



# Clientèle H.E.L.P Plans Additional Benefits

**Clientèle  
Standard H.E.L.P**  
Plans start from  
**R525**  
per month

**Clientèle Ultimate  
H.E.L.P Plan**  
from  
**R573**  
per month

Health Plans:  
**SMS HEALTH to 45487**  
(SMS free of charge)

By sending an SMS, you consent to Clientèle processing and retaining your personal information in line with our Privacy Policy which is available on [www.clientele.co.za](http://www.clientele.co.za).

This is not a medical scheme and the cover is not the same as that of a medical scheme. This policy is not a substitute for medical scheme membership.

Life Insurance policies are underwritten by Clientèle Life Assurance Company Limited, a licensed life insurer and authorised FSP 15268. Annual premium increases are subject to the Consumer Price Index (CPI) annual inflation rate published by Statistics South Africa.

Terms and conditions apply visit [www.clientele.co.za](http://www.clientele.co.za).

Procedure for service utilization:  
Contact Europ Assistance on 0860 320 333 and select menu item number 4.

## Emergency Assistance Benefits

### 24 Hour Helpline

Benefits:

- o Emergency Medical Services:

This is a 24-hour emergency assistance helpline, which will arrange for necessary help you may require during a medical emergency including Emergency Medical Assistance involving evacuations or relocation.

- o Personal Health Advisor:

Personal Health Advisor offers access to professional assistance services that deal with health queries 24 hours a day, 365 days a year.

Advice services include:

- The Audio Health Library
- Emergency Medical Advice
- Assessing day-to-day symptoms
- Important health knowledge
- Drug database
- Poisoning
- Health Counselling
- AIDS and Cancer
- Addiction
- Stress management
- Trauma debrief
- Assistance for rape victims

- o Trauma, Assault and HIV Counselling: In the event of a traumatic experience you may call the helpline where dedicated and trained counsellors are available to listen and talk you through your recovery.