



MYAUTCARE

CARING FOR YOUR LIFESTYLE, CARING FOR YOU



MYSURFACEPLAN

MYSURFACEPLAN 

MYROADSIDEASSIST 

MYDRIVEHOME 

MYCONCIERGE 

MYPOTHOLEASSIST  - OPTIONAL

MYLEGALSOLUTIONS  - OPTIONAL

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App Store



ANDROID APP ON
Google play

WHAT MYPLAN CAN DO FOR ME!

MyAutoCare (Pty) Ltd offers our clients and consumers the best products in the market! We have sub divided this uniquely comprehensive product into exciting solutions tailor made to suit your requirements.

Our innovative product solutions have been carefully structured and grouped together in order to offer our clients the most comprehensive, reliable and affordable solution on the market.

MYSURFACEPLAN offering is an innovative product put together to assist you minor trolley dents, stone chips and scratches. The benefit of having such a product is you will never need to use your comprehensive insurance for the little problems and lose out on your “No Claim Bonus” or pay an excess.

MYROADSIDEASSIST a comprehensive offering that assist you with towing facilities when you breakdown, locksmith for when you lock your keys in your car and even bring you Fuel if ever you run out and all of this done by a simple click of button on MyAutoCare’s Mobile App.

MYDRIVEHOME service is for the unexpected party that you attend and have more than the legal alcohol limit for driving, no need to worry, just give us a call and we will arrange a driver to come and drive you home in your own car.

MYCONCIERGE is a personal assistant service that you could use to do anything that you require. If you require your Dry Cleaning to be picked up, book a holiday or even get flowers delivered to your wife then this is your one stop shop.

MYPOTHOLEASSIST & **MYLEGALSOLUTIONS** is comprised of a dedicated and qualified legal team to assist you telephonically with all the different road agencies within the RSA.

Our belief in “caring for your lifestyle, caring for you” adds a personal touch to each policy and our friendly, experienced team is always just a phone call away. Better value, uncomplicated policy structures and simpler processes have positioned us as industry leaders.

Our innovation is mirrored in our pursuit of perfection! MyAutoCare (Pty) Ltd is not simply another product on the market, but rather an enhancement of one’s lifestyle, tailored for individual needs.

Coverable Items	MSP Complete	MSP Drive	MSP Assist
Exterior:			
Paint-less Dent Removal	✓	✓	✓
Stone Chips	✓	✓	✓
Windscreen Chips/Cracks	✓	✓	✓
Scratch Repaires	✓	✓	✓
Tar Removal	✓	✓	✓
Mag Wheel Repair/s	4 per 24 months	1 per 24 months	
Headlight Renewal	✓		
Annual Wheel Alignment	✓		
Interior:			
Odor Removal	✓		
Aircon Treatment	✓		
Bollard	✓		
Gear Knob	✓		
Handbrake	✓		
Steering Wheel	✓		
MyRoadsideAssist	✓	✓	✓
MDriveHome	✓	✓	
MyConcierge	✓	✓	
Optional Extra:			
MyPotholeAssist	✓	✓	✓
MyLegalSolution	✓	✓	✓

Claims & Queries:

08611 “MYAUTO” – 08611692886

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PAINTLESS DENT REMOVAL (PDR)

PDR removes light dents made by other vehicle's doors or even trolleys. MyAutoCare will not affect the original factory finish (providing they are made of conventional metal.) This process is executed using tools that reform metal back to its original state.

Exclusions

- Only dents within a diameter of 30mm are treated as repairable.
- This technique cannot fix spread or stretched metal or damaged paintwork. Panel beating is recommended in this instance.
- MyAutoCare will not carry out any spray painting or panel beating on vehicles.
- Hail damage is a non-coverable item by MyAutoCare.

STONE CHIPS

Stone chips may result in rust, hence the need to repair them. MyAutoCare will by hand, brush touch these using matched paint in order to give your vehicle a fresh finish.

Exclusions

- Stone chips exceeding 5mm in diameter.
- Spray painting will NOT be done, only brush touching.

