



Family Assistance Benefit

Purpose

Family Assistance Benefit is a service that provides invaluable support when a loved one dies. It also provides Legal advice on any matter. The service is provided through Europ Assistance (EA) Contact Centre on 0861 666 111.

Qualification Criteria

This service is available to all members of Group Life Assurance and Funeral Schemes underwritten by Metropolitan.

Product Features

The Family Assistance Benefit offers the following services 24 hours a day, 365 days a year:

- Funeral assistance service
- Transportation of deceased member
- Legal advice and counselling service on any matter

This benefit also applies to the member's spouse, children, parents and spouse's parents.

Specifics

Funeral assistance service	<p>Assistance to the bereaved family and next-of-kin with the facilitation of the burial or cremation.</p> <p>The benefits comprise the following:</p> <ul style="list-style-type: none">• Establishing, the whereabouts of the deceased, if not known;• Arranging and facilitating overnight accommodation for an accompanying next-of-kin in order to identify the body, up to the value of R500 per family per event;• Advising and referring the bereaved family to a reputable undertaker as well as assisting with the funeral arrangements;• The Beneficiaries' customs and beliefs will be respected and special care and adherence to those customs and beliefs shall be exercised;• Advising on how to apply for a death certificate, and where applicable, the necessary documentation if the deceased is to be buried outside RSA;• Assistance with interpretation of any legal documentation such as the funeral policy and the procedure to be followed;• Where an unnatural death has occurred or in any circumstance where a post mortem is required, EA will assist with referral to a pathologist;• Equally EA will render assistance by providing the bereaved family with telephonic counselling and referrals for face-to-face counselling sessions.• EA has retained the services of Doves Funerals to provide a 15% discount for funeral services to the Callers.
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<p>Transportation of deceased Beneficiary</p>	<p>Transport of deceased comprise of the following:</p> <ul style="list-style-type: none"> • Assist the bereaved family and next-of-kin with the repatriation of the Beneficiary's mortal remains, to a funeral home closest to their normal place of residence. This also includes the transfer of the Beneficiary's ashes to their place of normal residence after cremation; • This service is also extended to Beneficiaries resident outside the borders of RSA, but limited to Beneficiaries resident in SADC countries; • The service is provided by EA through its network of service providers; • The Beneficiaries' customs and beliefs will be respected and special care and adherence to those customs and beliefs shall be exercised; • The necessary documentation to transport the deceased shall be arranged, including assistance with documentation to move the deceased across the border.
<p>Legal Assistance</p>	<p>The service comprises:</p> <ul style="list-style-type: none"> • A telephonic advice line manned by qualified and experienced in-house attorneys who will provide guidance and information on all legal matters, 24 hours a day, 7 days a week; • A document service; • Direct Legal Consultation service. <p>Telephonic advice and guidance are given on matters such as:</p> <ul style="list-style-type: none"> • Understanding the terms and conditions of policies, i.e. funeral policies and short term insurance policies; • Employment contracts and general working conditions; • Criminal offences, fines, debt, contracts, divorce, maintenance, etc; • Instituting a claim against the Road Accident Fund; • Standard legal documents can be provided i.e. Small Claims Court Kit, Child Maintenance Kit, Domestic Employment Agreement, Lease Agreement, Purchase Agreement and Wills.
<p>Counselling</p>	<p>A Personal Health Adviser nurse is available to deal with any traumatic event 24 hours a day.</p>