queries or feedback. Click on Menu, then, Contact Us. You can also email claim queries to ActivateClaims@absa.africa or all other queries to ActivateAdmin@absa.africa and a friendly consultant will resolve your query. To ensure a quick response, please include your policy, identity or passport number.

Please allow up to 2 working days for feedback.

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How do I download the Activate app?

Download the latest version of the Activate App from your app store. Once your policy has been activated, you can use your identity/passport number to sign-in.

If you need help, please contact us on 0860 222 762 during office hours (08h00 to 16h30) Monday to Friday or send an email to ActivateAdmin@absa.africa and a friendly consultant will assist you with the installation process. To ensure a quick response, please include your policy, identity/passport number.

How do I update my details and my cover?

Call us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly consultant will call you back to assist you with the process. To ensure a quick response, please include your policy, identity or passport number.

Soon, you will be able to do this through the Activate app and online - coming soon!

How do I submit a claim?

The easiest way is to submit a claim on the Activate app.

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Alternately, you can call us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateClaims@absa.africa and a friendly consultant will assist you with the process. To ensure a quick response, please include your policy, identity or passport number.

If you have an emergency, please use the Emergency button on your Activate app or dial 0800 046 637.

How do I track the progress on my claim/repairs?

Call us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateClaims@absa.africa and a friendly consultant will give you an update. To ensure a quick response, please include your claim number, policy, identity or passport number.

Is my data secure?

Yes, we have built our platform using the highest security standards. Please refer to our terms and conditions. Your data will remain private and secure at all times.

How will my personal information be used?

Your privacy is important to us and we will, therefore, not sell, rent or provide your personal information to unauthorised third parties for their independent use, without your consent.

Your telematics data is used to calculate your driver score, as well as, track the location of your vehicle in the event of a serious incident.

The information from your telematics device will not be used when approving or rejecting your claims.

How do I request confirmation of cover, a cross-border letter, tax certificate, etc.?

Call us on 0860 222 762 during office hours (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly consultant will assist you. To ensure a quick response, please include your policy, identity or passport number.

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Who do I contact to find out if I have car hire covered in my policy?

You can check if you have cover specified on your policy schedule. Alternatively, you can call us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly consultant will assist you. To ensure a quick response, please include your policy, identity or passport number.

Who do I contact if I am unsure of when my car hire is valid until?

Check your car hire voucher for the return date. Alternatively, you can call us on 0860 444 661 during office hours, (07h30 to 17h00), Monday to Friday, or, send an email to claims@risksolutions.co.za. To ensure a quick response, please include your policy, identity or passport number.

Who do I contact if I need to extend my car hire?

You can extend cover to a maximum of 30 days per insured event. Call us on 0860 444 661 during office hours, (07h30 to 17h00), Monday to Friday, or, send an email to claims@risksolutions.co.za. To ensure a quick response, please include your policy, identity/passport number.

Who do I contact if I am unhappy with the service?

If you are not satisfied with our service, you are welcome to contact us on 0860 222 762, from Monday to Friday, between 08:00 and 16:30, or, email ActivateAdmin@absa.africa for general complaints or ActivateClaims@absa.africa for claims-related complaints.

You are also entitled to the following alternative dispute mechanisms:

- You can lodge a written complaint with Absa Insurance Company's Customer Care Desk. Tel: 0860 111 665 or email: aiscomplaints@absa.co.za
- If you are still not happy with the outcome of your complaint, you can approach the Ombudsman for Short-term Insurance if you have a complaint. Tel: 011 726 8900

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Emergency Queries

What should I do if I am in an accident?

Please use the Emergency button on your Activate app. This will give you a direct line to the call centre and you may then ask the agent for assistance. Alternatively, you can call **Activate Assist** on 0800 046 637.

In the event that I experience a breakdown, what should I do?

Please use the Emergency button on your Activate app. This will give you a direct line to the call centre and you may then ask the agent for assistance. Alternatively, you can call **Activate Assist** on 0800 046 637.

What is covered under Activate Assist emergency assistance?

Activate Assist provides you with immediate access to a team of dedicated case managers, together with a national complement of accredited assistance service providers who will assist with roadside emergencies and home emergencies. Cover includes:

- **24-hour roadside assistance** – towing (mechanical, electrical and accident), emergency fuel, tyre change, jump-start, locksmith, armed response

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- **24-hour home assistance** – plumbing, electrical, appliance, pest control, locksmith, glazier, security, tree felling, security guard
- **24-hour medical assistance** – emergency medical response, medical transport, medical advice hotline, referrals to GPs and specialists, trauma counselling
- **Home Drive** - Whether you need to be driven home from a party, your car has gone in for a service, broken down, or even if you need to be dropped off at the airport, we will ensure that you are transported to your home or work safely
- And much more - please refer to your **Activate Assist** brochure for more information.

What is the Home Drive benefit?

Whether you need to be driven home from a party, your car has gone in for a service, broken down, or even if you need to be dropped off at the airport, we will ensure that you are transported to your home or work safely.

The driving team consists of a back-up driver and vehicle, and lead driver who will drive you home in your own vehicle or if preferred, in the vehicle dispatched. The back-up driver will follow and collect the lead driver from your home.

