

## AutoSOS

AutoSOS IS A SMARTPHONE-BASED AUTOMATIC CRASH DETECTION SERVICE AVAILABLE TO THE REGULAR DRIVER ON ANY AUTO & GENERAL COMPREHENSIVE CAR POLICY.

### WHAT'S THIS ALL ABOUT?

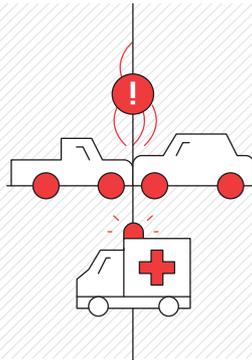
- 1. WHAT IS AutoSOS?** AutoSOS is a crash detection assist BENEFIT.
- 2. WHAT IS ITS PURPOSE?** It aims to reduce the response time of Emergency Medical Services by pinpointing the exact location of an accident.
- 3. WHO GETS COVER?** It only covers the REGULAR DRIVER. If the regular driver and policy holder is not the same person, only the REGULAR DRIVER is covered.
- 4. HOW DO I GET THE APP?** You download it from your relevant app store.
- 5. HOW DO I ACTIVATE THE APP?** You register for use of it online on the Auto & General website.



- 6. IS IT FREE?** AutoSOS is NOT free! It is part of a comprehensive insurance package i.e. a benefit.
- 7. WHY WOULD I NEED AutoSOS?** We're not offering you a benefit – we're giving you peace of mind.
- 8. HOW DO I GET MY USERNAME AND PASSWORD?** If you are the regular driver, instructions will be sent to you once the policyholder has activated your AutoSOS benefit.
- 9. WHAT IF I DON'T WANT TO USE THE BENEFIT?** The regular driver must simply not download and complete the registration process and he/she will not benefit from the assist offering.

### IN THE EVENT OF AN ACCIDENT

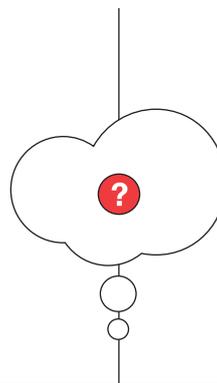
- 1. WHEN DOES THE APPLICATION WORK?** The application uses smart drive-detection technology to automatically switch on when you start driving. The app will begin monitoring your trip and will automatically detect a severe vehicle accident, if one occurs.
- 2. IN THE EVENT OF AN ACCIDENT, HOW DOES THE APP DETECT IF I HAVE BEEN IN A 'SEVERE' ACCIDENT?** The embedded algorithm measures the force that the motor vehicle undergoes during an accident. Using the measurement of these forces we can calculate if the accident is severe.



- 3. WHAT HAPPENS WHEN THE APP DETECTS A 'SEVERE' ACCIDENT?** The app will instantly alert the AutoSOS emergency assist provider, who will phone the regular driver to confirm if he/she needs emergency medical assistance. If the regular driver confirms the need for assistance or does not answer his/her phone, the nearest emergency medical services (EMS) will be dispatched to the accident location recorded by the application.

### IN CASE YOU WONDERED

- 1. CAN I HAVE THE APP ON TWO PHONES?** The app can only run on ONE smartphone at a time for one insured vehicle.
- 2. WHAT IF I'M NOT DRIVING THE INSURED VEHICLE – AM I COVERED?** You don't have to be driving the insured vehicle. Even if you are in an accident as a driver or passenger in a friend's car, the regular driver is covered as long as you have your smartphone with you and the app is activated.
- 3. WILL IT WORK IF I CANCEL MY POLICY?** No. The application on the regular driver's smartphone will automatically stop functioning on the agreed cancellation date.
- 4. WILL IT WORK IF I DOWNGRADE MY COMPREHENSIVE COVER?** No. The application on the regular driver's smartphone will automatically stop functioning on the agreed amendment date.
- 5. WILL IT WORK IF I REMOVE THE VEHICLE FROM MY POLICY?** No. Unless the regular driver is also the regular driver of another vehicle that is comprehensively insured, the AutoSOS application will automatically stop functioning on the agreed cancellation date.
- 6. WHAT IF THE REGULAR DRIVER IS NOT AN RSA CITIZEN?** Unfortunately, only SA Citizens/ID holders will be able to register directly on the application.
- 7. WILL THE APP WORK OUTSIDE OF RSA?** No, the service is limited to within the borders of South Africa.



DOWNLOAD AutoSOS



- 8. HOW DO I UPDATE MY PERSONAL INFORMATION?** You, the policyholder, can do this by logging onto your Auto & General online profile and updating the regular driver's details on your policy. The regular driver would, however, also be required to download and register on the application in order to benefit.
- 9. WILL I STILL HAVE TO PAY FOR MY MEDICAL EXPENSES?** Yes, the policyholder and/or regular driver will be liable for any medical cost incurred.
- 10. WHAT MUST MY PHONE HAVE FOR THE APP TO WORK?**
  - Phone must be switched on
  - Battery power
  - Data
  - Network connectivity or coverage
- 11. WILL THE APP USE LOTS OF DATA AND DEVICE MEMORY?** No. The smart-drive detection switches on when you start driving. It monitors your trip, but does not record it. It uses approximately the same data and battery power as a map or navigation application.
- 12. IS AutoSOS COMPATIBLE WITH SMART WATCHES OR TABLETS?** No, unfortunately not. These devices don't have the correctly calibrated sensors and systems.
- 13. WHAT'S THE MINIMUM PHONE SPEC REQUIRED?** iOS version 8.1 and above for Apple devices and 4.4 'Gingerbread' and above for Android. It must be GPS enabled for tracking of trips.

## #WHATEXPERIENCELOOKSLIKE