

WELCOME TO



### HOW DO I USE MY CARD?

Your unique membership number is on the front of your new card. You will be required to quote this number when accessing any of your benefits over the phone.

#### What numbers do I call?


ENQUIRIES – 0861 086 111 (08h30 – 16h00)

For any enquiries or problems you might have while using your card.

BENEFITS – 0861 666 765 (Available 24hrs a day!)

This number is for the following benefits:


- SALON/HOME Assistance
- DOCTORS Assistance
- LEGAL Assistance
- EMERGENCY MEDICAL Assistance
- A/H TUTOR Assistance
- PANIC Assistance – 0861 000 323 (Save number to your speed dial)

 HOLIDAY RESERVATIONS – 0861 086 111 (08h30 – 16h00)

This number is for making a booking for your accommodation. We strongly urge that you book at least 6 weeks in advance to avoid disappointment. With such low prices for accommodation, it's our most used Benefit by our members.

You can also find real time accommodation and prices on [www.honestays.co.za](http://www.honestays.co.za).

You can choose your establishment, contact them directly and tell them you are member of Honey Stays and you will receive the discount for your accommodation directly from the establishment. Please take your membership card with to verify membership. (On the back of the card is their logo – Bird).

 DISCOUNTS – 011 232 9323 (08h00 – 16h30 Mon-Fri / Sat. 08h00-15h00)

This is the number you will call to redeem any of the discounts we have on offer for our members. To view all our partners and discount benefits please visit our website,

[www.cosmoproplat.co.za](http://www.cosmoproplat.co.za). To print Virtual Vouchers from our website 'CLICK' on

Discounts, which will take you to the Members Login on the Service Provider, EXEC-U-CARD's website. There you will also have access to the Online Mall with great products & discounts.



## PANIC ASSIST™ BUTTON

### LINKED TO IN-HOUSE CALL CENTRE

The Panic Assist™ button service will be operated by Discounted Lifestyle (Pty) Ltd in conjunction with the ASG Group, who will utilise the Discounted Lifestyle Location Based Services (LBS) infrastructure.

Once the Panic Assist™ button is activated, a panic alert will be generated and the in-house Call Centre will manage the crisis. A minimum of R0.20c airtime must be available in the Client's account in order to make use of this service. (A Network bearer charge is also applicable.)

### PROCESS FLOW:

- A Client presses their Panic Assist™ button on their cell phone
- A USSD string transmits the assist call via the GSM (Cellular) network to the Panic Assist™ system and Call Centre
- Panic Assist™ will perform a Location Based Search (LBS) on the GSM network making use of Discounted Lifestyle's LBS technology
- Discounted Lifestyle's web services will forward the Client information (cell number, latitude/longitude co-ordinates, available address details, customer code) to the in-house Call Centre
- The Call Centre will place a telephone call to the Client and immediately initiate the appropriate protocols.

### TERMS AND CONDITIONS

THE CLIENT acknowledges that the Panic Assist™ Service ('the Service') is only available within the territory of the Republic of South Africa.

THE CLIENT acknowledges and accepts that Panic Assist™ does not guarantee the availability of the Service as a result of force majeure or any other circumstances beyond the control of Panic Assist™. The Client accepts that Panic Assist™ shall not be liable for any failure to provide the Service.

The Client acknowledges and accepts that availability, quality and coverage of the Service may be limited from time to time and further, that the Service may from time to time be unavailable and/or adversely affected as a result of inter alia physical features such as buildings and underpasses, as well as atmospheric conditions and other general causes of interference beyond the control of Panic Assist™.

### CANCELLATION PROCEDURE

Customers making use of any Panic Assist systems need to provide a cancellation

request, in writing, 30 days prior to the date on which the cancellation will take effect. Please send your request to [info@PanicAssist.co.za](mailto:info@PanicAssist.co.za).

