

We believe insurance* should be simple. It should give you everything you need in a simple, easy-to-understand way. Insurance brought to you by Woolworths Financial Services offers the same excellent value as all our other products. The same dedication to detail. The same reliability. The same guarantee of quality. The same peace of mind.

Our Service Guarantee means:

Guaranteed Convenience

- Car and home insurance in a single, short phone call.
- Policy services assistance 24 hours a day, 7 days a week – with a decision maker available to respond to your needs at all times
- You can arrange for damage to your vehicle to be assessed at a time that suits you best.

Guaranteed Value

- Your policy is created to meet your unique needs.
- Premiums are set for a full year during which they won't increase even if you claim.
- Premiums are based on your individual circumstances and lifestyle, not on other people's claims risk.
- Your policy includes value-added products designed for the protection of your whole family.
- Emergency assistance 24 hours a day, 7 days a week is included at no additional cost.
- You will be assisted to get a good deal when buying a new car.

Guaranteed Reliability

- Your policy is underwritten by a financially stable insurer with an A+ credit rating.
- If you have chosen the car hire option, you will be mobile with a rental car within 12 hours. If you did not add car hire to your cover, you will still be able to hire a car at a discounted rate.
- All approved vehicle repair work is covered by a lifetime guarantee.
- Payments are made immediately after claims settlement approval.

Guaranteed Quality

- Your enquiries will be handled swiftly and efficiently by a professional team of consultants.
- If you leave a message we'll get back to you within 15 minutes.
- Vehicle repairs will be done right the first time.
- You will be kept informed of all progress on your claim.
- If there's something you are not happy about, you can contact our client service director at any time by e-mailing clientservice@insurancethroughwoolworths.co.za
- If your car is less than one year old and its mileage less than 20 000 kilometres, it will be replaced if it is written off or stolen.
- You will be contacted after your claim has been finalised to make sure that you are satisfied with the manner in which your goods were repaired or replaced.

If you feel that any of these guarantees have not been honoured, we will pay you a R250 penalty fee.