How do I access the Home Drive benefit?

Press the Emergency button on the Activate app and when you get through to the agent, request the Home Drive service to get you home safely. Alternatively, you can call **Activate Assist** on 0800 046 637.

Does Home Drive allow my passengers to also use this benefit?

Yes, passengers in the specified vehicle are covered in this benefit. Up to 4 passengers can be transported at no cost provided that the entire trip is no longer than 50km and takes no longer than 1 hour and are ALL transported to one/main booked address.

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An additional cost of R50.00 per additional /unplanned drop off will be charged. This arrangement needs to be discussed and authorized by our call centre to ensure efficient planning and upfront payment (warding off the potential threat to our drivers, when carrying cash).

Use the emergency button on the Activate app or **Activate Assist** on 0800 046 637 to book your trip.

Where is Home Drive available?

This service is available in Johannesburg, Pretoria, Cape Town, Durban, Bloemfontein, Nelspruit, George, Port Elizabeth and East London.

Do I pay extra for the Home Drive benefit?

The Home Drive benefit covers the cost of 6 trips to a radius of 50km per incident. Any additional kilometres travelled will be charged at R11.00 per km ex VAT. Should you require additional trips, which are in excess of their annual trip entitlement, the call centre will facilitate the booking on a beneficiary to pay basis.

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Telematics Device Queries

What steps do I need to follow to get my telematics device installed in my vehicle?

Once your policy has been activated, you will receive a call to schedule an appointment for you to go to your nearest Glasfit branch. Please take your ID/ driver's license for the fitment of the device. In the unlikely event that you do not receive a call, please contact us on 0860 222 762, during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly call centre agent will call you back and assist you with the process.

To ensure a quick response, please include your policy, identity/passport number.

Will I be charged extra for the telematics device and installation?

The cost of the device and installation is already included in your insurance premium. However, if you miss your installation appointment, R200 rebooking fee will apply.

Will the telematics device installed in my vehicle affect my warranty?

No. This device has been designed so that it will not interfere with your vehicle warranty at all.

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How do I know if my trip is being recorded?

If you have the telematics device installed in your vehicle, all of your trips will be recorded. The trip information should reflect on your Activate app within a few minutes of your trip ending. If this is not the case, please call 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly call centre agent will call you back and assist you with the process. To ensure a quick response, please include your policy, identity/passport number.

Can my Telematics Device be used to reject my claim?

The information from your telematics device is used to score your driving trips as well as track the location of your vehicle in the event of a serious incident. The information from the telematics device will not be used when approving or rejecting your claim.

What happens if my Activate policy is cancelled?

If your Activate policy is cancelled, you will need to have the telematics device removed from your vehicle by a Glasfit technician. Please contact us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa so that we may arrange an appointment to have the device removed.

If you choose not to have the telematics device removed from your car or if you do not contact us to have the device removed, you will need to pay a fee of R1,000.

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Rewards Wallet Queries

How do I sign up for rewards?

You are immediately enrolled for the Activate rewards programme when you sign up for Activate vehicle insurance. You will need to have our telematics device installed in your car before the rewards will begin calculating.

How will I know if I am being rewarded?

Your rewards are refreshed every 28 days and can be viewed in your Activate app.

How are the rewards calculated?

You are rewarded for demonstrating good driving behaviour across three aspects – your trip score, total driving time, and, total night-time driving. The value of your reward is updated every 28 days.

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When can I access the rewards in my Wallet?

After three months, you may access the rewards applicable from month 1. For example; You earn R200 in January and R300 in February. In April, we will pay you the R200 from January. In May, we will pay you the R300 from February, and so on.

All rewards are paid on the last day of the month. Check your app for the amount of your rewards and pay dates.

If your rewards balance is less than R20, your rewards will be rolled over to the next month.

If you pay your insurance premium debit order with your Absa bank account, we will increase your reward payout by a further 10%.

How can I maximize the rewards in my Wallet?

To maximize the rewards in your Wallet, you should focus on improving the four key areas of good driving - avoid harsh braking, acceleration and cornering, avoid using your phone while driving, drive within the speed limit and avoid driving between the hours of 21h00 - 04h30, where possible.

What if I have a harsh event in between my good driving behaviour?

The harsh event is likely to affect your overall trip rating, depending on the severity of the event.

Can my Wallet go into the negative?

No, your Wallet cannot go into the negative.

Can my Wallet fluctuate on a month to month basis?

Yes. The value can increase from month to month, but it will not decrease once you have earned the cash-back reward. If you have been driving harshly, you will receive an R0.00 reward for that month.

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What happens to my rewards if I cancel my policy?

Unfortunately, in the event of your policy being cancelled, you will forfeit any pending rewards payouts.

Who can I contact if I am experiencing any problems with my Activate app?

In the event of any error messages reflecting on your app when trying to log in, please contact us on 0860 222 762 during office hours, (08h00 to 16h30), Monday to Friday, or, send an email to ActivateAdmin@absa.africa and a friendly consultant will assist you. To ensure a quick response, please include your policy, identity or passport number.

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