



# The fine Print



## Membership & Claim Requirements

- This service is only available if the motor accident happened within the Republic of South Africa.
- A claim against the Road Accident Fund must be lodged within three years of the incident.
- For hit-and-run events, the claim must be lodged within two years.
- You must provide complete, accurate and honest information at all times to us. Any incorrect information can jeopardise your claim.
- While **RoadCover** cannot guarantee a payout from the Road Accident Fund, we commit to making every reasonable and necessary effort to pursue your claim and work towards a fair settlement.
- Covers main member: You, the primary account holder, Spouse or Partner legally recognized through civil, customary, or religious unions.
- Dependent Children: \* Under age 21 (includes biological, adopted, foster, and step-children). \*Up to age 25 if they are unmarried, full-time students. No age limit for children with permanent physical or mental disabilities.
- Nominated Individual: An additional person specifically named by you.
- Nominated Family: An additional individual plus their own immediate family members.

## What/Who is the Road Accident Fund (RAF)?

- Every time you fill fuel into your vehicle, R2.25 cents of every litre goes to the Road Accident Fund.
- These fees are collected by the RAF to cover you when you are injured in a motor vehicle accident.
- It is your legal right to claim back money from the RAF if you are injured or disabled in a Road Accident due to third party negligence.

## Payment & Continuation of membership

- Your benefits begin from the day of joining.
- If your membership fee is up to date, your membership continues.
- We may decide to change the membership fees at any time; we will notify you at least 30 days before the change is due to commence.

## Cancellation

- You may cancel this membership by giving us 30 days' notice.
- We may cancel this membership by giving you 30 days' written notice.

## Privacy & Feedback

- We are compliant with POPIA.
- We will only share your information with our service providers, such as medical practitioners and actuaries, to fulfil your RoadCover benefits.
- For further information, please refer to our Privacy Notice and POPIA Policy on our website at [www.roadcover.co.za/popia](http://www.roadcover.co.za/popia).
- If you have any concerns or feedback around our service, please contact us on [customerservice@roadcover.co.za](mailto:customerservice@roadcover.co.za)



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