



Membership Plan

- Helivac **Individual** Membership @ 109pm
Once-off joining fee R200 (Incl. panic)
- Helivac Fully Comprehensive Family Membership @ 165pm
Once-off joining fee R200 (Incl. panic)

Member Info

Main Member Name Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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 Cell#

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Name of Spouse Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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 Cell#

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Name of Children or Legal Dependents

1. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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 Cell#

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2. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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3. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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4. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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Additional Children or Legal Dependents
(Extra R10 pm each)

5. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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6. Sex M F D.O.B or ID#

Y	Y	M	M	D	D														
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 Cell#

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Contact Details

Postal Address Residential Address

Province Province

Postal Code

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 Postal Code

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Telephone (H)

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 Telephone (W)

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Email

Bank Details for Debit Order

Bank Account Number

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 Debit Order Date

Y	Y	M	M	D	D
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Branch Name Branch Code

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 Debit Order Amount R109pm R165pm

Please note: HELIVAC memberships will be activated once debit order details have been processed and validated.

I / We understand that the withdrawals hereby authorised will be processed through a computerised system provided by the South African Banks and also understand that the details of each withdrawal will be printed on a bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before issuing of any payment instruction. I / We shall not be entitled to any refund of amount which you have withdrawn while this authority was in force, if such amount were legally owing to you. I / We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally. I / We acknowledge that although this Authority and Mandate may be cancelled by me/us, such cancellation will not cancel the Agreement. I / We acknowledge that this Authority and Mandate has been ceded to Netcash (Pty) Ltd as per our agreement with Helivac's financial institution but in the absence of such assignment of the Agreement, this Authority and Mandate will be null and void.

Signature at on this day of

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS

Signature of Primary Member

I have read and accepted the Helivac Medical Services Terms and Conditions as stipulated on www.helivac.co.za

Signature Date

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS

What happens next? What happens once I complete and send this form to Helivac?

- You will receive an **email with your membership information** once activated.
- You will receive a **Panic Button** within **21 days**.
- You will receive a **Membership Pack** within **21 days**.

Admin 0861 435 4822
Press option 2





DESCRIPTION OF SERVICES AND BENEFITS

HELIVAC EMERGENCY MEDICAL RESPONSE AND MEDICAL TRANSPORTATIONS

1. In an emergency situation, Helivac will coordinate the dispatch of an emergency medical response team or emergency transportation to the scene of the emergency where appropriate lifesaving support will be provided to the member.
2. Medical Transportation will be conducted by a complete network of ambulances, paramedics, as well as the Medical Helicopter and Fixed Wing Service closest to your scene.
3. Nationwide Pre-Hospital Emergency Medical Care

HELIVAC MEDICAL ADVICE AND INFORMATION HOT LINE

1. The Helivac medical personnel (Doctors & Nurses) are available 24 hours a day to provide general medical information and advice. This is an advisory service only, as a telephonic conversation does not permit an accurate diagnosis. Advice includes providing information on Referrals to medical facilities.
2. In addition to the general medical advice service, one call to the same number will trigger the Helivac medical operators who will guide your member through a medical crisis situation, provide your member with emergency advice and organize for them to receive the support they need. This program includes referrals to crisis lines in case of: Family and Domestic Abuse; Rape; Trauma; Child Abuse; HIV and Poison Hotline (in house).

HELIVAC PANIC BUTTON (where this benefit has been included)

- Turn your cellphone into the ultimate emergency assistance tool in any situation. Helivac Panic will be there to assist you 24/7 no matter where you are. In any form of emergency where the employee is unable to contact us telephonically, by pressing your Helivac Panic button on your cellphone, our emergency alarm centre will contact you back to assess your emergency needs.
- At the time of receiving this alert in our alarm centre, all your location details would have been populated into our case management system which will better assist our agents to send the necessary help to your employees/members.
- In the event that the member does not respond to the call then the Emergency process will be initiated.
- The panic button service will cost the member 21 cents per signal sent and therefore need to have such available in their mobile account at the time of usage.

TERMS AND CONDITIONS OF THE HELIVAC MEMBERSHIP

MEMBERSHIP PAYMENT

1. The Member is liable for a membership fee and the membership fee is payable monthly in advance as of the Effective date of the Membership.
2. The Company shall not be liable for any benefit arising under this Membership that occurs prior to receipt of the membership fee.
3. The Company shall not be obliged to accept membership fees tendered to it or to any intermediary after such date, but may do so upon such terms as it in its sole discretion may determine.
4. In the event of the company not accepting membership fees, the Membership will be suspended from the date from which the premium became due. The Emergency Call Centre will still attend to services needed in an Emergency, however it will be important for the Member to note that the fees payable for those services, will be the responsibility of the Member.
5. The Company reserves the right to ask for proof of payment at any time. Such proof must be to the Company's satisfaction.

FLIGHT ASSISTANCE

If a paramedic is able to access immediately that a patient/ Member falls into any one of the flight criteria below, the patient will be airlifted to the nearest facility, if possible specializing in that trauma. The costs of that evacuation will be paid by Helivac, subject to the terms and conditions of this Membership.

