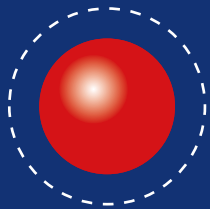


YOU AND YOUR MATRIX

Everything you need to know
for **total peace-of-mind**





WELCOME to everything you need to know
about your **M A T R I X**

PLEASE NOTE that this User Manual is merely a summary of the features and benefits offered.
Please contact us on 011 654 8090 to enquire about any limitations to these features and to receive our full Terms and Conditions.

* Features are subject to change without prior notice.

| | | |
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| Section A | How you can make a difference | 02 |
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Do NOT leave this booklet in your vehicle!



*Take the
time to ensure you
understand the content
in this manual and to
familiarise yourself with
the different features
of your
MATRIX*

It's about total PERSONAL SAFETY

Having a MATRIX in your vehicle is about so much more than just vehicle tracking. It's about having total on-the-road peace-of-mind with the knowledge that MATRIX is **'right by your side'**.

It's about feeling EMPOWERED

This manual has been designed to help you maximise the benefits of your MATRIX – effectively and with ease. It explains the functionality of your MATRIX and emphasises the different safety procedures that should be followed in the event of a stolen/hijacked vehicle and/or a roadside emergency.



“How can I reduce the likelihood of being hijacked?”

EMPOWERMENT **GUIDE 1***“How can I reduce the likelihood of being hijacked?”***How we can partner with each other**

- Take the time to understand and familiarise yourself with the key features and functions of your MATRIX.
- Always keep all the vehicle doors locked.
- When driving, be aware of your surroundings and the vehicles around you.
- Be alert and keep a good distance between you and the vehicle in front of you when slowing down or stopping at intersections.
- Park your vehicle in well-lit, controlled areas whenever possible.
- Make sure you are not being followed and that there is nothing ‘strange’ or ‘out of place’ before turning into a driveway. Rather drive on if you feel unsafe.
- Know and educate your loved ones on what to do in the event of a hijacking.



**DO NOT
LEAVE THIS BOOKLET
IN YOUR VEHICLE.
KEEP IT IN A SAFE PLACE,
AT HOME OR WORK,
WHERE YOU CAN REFER
TO IT AT ANY TIME.**

*“What can I do
to help myself in
a hijack situation?”*

EMPOWERMENT **GUIDE 2****Your actions can make a world of difference...**

- Remember that a hijacker is probably just as nervous as you are – so try not to panic or do anything that will panic the hijackers.
- Do not scream or make sudden movements, such as motioning with your hands.
- Avoid eye contact with hijackers and make sure your hands are always visible, ideally at chest level. This will show that you are not a threat.
- Quietly but clearly assure the hijackers that they can take your vehicle.
- Try to memorise the details of the hijackers and the environment.
- Call any of the listed emergency numbers, once you are out of danger.
- Report the incident to the police immediately.

PLEASE NOTE:

This information serves as a guideline on how you can protect yourself and those you care about. MiX Telematics cannot be held liable for any damage or loss whatsoever resulting from the use of the above information. Responsibility for the use of this information is strictly and solely at the discretion of the user.

“How do I report a stolen or hijacked vehicle?”

STEP 1:

Should your vehicle be hijacked or stolen – please contact MATRIX on **0800 111 322**.
(This number is for hijack/theft reporting ONLY).

STEP 2:

The operator will confirm your identity.

STEP 3:

The operator will assess the situation and advise on how MATRIX will carry out the recovery* of your vehicle.

* A recovery does not always involve the use of the helicopter service



***If you are
hijacked or your vehicle
is stolen, call MATRIX
on 0800 111 322.***

***KEEP THIS NUMBER IN A
SAFE AND EASY-TO-FIND
LOCATION.***

“How do I test my MATRIX to check it is working?”

You should test your MATRIX **once a month** as follows:

Step 1:

Call MATRIX on **011 654 8090**

Step 2:

Advise the operator that you would like to test your MATRIX.
The operator will then confirm your identity.

Step 3:

The operator will position your vehicle and will provide an approximate location of your vehicle.

In the unlikely event that your MATRIX is not communicating, the operator will immediately initiate the process to restore functionality, which could include repairing your MATRIX device.

“What do I do if I trigger an alarm by mistake?”