WINDSCREEN CHIPS / CRACKS

Windscreen chips and cracks occur frequently impairing the drivers visibility. They should be attended to in order to prevent them spreading. MyAutoCare will repair windscreen cracks where the run on the windscreen is less than 100mm in length. Your plan will also cover a chip with a diameter less than 16mm

Exclusions

- Any cracks or chips that exceed the above specifications will not be considered for repairs.

SCRATCH REPAIRS

MyAutoCare undertakes to conceal Scratches should they not exceed 150mm and can be brush touched or removed by polishing.

Exclusions

- No scuffs or series of scratches will be repaired
- Not the entire vehicle
- Buff polish excluded

TAR REMOVAL

Tar on your vehicle is impossible to remove with conventional cleaning methods resulting in your vehicle always looking Untidy. Our repairers are capable of removing tar from your vehicle without harming the paintwork.

HEADLIGHT RENEWAL

Our headlight renewal service offers an easy and effective repair to your foggy and dull headlight lenses. Only plastic headlights may be considered renewable from the outside only. Results may vary due to extent of UV damage.

Exclusions

- Cracks and severe damage
- Glass headlights

MAG WHEEL REPAIR

Mag wheel repair will fix minor scratches on vehicle rims. Providing mag wheels are made of conventional metal. Skilled technicians use specially designed tools to smooth out scratches on mags back to a satisfactory condition. The mags would then be sprayed and baked accordingly. They would also use polishing techniques to remove minor scratches. Only scratches requiring this technique of removal and within a diameter of 80mm are considered repairable.

Exclusions

- Mag/Rim repair may only be utilized 4 times in the duration of the contract, with one rim being repaired at a time.
- Buckled or cracked mags
- Diamond cut mag wheels

WHEEL ALIGNMENT

If you regularly have your wheel alignment checked you may be able to detect suspension problems or any threatening issues before they begin. You are entitled to 1 (one) wheel alignment benefit in order to manage your tyres life.

Wheel Alignment benefit Procedure:

This benefit entitles you to receive 1 (one) wheel alignment benefit after a duration of 12 (twelve) months has lapsed.

ODOR REMOVAL

Through the use of a thermal fogging system MyAutoCare is able to remove pet odors, mouldiness, tobacco and any other unwanted smells instantly.

Exclusions

- Extreme odors determined at MyAutoCare's discretion (wet carpets, dead fish, dead animals, milk spillages and rotten meat)

AIR-CONDITIONER TREATMENT

Detrimental bacteria, fungi and mold grow in your air conditioning system over time. MyAutoCare's disinfectant treatment is designed to eliminate these as well as bad car smells within the air conditioning unit. This benefit entitles you to receive 1 (one) air conditioner treatment per year.

STEERING WHEEL, BOLLARD, HANDBRAKE AND GEAR KNOB REFRESHMENT

With time and use, these may discolour, become hard and require attention. Our refreshment service repairs minor scratches and we will respray discoloured leather with a conditioning and moisturising leather dye.

Exclusions

- Cuts, rips and tears in the leather

LEATHER OR FABRIC TREATMENT (every 12 months)

Your vehicle's seats are made of leather or fabric. The Scotch Guard system is a well known popular treatment used to prevent stains, repel the sun's harmful UV rays while simultaneously moisturizing your vehicle's seats. You are entitled to 1 (one) treatment per 12 month period for the duration of your plan.

MYROADSIDEASSIST



MyAutoCare (Pty) Ltd will provide you with 12 roadside assistance call outs or towing incidents per 12 months. Unused call outs and towing incidents may not be accumulated or transferred to another vehicle. Should you require additional call outs they will be at your own account. This equates to one call out per month.



TOWING OF VEHICLE

MyAutoCare (Pty) Ltd will tow your vehicle for no more than 250 km round trip; any cost incurred above this will be for your own account. Your vehicle will be towed to the nearest approved dealership.

Exclusions

If you would like your vehicle towed to another location and there is a variance in the cost, this will be for your own account.

Only MyAutoCare (Pty) Ltd can authorize call outs and towing services, any unauthorized call outs and towing will be for your own account.

