

1 July 2015

Dear OUTsurance Service Provider

Towing rates increase: Monday, 6 July 2015

The current OUTsurance towing rates have been in operation since 9 February 2015. Since implementation the economic environment experienced various changes including rising fuel cost linked to the weaker currency and changes in the taxation of the commodity. These factors adversely affected the input cost of towing companies and therefore a review of the rates was commissioned.

All rates were revised to account for changes in CPI and fuel cost from February 2015 to date. Instead of separate allowances for e-toll ALL INCLUSIVE rates were developed for use in **GAUTENG ONLY**. The rates noted below will be effective from **6 July 2015**:

		GAUTENG Towing Rates		July 2015 - Towing Rates	
Description	Radius	VAT excl	VAT incl	VAT excl	VAT incl
Accident tow	40km	R 1 970.00	R 2 245.80	R1 950.00	R 2 223.00
Trade tow	40km	R 760.00	R 866.40	R 740.00	R 843.60
Fuel Assist	40km	R 621.05	R 708.00	R 600.00	R 684.00
Roadside	40km	R 500.00	R 570.00	R 480.00	R 547.20
Family Assistance	40km	R 337.72	R 385.00	R 337.72	R 385.00
Cancelled callout		R 250.00	R 285.00	R 250.00	R 285.00
Daily storage fee		R109.64	R 125.00	R 109.64	R125.00
Vehicle recovery	Rate hour	R 350.00	R 399.00	R 350.00	R 399.00
Rate / km	Outside	R 7.00	R 7.98	R 7.00	R 7.98

General definitions:

- **Accident tow:** First tow from the scene of a motor vehicle accident including theft and hi-jack scenes.
- **Trade tow:** The mechanical breakdown or moving vehicle to a place of safety.
- **Radius:** One-way distance. A radius of **40km** implies that the rate covers a round trip of 80km.
- **Roadside assistance:** Any type of assistance where the vehicle in question is NOT towed.
- **Fuel Assistance:** Fuel is being regulated and do include VAT, the **Fuel Assistance** fee already include 10 Litres of fuel.
- **Family Assistance:** Only in case of accident when the vehicle is not driveable, client has no means of transport to a place of safety and requires assistance from the Service Provider.
- **Cancelled callout:** When authorisation to tow a vehicle is cancelled within (less than) 15 minutes after the initial authorisation.

- **Storage & Assessment yards:**

In metropolises where OUTsurance has assessment yards, all non-driveable accident damaged vehicles have to be delivered directly to the facility closest to the scene of the accident. Should you be in the vicinity of an assessment yard and this is not adhered to, no trade/second tow will be allowed.

- Only towing companies in areas without assessment yards are allowed to charge storage. The accident tow rate includes 4 days storage. Thereafter storage can be charged at **R125** / day.

- **Vehicle recovery:** "Moving a vehicle into a position in order to facilitate a tow". Can be invoiced at **R399** / hour only if the following conditions are met:

- Photographs of the vehicle before attempting a recovery.
- The recovery is to be billed on a separate invoice.

- **Rate / km:** Applies to mileage travelled over and above the round trip mileage included in the standard rate, i.e. total distance travelled less 2 radiuses.

- **Invoice submissions:**

All the invoices should be submitted electronically. No invoices to be sent to advisors directly (procedure document are available on request)

- **OUTsurance** Accidents claims : accidents@out.co.za
- **YOUI** Accidents claims : accidentsyoui@youi.co.za
- **SIAS** Rescue Case : rescueinvoices@out.co.za

Best regards

A handwritten signature in black ink, appearing to read 'Iwan Cox', written in a cursive style.

Iwan Cox

OUTsurance Procurement

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