If you trigger an alarm accidentally it is considered a ‘false alarm’. A false alarm is created by either pressing the button on your remote for 4 seconds or longer when danger is not present; not requesting your MATRIX to be placed in ‘Service Override’ mode when your vehicle is being serviced; or by not carrying your remote (where applicable) with you when you use your vehicle.

PLEASE NOTE:

NEVER test your MATRIX by pressing the panic button. This will be deemed as a false recovery request. Deliberate and malicious false recovery requests can be extremely expensive and dangerous. MATRIX uses vehicle-based recovery teams and/or helicopters and initiating them could result in unnecessary costs. Furthermore, please bear in mind that false recoveries prevent these resources from being available to attend to an actual recovery.



***Be sure
to test your
MATRIX
ONCE A MONTH
by calling us on
011 654 8050***


“How do I update my personal details?”

It is essential that we always have your accurate and up-to-date personal details to enable us to assist you in an emergency situation.

Please ensure that you update the details of your emergency contacts, should they have changed from the original details that you signed up with. Please also ensure that your registration number reflects correctly, as new vehicles are sometimes loaded on our systems prior to the registration of the vehicle being completed.

You can update your details in any of the following ways:

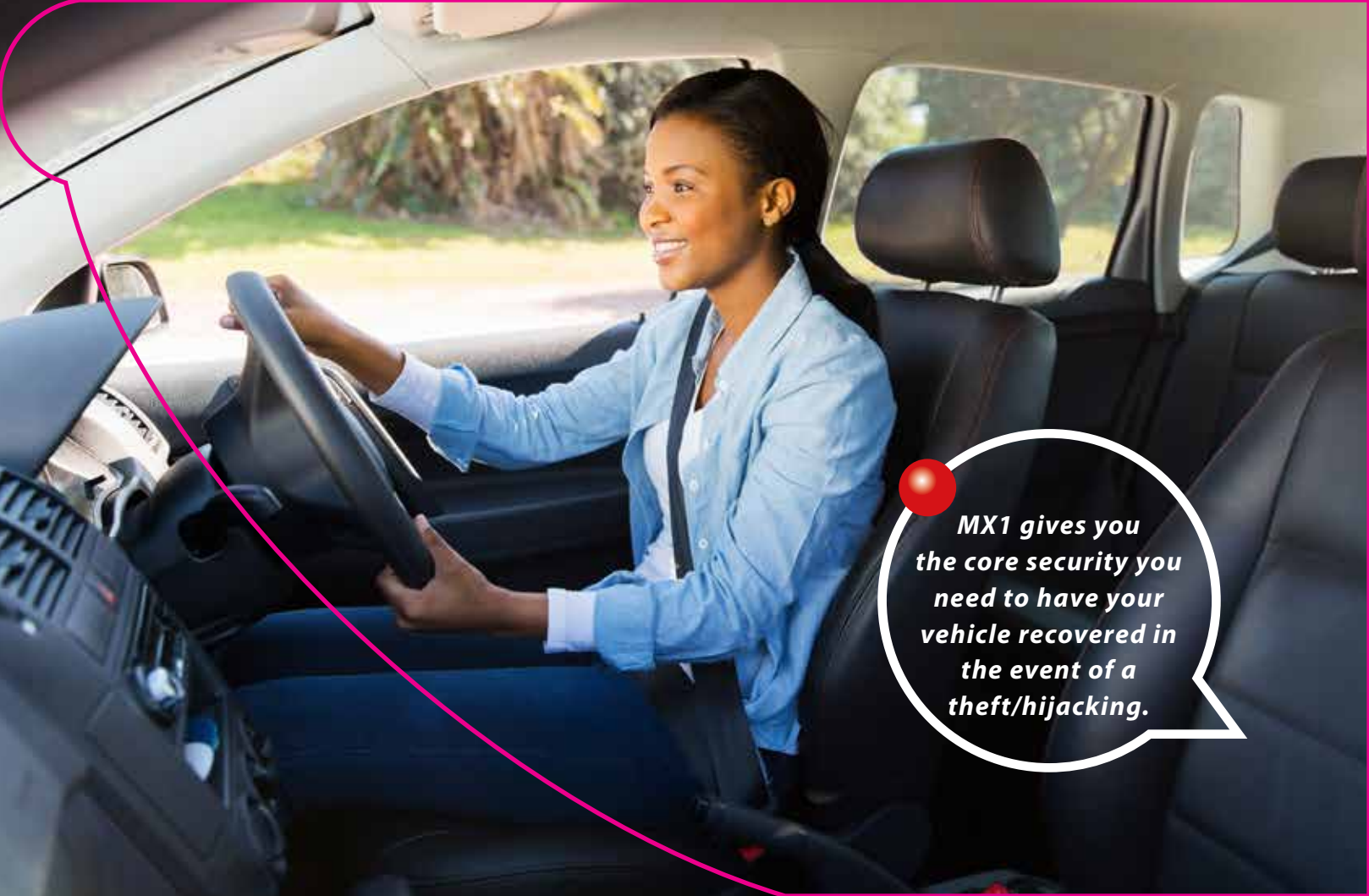
1. **EMAIL** to changes@matrix.co.za
2. **CALL** MATRIX on **011 654 8090**



