



South African Towing and Recovery Association (SATRA)

(Association incorporated in terms of section 21)



PO Box 25
Cramerview
2060

32 Mendelsohn Ave
Dowerglen Ext. 1
1609

telephone: 0861 0 72872
facsimile: 0861 1 72872
email: info@satra.co.za
Web www.satra.co.za

THE ASSOCIATION REPRESENTATIVE OF TOWING OPERATORS THROUGHOUT SOUTH AFRICA

SATRA COMPLAINT POLICY

Dear Complainant

If you did not contact our Call Centre for assistance at the time of the incident, we are unable to help you with your complaint on charges, not having *locus standi* authorizing us to do so.

Should you find yourself in a similar situation at any time in the future, please do not hesitate to contact the SATRA Call Centre on 0861 0 72872. (0861 0 SATRA)

SATRA has trained and skilled call takers on standby 24/7/365 to arrange help and manage any situation where you may find yourself in need of roadside and/or medical assistance in the event of a motor vehicle accident, breakdown or any other circumstance such as running out of fuel or a puncture, etc.

When you call SATRA, we are able to manage reasonable costs of the service you receive so there are no disputed costs.

We are acutely aware of the risks to personal safety that motorists face when stranded and co-ordinate fast and efficient service with one of our national network of SATRA members.

Keep our Call Centre number on your cell phone for future reference, you never know when you may need it!

Please understand that we will not accept any complaints based on a "he said, she said, we said, they said" basis. If you have no proper evidence please be aware of this stipulation."

Remember call SATRA - 0861 0 72872 when in need on the road anywhere, anytime.
Please visit our website at www.satra.co.za for more information to "**know before you tow.**"

Kind Regards,
Team SATRA

Directors:

**A.E. van der Merwe; C.A. Jacobs; W.J. van Wetten; M.E. van der Hulle; R. Theeruth; V.A. Myburgh; J.C. van Tonder; M.M. Niemand;
A.W. Ellman;; J.J. Bloem;
J.R. Mdhuli (Alternate Mpumalanga)**

Executive Committee:

A.E. van der Merwe (Chairman); M.M. Niemand (Treasurer).

Team SATRA:

Andre van der Merwe (Executive National Chairman); Tony Emeric (Member Development);

REGISTRATION NUMBER: 1990/005672/08

VAT NUMBER: 4480206980