



A MiX Telematics Brand

Beamie Protect

USER MANUAL



Beame Protect, exclusively available to Beame customers, provides additional value-added services to motorists including roadside assistance, car licence renewals, assistance with the payment of fines, windscreen repairs and managing claims for tyre damage due to potholes.

BEAME PROTECT contact number 087 352 1119

Email: beameprotect@beame.co.za



Beamie Protect offers you the Roadside Assist service, which includes full roadside assistance in case you have a flat battery, run out of fuel, lock your keys in the car, get a flat tyre or have a vehicle breakdown.

How it works (Terms and Conditions apply)

Call the 24-hour Contact Centre and request assistance for any of the following incidents:



Flat Battery: Assistance will be arranged to have the vehicle jump-started. Vehicles under warranty will be towed to the nearest approved franchise dealer. This service is offered whether the vehicle breaks down at home or on the road.



Keys locked in Vehicle: A locksmith will be arranged to open the vehicle and retrieve the car keys. If the locksmith cannot resolve the problem at the scene, additional costs of towing or repairs are not covered.



Flat Tyre: Assistance will be provided to have the tyre changed and replaced with the spare tyre. In the event that there is no spare tyre, a tow truck can be arranged for the member's account. This service is offered whether the vehicle breaks down at home or on the road.



Run out of Fuel: Up to 5 litres of fuel will be delivered to the member's location, limited to 2 incidents per annum. Additional fuel can be arranged for the member's cost.



Mechanical and Electrical Breakdown: The service provider will tow the vehicle to the nearest approved franchise dealer (if under warranty) or to the nearest approved repairer within 40 km's roundtrip. This service is offered whether the vehicle breaks down at home or on the road.



Representation: Advice on claiming for any costs incurred from your insurance through our expert Administrative Team.

Roadside Assist Service Terms & Conditions

1. The service is available to registered Beame Protect members only and limited to their specified vehicle(s).
2. Roadside Assist services are only applicable when the service is requested through the Beame Protect call centre.
3. Service is covered within a 40 km round trip of the incident location. Additional distances and services are not covered and would be on a cash basis to be settled directly by the member.
4. Parts and repairs costs are not included in the service.
5. The Flat Battery, Keys locked in Vehicle, Flat Tyre, and Run out of Fuel services are limited to the call-out and the first hour of labour per incident.
6. The service only covers roadside assistance within South Africa.
7. The overall annual limit for Roadside Assist is 3 incidents per annum within a 40 km round trip and limited to light motor vehicles only.
8. Please note that no services will be provided if your Beame Protect membership account is in arrears.



Beamie Protect offers you the Licence Assist service, which includes assistance with the annual renewal of your vehicle licence, including notifying you of the pending expiry and delivering the licence to you.

How it works (Terms and Conditions apply)



Beamie Protect will send you an email or SMS reminder 30 days prior to the licence expiring giving you enough time to make sure you can renew it before it expires.



Complete your details on the link sent to you in the notice as follows: bit.ly/licenceassist
Request a password via this link if it is your first time using the Licence Assist service.



Once we have confirmed all your details and you have paid the required licence fee, your vehicle licence will be renewed on your behalf.



Your new licence will be delivered to your selected address.



The Contact Centre can also provide advice and full administrative support for all licence renewal issues.

Licence Assist Service Terms & Conditions

1. The service is available to registered Beame Protect members only and limited to their specified vehicle(s).
2. Licence Assist services can only be provided once the member has completed the online form via the link provided and paid the full licence renewal fee.
3. At the time of the licence renewal, the Customer must comply with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.
4. Beame Protect cannot be held liable for any delays in payment or delays in response by the Customer.
5. Beame Protect cannot assist the Customer where a licence renewal is blocked due to outstanding traffic fines or outstanding renewals on other vehicles.
6. Due to the personal nature of the information, Beame Protect cannot assist in making changes to the Customer's details on e-natis.
7. The Licence Assist service is limited to licence renewals within South Africa.
8. Any penalty fees for renewal initiated within two weeks of the licence expiring or after the expiry date needs to be paid by the member in addition to the standard licence fee. Invoices will only be valid for 5 business days.
9. Beame Protect does not guarantee the performance of the licensing department and/or Post Offices.
10. Please note that no services will be provided if your Beame Protect membership account is in arrears.



Beame Protect offers you the Fines Assist service, which includes assistance with settling your fines for minor road infringements timeously so that you can enjoy a reduced payment and avoid penalties or being arrested at a roadblock for outstanding fines.

How it works (Terms and Conditions apply)



Beame Protect will send you an email or SMS notice of all fines issued, before the fine's due date for payment.



Our Contact Centre will negotiate an early settlement discount on your behalf.



100% off all applicable discounts will be passed on to you - NO settlement fees and NO hidden costs.



You will be required to pay the fine amount due via our secure payment system.



