

WHEELISTIC MOTOR ADVISOR



Call 087 114 8427 for assistance.

These services are available 24/7/365.

This unique product provides you with a superior service, designed to enhance your motoring experience by assisting you to make informed decisions, so that you can significantly lower your motoring costs!

It is no secret that innocent motorists have historically been taken advantage of, often as a result of their lack of technical expertise and/or knowledge of Vehicle Manufacturer and Servicing Cost guidelines. Motor Advisor is designed to eliminate the possibility of such a negative experience.

The objective of this product is for a telephonically “driven” advice line facilitated by a panel of Industry Experts to provide an Action/Advisory Service on various important aspects of vehicle ownership or motoring concerns.

Our service provider’s panel of Industry Experts will ensure that, through independent expertise and the power of collective bargaining, members will receive the most cost-effective solutions.

This is a significantly beneficial service in an environment of ever-increasing motoring costs which can no longer be ignored!

The Benefits

The following represent the telephonic advisory services offered:

- 1) Provide advice on a quote / repair that you may not quite understand or act on your behalf to determine that the correct diagnosis has been carried out and/or negotiate better service and replacement/repair costs through collective bargaining, regarding:
 - a. Labour rates on service and repairs
 - b. Parts discount
 - c. Utilisation of alternative parts, where applicable.
 - d. Tyres alignment and balancing

*Whilst every effort will be made to ensure that the Member receives the best possible discounts and prices the Administrator cannot guarantee that this will always be the case due to various factors i.e stock, availability, rand/dollar exchange, net pricing etc.

- 2) Technical advice on purchasing a vehicle suitable for your tastes, lifestyle, and budget.
- 3) Information about expected running / maintenance costs of a particular vehicle / model. This could greatly assist the

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- purchaser with the vehicle purchase decision.
- 4) Defining each and clarifying the differences between the following:
 - a) Mechanical Breakdown Warranty
 - b) Manufacturer Warranty
 - c) Service Plan
 - d) Limited Maintenance Plan
 - e) Full Maintenance Plan
 - 5) Advice whether service, maintenance and repair costs are within Industry recommended guidelines.
 - 6) Options regarding where a vehicle can be serviced and / or repaired at the member's convenience simply by using our location-based services and sending you the contact details of the repairers in your area.
 - 7) What to do to ensure that the Manufacturer Warranty / Service Plan / Maintenance Plan remains valid.
 - 8) Assistance in trying to resolve an unsatisfactory situation with a Manufacturer / Dealer / Repairer.

How to use your motor advisor service:

Service and repairs:

- Member contacts The Administrator on a designated number.
- The Administrator will assist the member in determining where the nearest appropriate Service / Repair facilities are situated.
- Member must contact Motor Expert once quote received,
- Upon receipt of the quote, the Administrator will scrutinise the quotation and advise the Dealer and member of any anomalies.
- The member has the right to question the quote if applicable, using the information obtained from Motor Advisor.

- If required, the Administrator will liaise directly with the Dealership on the member's behalf.
- Once the member and Dealership have come to an agreement regarding the quote, it is the member's responsibility to pay the amount agreed upon, to the Repairer.

All other questions – telephonic advisory service:

Phone the Administrator on the telephone number provided and enquire about any motoring-related issue that you may have.

NOTE: In the event of a dispute, Motor Advisor shall endeavour to assist with resolution. However, if no resolution can be reached, the Administrator will provide the Motor Advisor member with the details of alternative Service / Repair Facilities where the members' vehicle can be taken, if applicable.

Terms and conditions

Interpretation

- In this document, unless the subject or context shall otherwise require; a reference to a gender shall include the other gender; the singular shall include the plural and vice versa; reference to a natural person shall include a juristic person or other body with or without legal personality and vice versa; head notes are included for reference purposes only and shall in no way affect or govern the interpretation or construction of this agreement.
- The words and expressions following shall have the meanings respectively assigned to them in this clause, and cognate words and expressions bear corresponding meanings.
- "Administrator" - Means Motor Advisor - an independent Service established for the purpose of the provision of a Motor Advise/Action to a paying member.

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- "Motor Advisor" - Means a telephonic advisory/action service, designed to assist the member with advice or action relating to specific vehicle-related issues. (Please refer to Section 3 for details of applicable benefits).
- I.e.: The member contacts Motor Advisor and telephonically asks for advice regarding a motor-related issue. The Motor Advisor Agent assists the member by providing information relating to the specific issue. The member is then placed in a position to make an informed decision relating to such issue.
- [While every effort has been made to ensure that information / advice / action provided is correct – no responsibility will be accepted by Motor Advisor for negative consequences as a result of the taking of the advice offered. The final decision lies solely at the discretion of the member, and the Administrator / Motor Advisor will not be held responsible for any actions taken thereafter.]
- "Advice" - Guidance or recommendations concerning prudent future action - provided by a knowledgeable or authoritative entity.
- "Member" - A paying person who is part of the Motor Advisor membership base and is thus eligible for the Motor Advisor Services provided by such Product.
- "Membership" – Motor Advisor Membership is linked to the Member's Vehicle only.
- "Vehicle" - The Member's Passenger Vehicle, Light Commercial Vehicle (LCV) or Sports Utility Vehicle (SUV) with a Gross Vehicle Mass of 3600kg or less. [Note: The Member's Vehicle is linked to Motor Advisor Membership].
- "Commencement Date" - Your Motor Advisor Service commences from the date of your first successful payment.
- "Membership Duration" - Your Motor Advisor Membership will remain active for as long as your monthly payments are successfully processed.
- "Parties" - The Member, the Administrator / Motor Advisor, the Repairer and / or Service Provider, if applicable.
- "Service Provider" - The Institution tasked with delivering a service to the Motor Advisor member.
- "Repairer" - The Institution, i.e.: Dealership / Service Centre / Repair Facility tasked with the responsibility of servicing, repairing, or assessing the Member's Vehicle.

