



Take us with you

**Dear Valued Broker**

Cross Country is constantly looking for ways to improve their various offerings to you our valued brokers in order for you to deliver an excellent product backed up by quality service to your clients. Our years of experience and knowledge in the adventure lifestyle industry has taught us that we need to constantly refine, enhance and broaden our base whilst retaining our core values.

We are now in a position to bring you a very exciting new development that is a "First to Market" product and will greatly improve our service delivery to Policy Holders. The Cross Country App will be available from November 2012. This App allows for a speedier response to a request for medical, roadside, or accident assistance. Provided "Data Roaming" is switched on, this also works outside the South African borders.

In addition, the App also allows for details and photos to be taken at the scene of an accident and an initial claim to be registered. Your client will then receive a claim number by response. There's more, ... once the Policy Holder has registered on the App the policy number, vehicle details and all other relevant information will be uploaded and be immediately available to your client.

More good news, we have been able to extend our Roadside Assistance Benefit to include Mechanical and Electrical breakdown tows within South Africa and cross border. Your client's vehicle will now be taken to a repairer most convenient to them ie closest to your client's home. The delivery of this service is irrespective of whether the vehicle is at home or on the road.

We do need to advise that with effect from 1 November 2012, the Emergency Assistance Services / Cims premium is increasing as follows:

	<b>Old</b>	<b>New</b>
Ultimate	R28.00	R40.00
Marine:	R19.00	R26.00 (R35 000 repatriation)
	R39.00	R46.00 (R50 000 repatriation)
Dirtsure	R8.90	R14.00
Tour Operators	R28.00	R40.00

We firmly believe that the additional Roadside Assistance benefit and the "First to Market" Cross Country App is going to deliver a highly efficient service to your clients.

Thank you for your continued support.

**Kind regards,  
The Cross Country Team.**