

Dear Member,

In an emergency situation we all want to know we are covered.

**NETCARE 911**, together with CompCare Medical Scheme, would like to propose that you follow these basic guidelines to ensure the maximum effectiveness of your Medical Scheme / **NETCARE 911** Emergency Services Benefit in case of an emergency.

Included in your welcome pack is a **NETCARE 911** vehicle sticker and a telephone sticker.

What to do with the **NETCARE 911** vehicle sticker?

1. Remove any old medical aid or emergency provider stickers from your vehicle(s).
2. Place the vehicle sticker on the driver's side of the vehicle on either the rear window or the small window behind the rear passenger's window.
3. Do not place the sticker on any window that can wind down.
4. If your sticker becomes damaged or faded, please contact CompCare on 086 122 2777 to request a new sticker.

#### What to do in the event of a medical emergency:

1. Always call: **082 911**
2. If someone is calling on your behalf, tell them to call: **082 911**
3. Tell the **NETCARE 911** operator that you are a CompCare member

#### Useful tips:

- Teach your family members to call **082 911** in case of an emergency.
- In an accident, take note of road names and numbers as this will expedite the emergency response.
- Please store **082 911** under "Medical Emergency" on your cell phone.

CompCare members and their registered dependants, younger than 80 years, have access to emergency medical cover whilst travelling outside of the borders of South Africa.

#### What to do in the event that you travel overseas

##### Have the following information on hand before you contact the underwriter

- Your details such as your full name, ID number and CompCare Membership number
- Destination to which you are travelling
- Date of departure
- Date of arrival back in South Africa
- Your cell phone / contact details

As part of this standardised service, all clients insured for international travel (in this case CompCare), automatically have access to our dedicated call centre for international travel-related enquiries. The number for the TIC helpdesk is (011) 521 4508. The TIC contact centre is operational during normal business hours (SA time excluding public holidays):

- **Monday - Friday from 08:00 to 17:00**
- **Saturday from 09:00 to 12:00**

#### To declare travel and obtain an insurance certificate, visa letter and policy wording, please:

1. E-mail the request to [helpdesk@tic.co.za](mailto:helpdesk@tic.co.za) or
2. Call the TIC Help Desk on the CompCare line on **(011) 521 4508** (Open 8am to 5pm weekdays and Saturdays from 9am to 12pm) (Closed on Public Holidays).
3. Alternatively you can avoid the wait and use the self-help option on the TIC website ([www.tic.co.za/compcare](http://www.tic.co.za/compcare)). All methods above provide personalised policies and personalised embassy letters.

You can also now download your policy document onto your cellphone after you have registered your travel by following these easy steps:

1. Download the TIC App from Google Store.
2. Once in the app, search for your policy, using your surname and your policy number.
3. View the policy and download it.

It allows you to view, call the assistance company, and claim in the palm of your hand.

#### Obtaining a policy is essential as you will not have cover if you have not registered your travel.

##### What to do in the event of an EMERGENCY when you are overseas

- **Contact MSO** immediately on **(011) 521 4575**. Assistance is available 24 hours a day.
- They will assist in arranging to get you to a suitable medical facility, provide you with a hospital admission guarantee and manage your admission.
- **MSO** will need your full name, membership number, policy number, location and the nature of your claim.

##### What to do if you need to submit a claim

- TIC Claims Department can be contacted on **(011) 521 4000**. (Office hours).
- Complete a claim form and e-mail all supporting documents to [claims@tic.co.za](mailto:claims@tic.co.za).
- Go online to [www.tic.co.za](http://www.tic.co.za) and submit your claim online.
- Claim forms can be accessed under Downloads on [www.tic.co.za](http://www.tic.co.za).

Kind regards,