MECHANICAL BREAKDOWN

Mechanical breakdown constitutes failure of one your vehicle's parts causes the rendering the vehicle undriveable. If a mechanical failure is caused as a result of an accident the cost of the call out and towing will be for your own account.

FLAT BATTERY

We will cover the cost of the call out fee to jump start your vehicle, however should the vehicle not start, it will be towed to the nearest approved dealership. You will be liable for any additional labor charges from them.

Exclusions

We do not supply replacement batteries

FLAT TYRE

We will assist you by changing your flat tyre for you using your spare. The cost of the call out fee will be paid by MyAutoCare (Pty) Ltd.

RUN OUT OF FUEL

MyAutoCare (Pty) Ltd will bring you 10 litres of fuel and cover the call out fee to bring it to you.

Exclusions

- Any additional call-outs for fuel will be for your account.
- MyAutoCare (Pty) Ltd will not guarantee specific fuel brands

KEYS LOCKED IN VEHICLE

MyAutoCare (Pty) Ltd will cover the cost of the locksmith's call out fee as well as the first hour of labor.

Exclusions

- The cost of replacing your key.
- Any consequential damage that may occur from this service is for your account.
- You will be liable for any additional labor charges after the first hour.

RENTAL/REPAIRATION

MyAutoCare (Pty) Ltd will arrange or contribute to alternative transportation or accommodation, where necessary, should you find yourself in a mechanical breakdown situation 100 km or more from your home or destination and the vehicle cannot be repaired on that particular day, MyAutoCare (Pty) Ltd will also cover reasonable repatriation costs of getting you to your vehicle after it has been repaired by an approved dealership.

ACCOMMODATION

MyAutoCare (Pty) Ltd will provide accommodation for 1(one) night @ R 500 per person per night for a maximum of 5 (five) people. For accommodation assistance you will have to settle the invoice with the supplier and MyAutoCare (Pty) Ltd will refund you as stipulated above after receiving all the necessary documentation



MyAutoCare (Pty) Ltd members will have access to the MyDriveHome service, whereby we will make arrangements to drive you, the policyholder home in the event that you have exceeded the legal alcohol consumption limit for driving. The call center will dispatch two drivers to where you are at that time. The first driver will take you home in your own vehicle while the back-up driver will follow behind in a second vehicle. All drivers have a valid Professional Driver's Permit (PDP) and undergo an extensive chauffeur and driver training course.

HOW TO ACCESS MY DRIVE HOME BENEFITS

1. Once you have made a booking the MyAutoCare (Pty) Ltd driver meets you at the function venue
2. The driver team will contact you via SMS when they arrive at your function to collect you.

Detail of service benefits:

Detail of service benefits:
1 Complimentary Trip of each new month of 35km
30km Radius from city center = R250.00 (After 1st trip)
R15 per km in excess of 35km
Extra Drop off's = R50 p/drop off



All you have to do is call the MyConcierge team and they will assist you or even simpler is to click on the MyAutoCare App on your Smart phone in order to use the benefits of the lifestyle changing management system.

- Book you a flight
- Plan your next holiday
- Pick up dry cleaning
- Grocery Shopping
- Party Planning
- Household Organization
- Up to Date Sport Scores & Events

These are just a few mentioned offerings rendered by the MyConcierge service. **A full breakdown of the services rendered are available on request.**



South African roads have been damaged by potholes due to large quantities of traffic and damage from extreme weather conditions, such as floods and heavy rain. As a result, motorists are forced to replace tyres or mags. MyAutoCare (Pty) Ltd will help you to recover costs incurred as a result of damage to your vehicle caused by potholes.

HOW TO ACCESS MY POTHOLE ASSIST BENEFITS

1. We will submit your claim to the Road Agency and liaise with them from start to the settlement of your claim.
2. MyAutoCare (Pty) Ltd will follow up with the relevant road agencies to establish a speedy settlement result.
3. We will give you regular feedback on the status of your claim
4. MyAutoCare will appoint an assessor where deemed necessary.
5. Should your vehicle not drivable we will arrange a cab for you.