You will receive confirmation that your fine has been settled.



Call the 24-hour Contact Centre for assistance or any queries you may have regarding your outstanding fines.



If you are in doubt of the infringement being valid or legitimate, our Legal and Administrative teams are there to support you in all matters relating to the infringement.

Fines Assist Service Terms & Conditions

1. The service is available to registered Beame Protect members only and limited to their specified vehicle(s).
2. Fines are said to be “issued” once they are posted onto www.paycity.co.za
3. Beame Protect can only check and notify a Customer of fines that are posted onto www.paycity.co.za
4. At the time of the fine, the Customer must comply with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.
5. Beame Protect cannot guarantee the performance of the traffic department.
6. The Fines Assist service does not include AARTO (Administrative Adjudication of Road Traffic Offences) de-merit points reductions.
7. The service is limited to traffic fines issued within South Africa.
8. Any penalty fees over and above the fine amount need to be paid by the member.
9. Please note that no services will be provided if your Beame Protect membership account is in arrears.



Beamie Protect offers you the Pothole Assist service, which helps you claim back up to 100% of the costs incurred as a result of pothole damage to your vehicle's tyres and rims.

How it works (Terms and Conditions apply)



Call the 24-hour Contact Centre if you have had the unfortunate experience of having driven through a pothole causing damage to your tyres and rims.



Once we have all the details of the incident, we will lodge a claim on your behalf with the relevant Road Authority.



We offer complete and free case management of the claims process to obtain maximum possible compensation for tyres and rims damaged as a result of potholes in the Republic of South Africa.



Our Contact Centre aims to get you a refund for the costs of the damage caused.



100% of all payouts received will be passed on to you – NO settlement fees and NO hidden costs.



We manage the claim end to end until resolution.



The Contact Centre will also provide free assistance with quotes for replacement tyres and access to preferential rates through selected tyre retail partners.



Our expert Legal and Administrative Team can provide advice and full support during the claims process.



We also take on the fight with the relevant Road Authority to get the pothole repaired as quickly as possible to prevent future incidents.

Pothole Assist Service Terms & Conditions

1. The service is available to registered Beame Protect members only and limited to their specified vehicle(s).
2. The Pothole Assist service is limited to irreparable tyre damage as a result of a pothole on a road within the borders of the Republic of South Africa.
3. No Pothole Assist service will be provided:
 - a. if the Customer has already claimed or is in the process of claiming for the damage from the Customer's Insurance Company; or
 - b. the incident is not reported to Beame Protect within 5 (five) Business Days of the incident.
4. Where the assessor does not substantiate the merits of the case, and if the Customer does not agree, or there is material conflict between the Customer's assessment and that of the assessor, then the case will be referred to the Advisory Panel. The decision of the Advisory Panel will be final and binding on the Parties. The Advisory Panel will consist of an admitted attorney as well as a tyre expert from a leading tyre retailer. Beame Protect will not be responsible for any costs incurred in referring the Customer's case to the Advisory Panel.
5. Any costs incurred by the Customer from being approached by an outside party, without the prior written consent of Beame Protect, will not be covered.
6. The Customer is at all times free to obtain outside second opinions but the costs of these will not be borne by Beame Protect unless same has been pre-approved by Beame Protect in writing.
7. At the time of the incident, the Customer must comply with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.
8. Beame Protect does not guarantee recovery from the relevant Roads Agency.
9. Please note that no services will be provided if your Beame Protect membership account is in arrears.



Beamie Protect offers you the Windscreen Assist service, for quick, efficient & professional assistance in either repairing or replacing your windscreen.

How it works (Terms and Conditions apply)



Call the 24-hour Contact Centre if you have had the unfortunate experience of a stone hitting your windscreen causing a chip or crack.



The Contact Centre will also provide free assistance with quotes for the repair or replacement of the windscreen from the nearest, most appropriate repairer.



Once you have accepted the quote, we will make all the arrangements for you and follow up on the repair/replacement process.



The cost of the repair or replacement is for your account or if it is an insurable claim, the repairer can facilitate with your insurance.



Our expert Legal and Administrative Team can provide advice on claiming for any costs incurred from your insurance.

Windscreen Assist Service Terms & Conditions

1. The service is available to registered Beame Protect members only and limited to their specified vehicle(s).
2. No Windscreen Assist service will be provided if the incident is not reported to Beame Protect within 5 (five) Business Days of the incident.
3. At the time of the incident, the Customer must comply with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.
4. Please note that no services will be provided if your Beame Protect membership account is in arrears.

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recovery. simply sorted.

For enquiries about account-related issues, please contact:

Telephone: (011) 654 8090

Email: debtors@mixtelematics.com

PLEASE NOTE that this User Manual is merely a summary of the features and benefits offered. Please refer to the detailed Terms and Conditions on www.beame.co.za
Features are subject to change without prior notice.