

BIKESURE EMERGENCY ASSIST



Call 0861 777 228

Or alternatively access the call centre via the live WhatsApp number 010 211 5928
**Only applicable to specified services via WhatsApp Chat Only, No WhatsApp Calls*

ROADSIDE ASSISTANCE



With Bikesure Emergency Assist Motorcycle Roadside Assistance, you will be supported in the event of the following emergencies within South Africa, Lesotho and Swaziland:

- Mechanical & Electrical Breakdown
- Accident Tow
- Jump-Start Service
- Run out of Fuel

LICENCE EXPERT

Licence Expert 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 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.

EMERGENCY MEDICAL SERVICES



The Call Centre provides immediate access to a team of dedicated nurses and paramedics, together with a national complement of accredited medical assistance Service Providers who will assist with a medical emergency.

You will have the following benefits on an access only basis:

- 24/7 Telephonic Advice and Information
- Referrals to Medical Practitioners and Facilities
- Liaison with next of kin

This service includes referrals to Crisis lines in case of:

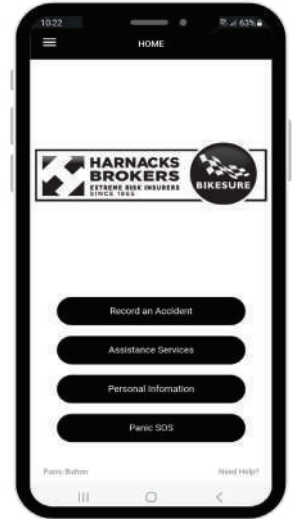
- Poison Hotline – In House
- Suicide Hotline – Life Line
- Rape and HIV Counselling
- Family and Domestic Abuse
- Child Abuse
- Bereavement
- Counselling

For the member's medical aid or own account:

- Emergency medical response to the scene of an incident
- Emergency medical transport to the nearest appropriate medical facility

BIKESURE MOBILE WEB APPLICATION

- ✓ **Build a unique risk profile** through intelligent data gathering.
- ✓ Seamless access to **value-added services** including detailed information of the product and benefit entitlement.
- ✓ **Additional cover** can be requested via the app or a request can be lodged to remove risk items.
- ✓ Viewing of your **policy information & schedules**.
- ✓ **A built-in panic button** through API integration to alert the call centre to call the member back and arrange immediate assistance.
- ✓ A built-in **Accident Manager**.
- ✓ **Motorcycle Pre-inspection** – take photos of the vehicle or bike to capture the relevant details e.g. make and model.
- ✓ Members will be able to **lodge a claim** on the app for various claim types:
 - Motor Accident Damage
 - Motor Theft/Hijack
 - Keys and Locks
 - Cell Phone
 - Jewellery
 - Accidental Damage
- ✓ Members will be able to **refer friends to Bikesure** through the referral engine.



HOW TO INSTALL THE BIKESURE APP



HOW TO DOWNLOAD TO ANDROID

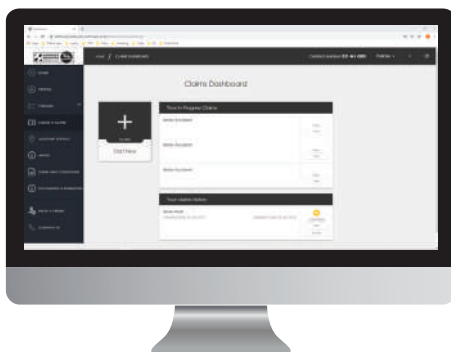
- Search "One Loyalty Assist" in your Play store.
- Scroll to the One Loyalty Assist App
- Download the App
- Tap on: "find"
- Search: "HBB"
- Select "Harnacks Brokers Bikesure - HBB"
- Tap on Register
- Fill in your details
- Click on "Get OTP" once
- Insert OTP once received via SMS
- Accept the T&C's
- Register
- Go to Log in
- Insert your mobile number and password
- Click login



HOW TO DOWNLOAD TO APPLE

- Search "One Loyalty Assist" in your Play store.
- Scroll to the One Loyalty Assist App
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- Click login

WEB PORTAL



Select Harnacks Brokers Bikesure from the dropdown
Login with your mobile app user details

[CLICK HERE](#)