Limitations:

- Motor Advisor shall operate only for the duration or period that the payment has successfully been received.
- The services provided by the Motor Advisor Service are strictly and specifically limited to the list of services as detailed in Section 3, titled The Benefits. This list represents the full and complete list of services provided. Please note that no other services will be provided by the Motor Advisor Service.
- Motor Advisor is an Advisory or Action Service only. It is not a Resolution Service. Therefore, it is neither responsible nor liable for the resolution of any matters whatsoever. While every effort has been made to ensure that information/advice provided is correct – no responsibility will be accepted for negative consequences as a result of the taking of the advice offered.
- The final decision lies solely at the discretion of the member, and the Administrator will not be held responsible for any actions taken thereafter.
- The Administrator will not arbitrate in any dispute relating to any matter between the member and any other party.

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- In the event that Motor Advisor is unable to provide advice on a specific matter, the Member may be referred to an appropriate institution/party believed to be equipped to provide advice to the Member. Motor Advisor will not be held responsible or liable for any negative consequences that may arise out of such advice.
- The Member shall not assign any of his/her rights and obligations under this membership to any other party, save with the prior written consent of the Administrator and solely at our discretion.
- The Administrator shall have the right to assign all of the rights and obligations under this Service or to delegate all or some of their obligations or to cede all or some of its rights hereunder, but not to the detriment of the Member.
- There is no limitation to the number of times a member may utilise the Motor Advisor Service. (Membership validity is reliant on successful payment)
- The Administrator is not liable for any vehicle assessment costs for any assessment it may recommend. The cost of assessment is for the Member's account.
- The Member must retain all applicable receipts and records in the event of any relevant matter that is referred to the Motor Advisor for advice. These may be referred to in the specific matter, and in the event of a dispute, may increase the Member's chance of success.
- The Administrator may deem it necessary to recommend an independent assessor to inspect the Member's vehicle to establish greater detail regarding a specific mechanical situation. It is the Member's responsibility to ensure that the applicable vehicle is made available for assessment. Please note that the cost of assessment is for the member's account.

Please note: No responsibility will be accepted for negative consequences as a result of the taking of the advice offered by the independent assessor. The final decision lies solely at the discretion of the member, and the Administrator will not be held responsible for any actions taken thereafter.

Member's responsibility:

- The Member is responsible for the provision of accurate and truthful information to the Administrator when utilising the Motor Advisor Service.
- In matters that involve a Vehicle Manufacturer or Manufacturer-Franchised Dealer: It is important that the Member adheres to Manufacturer-recommended guidelines regarding every aspect of the Vehicle, including, but not limited to:
 - a) Service Requirements
 - b) Vehicle Application, etc.
 - c) Such adherence may increase the Member's chance of success in any matter in dispute.

Transferability

Motor Advisor Membership is transferable to the Members new vehicle in the event the covered vehicle is sold, written off or stolen.

[Please note: In such an event, the replacement Vehicle details are to be supplied to the Administrator as soon as possible so that the transfer can be completed].

Jurisdiction, Currency and Disputes

The laws of the Republic of South Africa, whose courts shall have the jurisdiction of any dispute arising hereunder, shall govern this Motor Advisor. All payments shall be made in the currency of South Africa. All disputes may be referred to an impartial arbitrator (Ombudsman, AA, etc.) for which this Advisory

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Service does not accept any liability or costs. The Motor Advisor is only valid within the borders of South Africa.

Fraud

If any case is in any respect fraudulent or otherwise improperly processed or submitted, or if any fraudulent or improper means or devices are used by the Member or anyone acting on his/her behalf to obtain any benefit under this Advisory Service, all benefits of this Advisory Service shall be forfeited.

Quality Assurance

The Motor Advisor has been designed to provide the most meaningful Telephonic Motor Advise available to you, for your personal peace of mind motoring. Should you have any queries or require more information, please contact the Administrator.

Please Note:

1. While every effort has been made to ensure that information/advice provided is correct – no responsibility will be accepted for negative consequences as a result of the taking of the advice offered. The final decision lies solely at the discretion of the member, and the Administrator will not be held responsible for any actions taken thereafter.
2. The abovementioned list of services (listed under the heading The Benefits in Section 3) represents the full and complete list of services provided. Any service not listed above will not form part of the services provided by The Motor Advisor.
3. [Please note that it is the member's responsibility to pay the amount agreed upon (negotiated result, if applicable) to the Service Centre / Repairer / Service Provider, as applicable].
4. The Administrator will not arbitrate in any dispute relating to any Warranty, Service Plan or Maintenance Plan product, or any matter whatsoever.