***Rest assured,
that in every way,
MATRIX is there
for you and always
right by your side.***

MX 1 CORE SECURITY

MX 1



***MX1 gives you
the core security you
need to have your
vehicle recovered in
the event of a
theft/hijacking.***

*“What protection does **MX1 Core Security** offer me?”*

MX1 Core Security is MATRIX’s phone-in model. Should your vehicle be hijacked/stolen, MATRIX is able to track and recover your vehicle.

“What functions and features do I have?”



National Network Coverage

We are able to track your vehicle throughout South Africa.



FastTrac

With state-of-the-art technology, your vehicle can be positioned in under 30 seconds.



X-Ray Vision

Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.



Back-up Battery

Keeps your MATRIX active, for a period of time, if your vehicle's battery is stolen, disconnected or runs flat, or if your MATRIX is disconnected from the vehicle power supply.



24/7 National Operations Centre

You have 24/7 access to MATRIX's Control Room and Recovery Services.



FREE Recovery*

In the event of a 'genuine' recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs.



Dedicated Recovery Teams

We employ dedicated recovery agents to ensure rapid response to all emergencies.



GPS 'pinpoint' Positioning

MATRIX's advanced technology allows us to tell you the 'pinpoint' GPS location of your vehicle.

* Terms and Conditions apply

“How do I report a theft or hijacking?”

As soon as you become aware that your vehicle has been stolen/hijacked, simply call 0800 111 322

The operator will verify your identity. Once your identity has been verified, the situation will be assessed and the operator will activate the correct process to recover* your vehicle.

“How does MATRIX locate my vehicle?”

Matrix's advanced technology allows us to tell you the pinpoint GPS location of your vehicle. Once we have positioned your vehicle, using our state-of-the-art equipment, our recovery teams are dispatched.

* Recovery process will be carried out in-line with your accepted T & C's and does not necessarily involve the use of the helicopter service.

MX2

MX 2

ENHANCED SAFETY

MX 2



*“What protection does **MX2 Enhanced Safety** offer me?”*

The **MX2** extends beyond core security to include **proactive, advanced technology** that provides an ‘early warning’ service. With early warning technology we can identify potential dangers, and proactively respond.

“What functions and features do I have?”



National Network Coverage

We are able to track your vehicle throughout South Africa.



X-Ray Vision

Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.



Back-up Battery

This keeps your MATRIX active, for a period of time, if your vehicle’s battery is stolen, disconnected, runs flat or if your MATRIX is disconnected from the vehicle power supply.



24/7 National Operations Centre

You have 24/7 access to MATRIX's Control Room and Recovery Services.



FREE Recovery*

In the event of a 'genuine' recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs.



Dedicated Recovery Teams

We employ dedicated recovery agents to ensure rapid response to all emergencies.



Internet Tracking**

With quick navigation, world-class graphics and multiple profile views, you are able to keep a constant eye on your vehicle by monitoring activity on the MATRIX Internet Tracking site, any time, day or night. This includes viewing your vehicle's past and present trips and route replays of your vehicle's past journeys. (Refer to page 26 for more information)



GPS 'pinpoint' Positioning

MATRIX's advanced technology allows us to tell you the 'pinpoint' GPS location of your vehicle.

*Terms and Conditions apply

** Requires Internet access



Battery Tamper Alarm

This proactive alarm instantly alerts us should your MATRIX be disconnected from your vehicle's power supply or should the power supply of your vehicle be interrupted.



Early Warning

We will alert you if your vehicle moves, while early warning is enabled. Once you have enabled early-warning via your Smartphone*, please ensure to disable it before you start your next trip.