### INDEMNITY

1. All warranties, conditions, representations, indemnities and guarantees with respect to the services, information, reports and products of Panic Assist™, whether express or implied, arising by law, custom, prior oral or prior written statements by Panic Assist™ or otherwise (including, but not limited to, any warranty for merchantability or fitness for particular purpose) are hereby overridden, excluded and disclaimed by Panic Assist™ and Panic Assist™ shall not be liable in respect of any related claims for damages of any nature, howsoever arising.
2. In particular, and without derogating from the generality of the previous paragraph, under no circumstances will Panic Assist™, its Directors, Officers, employees, servants, contractors or agents be liable for any consequential, indirect, special, punitive or incidental damages or lost profits, whether foreseeable or unforeseeable, whatsoever, including, without limitation, such damages or lost profits based on claims of the Client's Management or Representative (including, but not limited to claims for loss of goodwill, use of money or use of such services, information and/or products) due to the interruption of use or availability, failure or malfunction of the Panic Assist™ service.
3. The Client shall have no claim against Panic Assist™, its Directors, Officers, employees, servants, contractors or agents for claims arising out of breach or failure of express or implied warranties, breach of contract, misrepresentation, negligence, strict liability in delict and out of actions or requirements of any telecommunications authority or a suppliers of telecommunication services or equipment or otherwise.
4. The Client hereby indemnifies Panic Assist™ and its Directors, Officers, employees, servants, contractors or agents against any damages, loss, cost or expense (including reasonable attorney fees) arising from any claim, demand, assessment, action, suit or proceeding relating to the use of Panic Assist™ services, information, reports and/or products that are based on conduct, action or inaction of Panic Assist™ or its Authorised Representatives.
5. The Client warrants that the information supplied to Panic Assist™ is accurate.
6. The Client undertakes to notify Panic Assist™ immediately of any change in their information, whether medical or of any other nature, which may impact on the efficacy of the Panic Alert™ services being offered.
7. The Client further accepts that Panic Assist™ has no duty to verify, check or confirm any new information provided to it by the Client.

## TERMS AND CONDITIONS FOR PROFESSIONAL BEAUTY REWARDS

1. There is a once-off activation fee for Professional Beauty Rewards membership of R199.00 (one hundred and ninety nine rand). All Monthly debits thereafter for Professional Beauty Rewards membership are R129.00 (one hundred & twenty nine rand) per month. The initial R199.00 includes the first monthly subscription fee.
2. The Company reserves the right to terminate the member's Professional Beauty Rewards membership should the member default on their monthly Professional Beauty Rewards membership subscription. In the event of termination of the member's Professional Beauty Rewards membership or any debit failures, the member will forfeit all rights to their Professional Beauty Rewards benefits from the date the debit proved to be unsuccessful or upon nonpayment of the monthly subscription.
3. The Company may at its sole discretion deem a member's Professional Beauty Rewards membership to have lapsed upon the nonpayment of their monthly subscription fee and may reactivate or terminate membership unless notified to the contrary in writing by the member.
4. The services of the Professional Beauty Rewards strategic partners will only be available to the member, the member's partner and the member's dependants as specified in the Professional Beauty Rewards membership terms and conditions contained herein.
5. Only one Professional Beauty Rewards membership may be active for any one person or immediate family member at any given time.
6. The member's Professional Beauty Rewards membership number must always be quoted when dealing with any of the Professional Beauty Rewards strategic partners.
7. Rates, conditions and strategic partners may change without notice. The Company and its employees cannot be held liable for any changes that may occur in this regard.
8. The most current information pertaining to Professional Beauty Rewards will be updated and available on the Professional Beauty Rewards website at [www.probeautyrewards.co.za](http://www.probeautyrewards.co.za).
9. The specific products and services provided by Professional Beauty Rewards strategic partners themselves may change. The Company and associated companies cannot be held liable for any changes that may occur.
10. This agreement may be terminated anytime by notifying Professional Beauty Rewards in writing and giving Professional Beauty Rewards 30 days notice on the fax number 031-5846631 or email to [admin@probeautyrewards.co.za](mailto:admin@probeautyrewards.co.za).
11. The member hereby authorizes the Company to collect the agreed amount (or amended amount as may be agreed in the future) from the nominated bank account of the member.
12. The member hereby authorizes the Company to debit the member's bank account on the prescribed day as deemed suitable by the Company.
13. The member hereby acknowledges that the monthly debit for their subscription will reflect as Netcash Execucard on their bank statement.