



familyassistancebenefitplus

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Protecting your Assets



METROPOLITAN
EMPLOYEE BENEFITS



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EMPLOYEE BENEFITS





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A LOW-COST 24-HOUR/365 DAYS
A YEAR SERVICE OFFERING
ASSISTANCE IN THE EVENT OF
TRAUMA OR MEDICAL EMERGENCIES

This invaluable service is available to
the member and his/her immediate
family including his/her children,
spouse, parents and parents-in-law.



In addition to all the services
provided by family**assistancebenefit**,
family**assistancebenefitplus** offers
the following:

We will provide you with trauma assistance

This service provides invaluable support
and assistance in the event of trauma
such as rape.

Members have access to 24-hour counselling
facilities, HIV/AIDS testing and ARV
treatment including:

- Access to a database of specialised practitioners including medical and psychiatric referrals
- A follow-up call to ensure treatment is being correctly and effectively administered
- Telephonic counselling
- If the anti-retroviral treatment is not available within 72 hours of the incident, family**assistancebenefitplus** Trauma Counselling will deliver treatment within this time period

Benefits include:

- A 3-day starter pack
- A 28-day course of appropriate anti-retroviral treatment
- The “morning after” pill
- Prophylaxis STD treatment
- Medical consultations
- Pathology tests
- 24-hour telephonic assistance
- Access to HIV/AIDS disease management programmes.

We'll ensure you always have access to emergency medical services

A 24-hour medical emergency assistance
helpline is manned by trained paramedics
who will arrange appropriate assistance
within the borders of South Africa in the
event of a medical emergency.

A medical emergency is a life-threatening
situation such as a heart attack,
drowning, snakebite or bodily injury
(gunshot wound or motor accident injury).



Assistance includes the following:

- The despatch of an ambulance
- Emergency telephonic medical information
- Inter-hospital transfers where necessary
- Emergency message transmission to a family member or designated contact person
- Arrangements for compassionate visit by a family member
- Arrangements for the escorted return of minors after an accident.

Procedure:

Members can call 0861 666 111 at any
time of the day or night to receive
assistance from a welcoming and
supportive team of professionals who
will ensure that each case is dealt with
to the member's satisfaction.

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INTRODUCING

For more information call:
0861 666 111