Panic Button Remote Control

By pressing the button on your one-button remote for longer than 4 seconds, you will activate a distress signal that will alert us of an emergency situation. (Refer to page 51 for more information)



Border Alerts

Should your vehicle near the South African border, we will call you to confirm if your vehicle is under authorised possession.

* Available on selected smartphone platforms



Smartphone Tracking

With MATRIX Smartphone Tracking, you can now track your vehicle via your Smartphone* anywhere, anytime; in real time! All Smartphone* users who have either the MATRIX **MX2** or MATRIX **MX3** fitted to their vehicles can use this Smartphone Tracking service to view:

- Your vehicle's movement history
- Individual trip routes on the map
- The start and end point of each trip
- Your vehicle's current location
- The current speed of a moving vehicle
- Your position in relation to that of your vehicle
- View battery status
- Control early warning



Matrix App

Provides on-the-go accessibility to vehicle tracking and vehicle admin and places emergency assistance at your fingertips via your *Smartphone.

* Available on selected Smartphone platforms

PLEASE NOTE:

To access this service you will need to download the MATRIX Internet Tracking App from Android or Apple App store.

“How do you locate my stolen or hijacked vehicle?”

Using sophisticated GPS technology we can establish a very accurate position of your vehicle.

The recovery teams are immediately dispatched to the established location and using state-of-the-art equipment, the vehicle can be located and recovered.

A recovery can never be guaranteed, but MATRIX's advanced technology provides us with the best chance possible.

“How is the theft or hijacking of my vehicle reported to MATRIX?”

We are notified that you require assistance in any of the following ways:

- **You contact us**
In the event of a theft or hijacking, call MATRIX on **0800 111 322**. MATRIX will then activate the recovery process immediately.
- **Your Battery Tamper Alarm is activated**
Should someone tamper with your vehicle’s battery or disconnect your MATRIX from the vehicle’s power supply, a notification is sent to MATRIX. Should confirmation of the alarm with you reveal that the vehicle could be in the process of being stolen, our recovery team will be dispatched.

- **Early Warning**

We will alert you if your vehicle moves, while early warning is enabled. Once you have enabled early-warning via your Smartphone*, please ensure to disable it before you start your next trip.

- **Button: Remote Control**

By holding down the button on your remote for longer than 4 seconds, you will send a panic signal to MATRIX indicating that you or your vehicle is in danger.

* Available on selected Smartphone platforms



To access this
service you will need to
download the **MATRIX**
Internet Tracking App
from **Android** or
Apple App store.



“How does Internet Tracking work?”

To get started with our MATRIX Internet Tracking service all you need to do is:

Step 1

Call MATRIX on **011 654 8090** to receive your login details (username and password).

Step 2

Visit **www.matrix.co.za**. At the top right hand corner you will see a login section. Type in your username and password and you will be taken directly to the MATRIX Internet Tracking site.

PLEASE NOTE: Should your vehicle be stolen or hijacked, the Internet Tracking service will be suspended until the recovery process is complete. Internet Tracking will then be reactivated.

MX **3** ADVANCED SAFETY+



MX **3**



*“What protection does **MX3 Advanced Safety+** give me?”*

As well as providing you with core tracking and recovery services, **MX3** will assist you with **on-the-road emergencies** and provide you with **value-added vehicle lifestyle services**.

“What functions and features do I have?”



National Network Coverage

We are able to track your vehicle throughout South Africa.



X-Ray Vision

Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.



Back-up Battery

This keeps your MATRIX active, for a period of time, if your vehicle's battery is stolen, disconnected or runs flat or if the device is disconnected from the vehicle power supply.



24/7 National Operations Centre

You have 24/7 access to MATRIX's control room and Recovery Services.



FREE Recovery*

In the event of a 'genuine' recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs.



Dedicated Recovery Teams

We employ dedicated recovery agents to ensure rapid response to all emergencies.



Internet Tracking**

With quick navigation, world-class graphics and multiple profile views you are able to keep a constant eye on your vehicle by monitoring activity on the MATRIX Internet Tracking site, any time, day or night. This includes viewing your vehicle's past and present trips and route replays of your vehicle's past journeys. (Refer to page 38 for more information)

*Terms and Conditions apply

** Requires Internet access



GPS 'pinpoint' Positioning

MATRIX's advanced technology allows us to tell you the 'pinpoint' GPS location of your vehicle.



Battery Tamper Alarm

This proactive alarm instantly alerts us should your MATRIX be disconnected from your vehicle's power supply or should the power supply of your vehicle be interrupted.