MyLegalSolutions entitles you to telephonic legal advice Monday to Friday 8am-5pm. We specialise in claiming funds from various organisations and get back the FULL amount of what is owed to you. Our team has 10 years financial and legal experience and are skilled in liaising with government insurance funds. Membership to MyLegalSolutions entitles you to telephonic legal advice during normal working hours.

MYAUTOCARE (PTY) LTD WILL ASSIST YOU WITH:

- Reckless, negligent, driving with out a license or drunken driving
- Purchase contracts & Financial agreements
- Unlawful arrest or Bail applications
- Events that occurred outside the borders of South Africa
- Consumer related matters
- Culpable homicide as a result of an accident

We will assist in the following matters regarding the ownership of, travelling in and the use of a vehicle:

- The Legal advice includes a principal member and his/her spouse and 3 of their children up to the age of 18 years



MYDRIVEHOME

1. MyAutoCare (Pty) Ltd members will have access to the MyDriveHome service, whereby we will make arrangements to drive you, the policyholder home in the event that you have exceeded the legal alcohol consumption limit for driving.
The call center will dispatch two drivers to where you are at that time.
The first driver will take you home in your own vehicle while the back-up driver will follow behind in a second vehicle. All drivers have a valid Professional Driver's Permit (PDP) and undergo an extensive chauffeur and driver training course.
2. This service is available in Johannesburg, Pretoria and Cape Town, with teams also available in smaller centers like George, East London, Port Elizabeth, Durban, Nelspruit, Bloemfontein and Kimberley.
Smaller centers will require advance bookings (by 17h00 for that evening's usage).
The driver team will wait up to 15min once they have told you that they have arrived. If there is no response from you, our call center will try to call you and also will send you an SMS. Should there be no response from you, the team will be cancelled and you will be billed the minimum call out fee. Vehicles have tracking systems and our call center telephones are recorded, there will be a recording of our attempt to contact you.
3. MyDriveHome cannot be held responsible for any loss of valuables, cell phones, laptops, etc. nor any damage caused to a vehicle whether due to the chauffeur's negligence or not.
4. The chauffeur will be required to transport you directly to your pre booked destination. There may be no diversions en route to your destination unless previously booked.
5. The chauffeur will wait 15 minutes from the requested time of collection, thereafter waiting time will be charged at 15 minute increments
6. The client will be required to use a safety belt for the duration of the journey
7. The client may smoke in the vehicle if the chauffeur gives approval
8. On completion of the reservation, you will be required to sign the trip voucher. Please retain a copy for your records.

MYCONCIERGE

1. There are no limits to the number of contacts per customer. MyAutoCare (Pty) Ltd Clients must liaise directly with suppliers and ALL payment information or credit card details should NOT be given to any of our Call Centre representatives. MyAutoCare (Pty) Ltd will not be held responsible for any loss incurred.

Please note that all planning is free of charge but the payment of services rendered will be at the clients cost. This is a convenience service.

MYPOTHOLEASSIST - Optional

1. Assistance is provided to:
 - Un-insured persons;
 - Insured persons who do not want to claim from their Insurers and lose their no claim bonuses;
 - Insurance companies – to recover their losses from the various road agencies
2. The following information is needed from an individual to submit a claim:
 - A police affidavit;
 - A copy of the claimant's ID;
 - A copy of claimant's driver's license;
 - The vehicle registration documents;
 - Photos of the damage to the vehicle;
 - A letter from claimant's insurance confirming that the claim was not submitted to the insurance or an affidavit stating that the claimant is not insured;
3. Claims will be limited to pothole damage caused on public tarred roads within the Republic of South Africa
4. Membership must be valid at the time of the claim and assistance will be provided for the vehicle specified under this plan.
5. Settlements from road agencies are not guaranteed.

