

2024

## BONITAS SOS: EMERGENCY MEDICAL SERVICES

Europ Assistance is the designated service provider for Bonitas SOS. This includes all emergency medical services for Bonitas members and their registered dependants.

### WHAT DOES THIS BENEFIT COVER?



Emergency medical response by road or air from the scene of the medical emergency



Transfer to the closest appropriate medical facility by road or air



Instructions on how to manage the emergency while waiting for the ambulance (e.g. start CPR)



Inter-hospital transfers (subject to authorisation) in accordance with Scheme Rules



Virtual Doctor consultations via the Bonitas Member App (Available 24/7)

### WHAT DO I NEED TO DO IN THE CASE OF A MEDICAL EMERGENCY?

1

Call 0860 555 505 or request an ambulance via our website or app. Provide your name, telephone number and medical aid number.

2

Give a brief description of the incident and the severity of it. Provide the address/location (road name, number and nearest crossroad) of the scene of the incident. Ensure that Bonitas SOS has all the details of the incident.

NEW

The new digital **“REQUEST AN AMBULANCE”** function on our website and app allows members to request an ambulance in an emergency and track its location in real-time while on their way to you!

### DETAILS FOR BONITAS SOS



Call: 0860 555 505

Email: bonitasclaims@europassistance.co.za OR bonitaspostauth@europassistance.co.za

Bonitas SOS queries: customercare@europassistance.co.za

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## BONITAS SOS: EMERGENCY MEDICAL SERVICES

### WHAT HAPPENS IF I DO NOT USE BONITAS SOS IN AN EMERGENCY?

The member needs to make use of Bonitas SOS in an emergency so that they can facilitate the case and make use of suitably qualified and available service providers. Should the member not contact the emergency number they may be held liable for the full cost incurred.

Ambulances are to be used for emergencies only. Use of an ambulance for cases deemed not to be emergencies, will not be covered.

### DISPLAY YOUR BONITAS SOS STICKERS PROUDLY

When you join Bonitas, you will receive specially designed Bonitas SOS car stickers. Please ensure that these are attached to your vehicle.

*Bonitas*



**BONITAS SOS**

**0860 555 505**

### DETAILS FOR BONITAS SOS



Call: 0860 555 505

Email: [bonitasclaims@europassistance.co.za](mailto:bonitasclaims@europassistance.co.za) OR [bonitaspostauth@europassistance.co.za](mailto:bonitaspostauth@europassistance.co.za)

Bonitas SOS queries: [customer-care@europassistance.co.za](mailto:customer-care@europassistance.co.za)