Early Warning

We will alert you if your vehicle moves, while early warning is enabled. Once you have enabled early-warning via your Smartphone*, please ensure to disable it before you start your next trip.



Panic Button Remote Control

By pressing the button on your one-button remote for longer than 4 seconds, you will activate a distress signal that will alert us of an emergency situation. (Refer to page 51 for more information)



Border Alerts

Should your vehicle near the South African border, we will call you to confirm if your vehicle is under authorised possession.

* Available on selected Smartphone platforms



Smartphone Tracking

With MATRIX Smartphone Tracking, you can now track your vehicle via your Smartphone* - anywhere, anytime; in real time! All Smartphone users who have either the MATRIX **MX2** or MATRIX **MX3** fitted to their vehicles can use this Smartphone Tracking Service to view:

- Your vehicle's movement history
- Individual trip routes on the map
- The start and end point of each trip
 - Your vehicle's current location
- The current speed of a moving vehicle
- Your position in relation to that of your vehicle



Matrix App

Provides on-the-go accessibility to vehicle tracking and vehicle admin and places emergency assistance at your fingertips via your Smartphone*.

* Available on selected Smartphone platforms

PLEASE NOTE:

To access this service you will need to download the MATRIX Internet Tracking App from Android or Apple App store.



Crash Alert

Should your vehicle be involved in a serious accident (not a bumper bashing or pothole) an alarm will be sent to us informing us of your accident and your location. The situation will be assessed and if necessary, help will be dispatched to your GPS location. (Refer to page 42 for more information)

PLEASE NOTE:

Crash Alert does not apply to: • vehicles that can transport more than 1Ton • vehicles that can transport more than 8 passengers
(Refer to page 46 for more information and applicable restrictions)



Roadside Assistance

Should your vehicle break down, run out of fuel or have a flat tyre – simply press the button on your remote and we'll call you to establish what type of assistance you require and send the necessary help to your current location.

PLEASE NOTE:

Roadside Assistance does not apply to vehicles above 3.5T. (Refer to page 50 for more information and applicable restrictions)



NoGo-Zone

Some areas are less safe than others. Should your vehicle enter such an area, MATRIX will notify you via a phone call or if preferred, via SMS. This is a preventative measure to keep you out of harm's way.



Tax Logbook*

Enables you to generate an automated tax logbook based on travels for private and/or business-related purposes. It's the quick and convenient way to fulfil your vehicle tax allowance requirements.

(Refer to page 39 for more information)



Service Notification

We understand that you have a lot to remember, this is why we have created a Service Notification offering. From the MATRIX Internet Tracking site you can set-up a service notification email reminder for Vehicle Service intervals. (Refer to page 37 for more information)

“How do you locate my stolen or hijacked vehicle?”

Using sophisticated GPS technology we can establish a very accurate position of your vehicle.

The recovery teams are immediately dispatched to that specific location and using **state-of-the-art equipment**, the vehicle can be located and recovered.

A recovery can never be guaranteed, but MATRIX advanced technology provides us with the best chance possible.

“How is the theft or hijacking of my vehicle reported to MATRIX?”

We are notified that you require assistance in any of the following ways:

- **You contact us**
In the event of a theft or hijacking, call MATRIX on **0800 111 322**. MATRIX will then activate the recovery process immediately.
- **Your Battery Tamper Alarm is activated**
Should someone tamper with your vehicle’s battery or disconnect your MATRIX from the vehicle’s power supply, a notification is sent to MATRIX. Should confirmation of the alarm with you reveal that the vehicle could be in the process of being stolen, our recovery team will be dispatched.
- **Early Warning**
We will alert you if your vehicle moves, while early warning is enabled. Once you have enabled early-warning via your Smartphone*, please ensure to disable it before you start your next trip.
- **Button: Remote Control**
By holding down the button on your remote for longer than 4 seconds, you will send a panic signal to MATRIX indicating that you or your vehicle is in danger.