MYLEGALSOLUTIONS - Optional

1. One should be able to claim for compensation due to lost luggage, delayed or damaged. MyAutoCare (Pty) Ltd will assist you with this process.
2. MyLegalSolutions analyses your RAF case and advises the best course of action, and will manage your claim until completion. Claiming from the RAF is a process, you may need a qualified attorney to get the maximum amount due to you.
3. MyLegalSolutions specialises in providing efficient claims processes to reunite you with monies you are owed from shares, pensions, retirement annuities, dormant bank accounts, lapsed insurance policies and employee benefit schemes.
4. Under EU rules MyLegalSolutions may be able to claim compensation if your flight is significantly delayed, or your money back if cancelled.
5. If something you bought turns out to be faulty and causes damage or injury, with MyLegalSolutions, you may be able to claim back the cost of putting right the damage, from the manufacturer.

MyFinePrint

MYSURFACEPLAN

1. Subject to a 30 day waiting period, MySurfacePlan undertakes to service your vehicle once a month for a period of 2 (two) years as specified on the application document, provided payment has been received and subject to the terms and conditions stated in this plan.
2. Benefits are limited to the Republic of South Africa. The agreement is subject to South Africa Law and currency.
3. The plan may be used on a once a month basis only.
4. The maximum benefit amount per claim is unlimited.
5. The cover described by this plan shall not extend to motorcycles or trucks
6. You will only be entitled to utilize the benefits stated in this agreement 30 (thirty) days after the date of your signature and provided payment has been made to MyAutoCare (Pty) Ltd you. Existing damage that falls within the specifications of the MyAutoCare (Pty) Ltd agreement will be repaired after the 30 (thirty) day waiting period.
The benefits are provided by an approved MyAutoCare (Pty) Ltd service provider.
8. All fees are due to MyAutoCare (Pty) Ltd and are payable in advance. Benefits will be provided for 24 (twenty four) months as specified on the plan at the commencement date of this agreement.
9. MyAutoCare (Pty) Ltd records all telephonic conversations.
10. The plan is vehicle specific to one nominated vehicle and may only be transferred to the new owner should the vehicle be sold.
11. All fees payable are inclusive of all taxes.
12. All transfer requests must be submitted in writing to info@myautocarenow.co.za detailing the reason for the requests and the changes that would need to be implemented.
13. Should it come to the attention of MyAutoCare (Pty) Ltd that a vehicle is being used for car rental and taxi services or contests on race tracks or similar your, MySurfacePlan will become null and void.
14. Failure to keep an appointment on your part will be considered a benefit claim and will result in the benefit being rescheduled for the following month providing your benefit and MyAutoCare (Pty) Ltd agreement is still valid.
15. MyAutoCare (Pty) Ltd cannot be held liable for damage that occurs between the date of booking the appointment to the date the service is fulfilled, especially damage to windcreens.
16. We have attached a guide lines card at the back of your benefit plan brochure. Please ensure that prior to calling and booking a benefit you have ensured your request is within the parameters of the benefit plan terms and conditions stipulated. If not, the call out fee will be at your expense.
17. You may have the option of getting a quotation to fix non covered items, however this will be payable by you the vehicle owner
18. You may cancel the MySurfacePlan by producing one month's written notice. Should your contract be terminated by giving notice, any commissions and costs will be deducted from the 2 (two) years fees paid, leaving a balance which is refunded on a pro-rata basis relative to the unexpired period of the plan.
19. No refunds of fees will be processed if a claim has been authorized. The refund is subject to the terms stated in this agreement.
20. Should you fraudulently try to obtain benefits from this plan, you will lose your plan benefits immediately

MYROADSIDEASSIST

1. The benefits outlined in this schedule are restricted to in Southern Africa (RSA, Swaziland, Botswana and Namibia), you will have a number to call when you experience mechanical problems with your vehicle which was not directly caused by an accident. Our call-center is open 24/7 to make sure you have round the clock support. Our response team will locate your vehicle and come and assist with any of the outlined problems.
2. All MyAutoCare (Pty) Ltd service providers are independent contractors the responsibility for loss and damage still remains with these service providers. If in the unfortunate circumstances you have a dispute with one of our suppliers, MyAutoCare (Pty) Ltd will make every effort to resolve this dispute conditional upon the complaint being received in writing within 10 days of the incident.
3. If the vehicle is under warranty, MyAutoCare (Pty) Ltd reserves the right to refer the assistance to the warranty provider.