



RSA MOTOR- FOR THE ROAD AHEAD

1. This is an advertising and brand campaign from RSA
2. Car Insurance policies purchased online from rsadirect.ae during the promotional period with promo code CAR1017 will receive a 10% discount
3. The promotional period is 1st October to 15th November 2017
4. Please find below full explanation of the product features that are mentioned in our advertisements, that are related to our Motor Insurance:
 - a. **Free Taxi During Claim Process:**
 - This cover is only applicable for customers who purchase Motor Executive or Motor Smart Insurance products.
 - The coverage under these policies are extended to include an amount per accident [Motor Executive – AED 500 and Motor Smart – AED 300] for the cost of hiring a taxi in the UAE for you to complete the journey to your destination or return to your residence, in the event of an accident causing loss or damage and making the Insured Vehicle not roadworthy.
 - In the event of a claim, you are required to provide us with the receipt or invoice of the taxi with the date corresponding to the incident date
5. Please find below full explanation of our service-related feature:
 - a. **Accident Repair Approvals in 24 Hours**

RSA have a team of surveyors who are on-ground, strategically assigned to cover all parts of UAE. These surveyors are equipped to authorize damage repairs on the spot at the agencies. For Own Fault claims at our Non-Agency Garages, repairs are authorized on the spot up to a limit of AED 15K if the vehicle is repairable. However, in the following instances, RSA will be unable to turnaround the authorization within 24 hours:

 - incomplete/insufficient/incorrect claim documentation.
 - third party recovery claims where repair cost is more than AED5K, as regulations stipulate that companies provide 3 working days for repairable cases OR 7 working days for Total Loss cases to the third-party companies)
 - repair costs are above the surveyor's Claims Approval License
 - court cases where liability has not been established yet
 - non-accident related repairs or repairs outside the policy T&Cs or outside RSA's Authorized Garage Network
 - b. **Repairs Done In Our Handpicked Workshops**

This refers to RSA's Authorized Garage Network (Non-Agency) which includes:

 - warranty on repair parts, one year on paint and body work, 6 months on mechanical, electrical (repairs/parts) with the garage.
 - use of genuine repair parts, not necessarily brand new.
 - quick and speedy repairs
6. **Royalty, RSA's Loyalty Programme. Enjoy Exclusive Offers.**
 - RSA's bespoke Loyalty Programme is a Tier based system for customers who buy Insurance directly with RSA
 - Customers who purchase RSA Insurance directly will automatically be eligible for membership to RSA Royalty which offers discount vouchers and deals from our handpicked partners including hotels, spas, food and beverage and more
 - Please [click here](#) for full membership terms and conditions