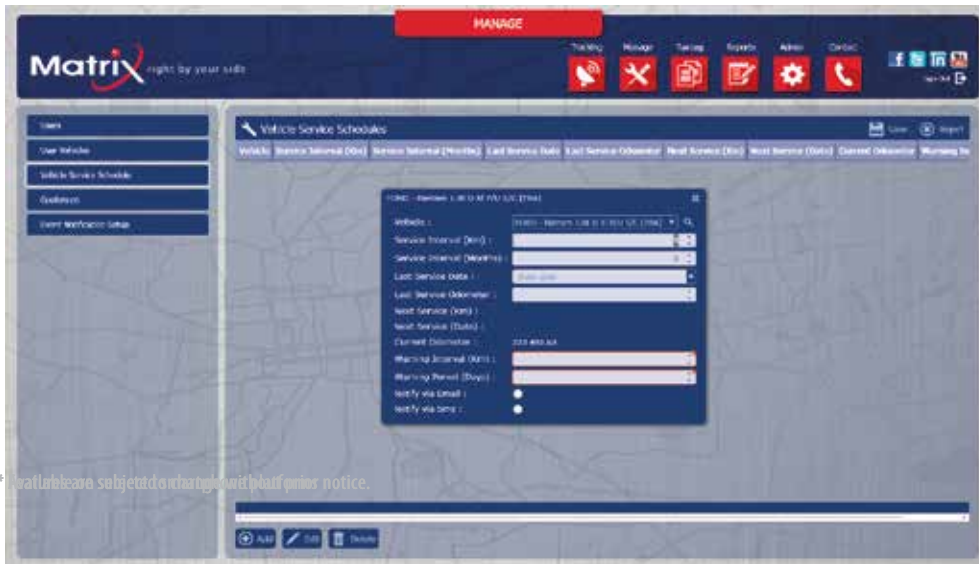
* Available on selected Smartphone platforms

“How do I set-up a Service Notification?”

Simply visit www.matrix.co.za, login to your Internet Tracking platform.

The toolbar at the top of the page displays a ‘Manage’ tab. Click on ‘Manage’, then click on ‘Reminders’.

Click on ‘New Reminders’ and select ‘Service Reminder’ under ‘Service Type’.



The screenshot displays the Matrix software interface. At the top, a red 'MANAGE' button is visible. Below it, a toolbar contains icons for 'Track', 'Manage', 'Timing', 'Reports', 'Admin', and 'Contact'. The main content area is titled 'Vehicle Service Schedules' and features a table with columns for 'Vehicle', 'Service Interval (Days)', 'Service Interval (Miles)', 'Last Service Date', 'Last Service Odometer', 'Next Service (Days)', 'Next Service (Miles)', 'Current Odometer', and 'Mileage to'. A modal window is open for adding a new reminder, with fields for 'Vehicle', 'Service Interval (Days)', 'Service Interval (Miles)', 'Last Service Date', 'Last Service Odometer', 'Next Service (Days)', 'Next Service (Miles)', 'Current Odometer', 'Warning Interval (Days)', 'Warning Interval (Miles)', 'Notify via Email', and 'Notify via SMS'. At the bottom left, a small asterisked note reads: '*Data is subject to change without prior notice.'



“How does Internet Tracking work?”

To get started with our MATRIX Internet Tracking service all you need to do is:

Step 1

Call MATRIX on **011 654 8090** to receive your login details (username and password).

Step 2

Visit **www.matrix.co.za**. At the top right hand corner you will see a login section. Type in your username and password and you will be taken directly to the MATRIX Internet Tracking site.

PLEASE NOTE:

Should your vehicle be stolen or hijacked, the Internet Tracking service will be suspended until the recovery process is complete. Internet Tracking will then be reactivated.



“How does the Tax Logbook work?”

NB: Should you already have your login details for Internet Tracking, you will automatically have access to your Tax Logbook which works on the same platform. Simply use your Internet Tracking details to log on. Select the Tax Logbook tab to add comments and to change your trip type to either 'Private' or 'Business'

The Tax Logbook service has been specially designed using sophisticated and innovative technology, to ensure tracking of your private and business trips are kept simple, easy and accurate. An active customer will be able to access their Tax Logbook for the current tax year and the previous 2 years (if applicable). To access your Tax Logbook , follow these simple steps:

Step 1

Call MATRIX on **011 654 8090** to receive your login details (username and password).

Step 2

Visit **www.matrix.co.za** The top right hand corner will display a login section. Type in your Username and Password and you will be taken directly to the MATRIX Internet Tracking site.