Separate to this Helivac will pay the Flight Assistance Relief Payment of R30 000 to the Member, subject to the terms and conditions of this Membership- in the event of a Medical Helicopter being dispatched during the period of membership and within 30 days of the event.

A detailed list of the flight criteria is available on the website; www.helivac.co.za

When do Logistical guidelines form a part of that decision?

- Where access to the accident scene by road is limited or time delay to definitive care is deemed to be detrimental in light of the presenting medical condition/injury;
- Major incidents where resources are limited and additional resources are urgently required

FLIGHT ASSISTANCE RELIEF PAYMENT CONDITIONS

Separate to the Flight Assistance, Helivac will pay the Flight Assistance Relief Payment of R30 000 to the Member, in the event of a Medical Helicopter being dispatched during the period of membership and within 90 days of the event, subject to the terms and conditions of this Membership.

EXCLUSIONS

The Company shall not be liable to pay the Flight Assistance Relief Payment of any Member for any Event caused by or arising directly or indirectly from:

1. War, invasion, act of foreign enemy, hostilities (whether War is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, labor disturbances, riot, strike or lock-out; or
2. Any criminal or illegal act committed by an Insured Person; or
3. Self-inflicted Illness or Injury, or attempted suicide; or
4. Acquired Immune Deficiency Syndrome (A.I.D.S.) or HIV infection, including all phases and consequences thereof; or

5. The Insured Person's willful or deliberate exposure to danger (except in an attempt to save human life); or
6. Mental disorders including, but not limited to anxiety disorders, eating disorders, psychotic disorders, affective disorders, personality disorders, substance use disorders, somatoform disorders, dissociate disorders, psychosexual disorders, adjustment disorders, organic mental disorders, mental retardation and autism; or
7. The Insured Person being under the influence of alcohol, drugs or narcotics, unless such drugs or narcotics were administered or prescribed and taken in accordance with the direction of a Medical Practitioner, who is not the Insured Person nor a member of the Insured Person's family; or
8. Active involvement in any Terrorist Act or bomb incident or threat thereof; or
9. The use, release or escape of nuclear materials that directly or indirectly results in ionizing, radiation or contamination by radioactivity from any nuclear fuel or from nuclear weapons materials. For the purpose of this exclusion only combustion will include any self-sustaining process of nuclear fission; or
10. The dispersal or application of pathogenic or poisonous biological or chemical materials as a result of War or a Terrorist Act.

If the Company alleges that by reason of any of the above exclusions, the Flight Assistance Relief Payment is not covered by this Membership, the burden of proving the contrary shall rest on the Member.

CROSS BORDER AND INTERNATIONAL CONDITIONS

The Flight Assistance Relief Payment no longer applies once the Emergency incident is Cross Border.

DISPUTES AND COMPLAINTS

The Company will make every effort to ensure that the Member receives a good standard of service. If the Member is not satisfied with the Company's service please contact:

The Intermediary who arranged this Membership or the Company on 0861 435 4822; Helivac, PO Box 5123, Meyersdal, 1447; admin@helivac.co.za.

The Company will do its best to resolve any difficulty direct with the Member, but if the Company is unable to do this to the Member's satisfaction, he or she may be entitled to refer any dispute to the Consumer Protection Commission.

"THE HELIVAC PANIC BUTTON" TERMS AND CONDITIONS

(If this is relevant to the Membership that you have with Helivac.)

Please note that the Panic Button's location based software currently only picks up a location for MTN and Vodacom Networks. The Panic button will still work where a client uses a network other than MTN or Vodacom, but the GPS coordinates will not be obtainable. An activation message will still be sent via the Panic button in such circumstances to the control centre who will make contact with the member. This Service is only valid within the Republic of South Africa.

LIABILITY

The Company/ Helivac together with its Service Provider shall not be under any liability (including liability for negligence) for any loss or damage or injury to the Member whatsoever no matter when or how arising out of the provision of the Services or otherwise, whether direct or indirect, consequential or contingent and whether foreseeable or not and in particular the generic assist button shall not be liable for any financial loss or loss of profits, loss of contracts, loss of business or goodwill.

EXCUSABLE EVENTS

The Company/ Helivac shall not be liable to the Member for any breach of these terms and conditions or failure on the Generic Assist Button's part to perform any obligations as a result of acts of God, Government control, restrictions or prohibitions or any other Government act or omission, whether local or national, or any other similar cause beyond the customer's reasonable control.

MEMBER'S INFORMATION

The Member confirms that the Member's information supplied to the Company/ Helivac either telephonically or by means of an application form or by means of on-line registration is true and correct in every respect and undertakes to inform the Company/ Helivac immediately should any of such information at any time change.

CONFIDENTIALITY

Helivac undertakes that it shall not at any time discuss with or disclose or reveal the Member's information to any person, other than to:

- The Company/ Helivac, any of its directors, employees, agents or approved representatives who are required in the course of their duties to have access to the Member's information especially to perform their duties.
- Service providers in terms of these terms and conditions.

The complete Terms and Conditions of the Helivac Membership can be viewed on our website on www.helivac.co.za