EVERYTHING YOU NEED TO KNOW ABOUT MX3 – ADVANCED SAFETY+ | SECTION D

Matrix right by your side

TAXLOG

Tracing Manage TaxLog Reports Admin Contact

Vehicle: Default - LAMBORGHINI - COURTAQU

From Date: 24/11/15

To Date: 24/11/12

SUMMARY

- Distance Travelled: 221,71 km
- Trip Count: 13
- Business Km Travelled: 126,42 km
- Private Km Travelled: 95,29 km
- Fuel Cost: 0,00
- Maintenance Cost: 0,00

| Date | Trip Detail | Business Trip | Fuel Distance | ODO Reading | Comment |
|--------------------------|---|---------------|---------------|--------------|---------|
| Sunday 09 November 14 | Start Time: 08:00 From: My Office End Time: 08:21 To: Main Road, Hillville, Johannesburg | | 4,74 km | 81 681,21 km | |
| Saturday 08 November 14 | From: Home End Time: 20:22 To: My Office | | 2,55 km | 81 671,46 km | |
| Saturday 08 November 14 | Start Time: 22:47 From: Rooftop End Time: 23:13 To: Home | | 3,49 km | 81 668,45 km | |
| Friday 07 November 14 | From: Ann Crescent, Sibha, Sandton End Time: 11:26 To: Rooftop | | 27,13 km | 81 662,96 km | |
| Thursday 06 November 14 | Start Time: 06:37 From: My Office End Time: 07:04 To: Ann Crescent, Sibha, Sandton | | 61,99 km | 81 635,83 km | |
| Wednesday 05 November 14 | From: Home End Time: 00:20 To: My Office | | 40,22 km | 81 573,84 km | |
| Wednesday 05 November 14 | Start Time: 08:07 From: My Office End Time: 08:46 To: Home | | 1,79 km | 81 533,62 km | |

* Available on subject to our terms and conditions

You will need to update your Logbook **EVERY MONTH** and be sure to test your **MATRIX ONCE A MONTH**





“How does Crash Alert work?”

Should your vehicle be involved in a serious accident, an alarm will be triggered and sent to MATRIX – alerting us that you need help. We will then locate your vehicle’s GPS location and make sure you get the help you need, quickly.

To enable the emergency response team to assist you, we will provide them with the medical details which you have given us.

***With
Crash Alert,
if your vehicle is
involved in a serious
accident – an alarm will
be triggered and sent
to MATRIX so we
can dispatch the
help you need.***

“What emergency services does my MATRIX package include?”

In the event of a medical emergency, we will provide you with the following services:

- **Medical advice and information**

Hotline: 010 211 5768

Medical personnel, such as paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice.

PLEASE NOTE: This is an advisory service only, as a telephonic conversation does not permit an accurate diagnosis.

- **Emergency medical advice and assistance**

Hotline: 010 211 5768

In an emergency, simply call this number and a medical operator will guide you through a medical crisis, provide emergency advice and organise for you to receive support from the 24 hour Alarm Centre doctor.

This service also includes:

Family and domestic abuse counselling; bereavement counselling; rape counselling; HIV counselling; trauma counselling; suicide hotline; child abuse and poison hotline.

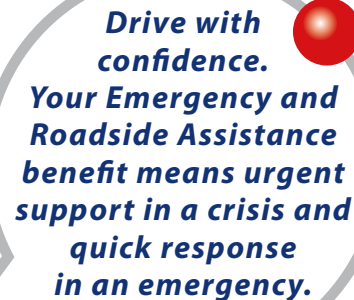
- **24-Hour Alarm Centre Medical Doctor**

A medical doctor will be on duty in the Alarm Centre 24/7 to make sure you receive the help you need.

- **Emergency Medical Response**

In a medical emergency related to a motor vehicle accident, an emergency vehicle will be sent out to you dependent on:

- Medical considerations
- The degree of urgency
- Your state and fitness to travel
- Other considerations including, but not limited to, airport availability, weather conditions and distance to be covered.



***Drive with confidence.
Your Emergency and Roadside Assistance benefit means urgent support in a crisis and quick response in an emergency.***

Please refer to the specified amounts as per the benefits table on page 46.

- **Medical transport pre-admission to hospital**

Should you be involved in a vehicle related medical emergency, if necessary, we will arrange and pay for medical emergency transportation to a hospital, up to the amount specified (see page 46).

For your absolute safety, this is done under appropriate medical supervision only, by road and/or air ambulance. You will be transported to the nearest medical facility capable of providing adequate care, as indicated in the benefit table (see page 46).

Should this result in you being hospitalised outside your hometown, we will arrange and pay for repatriation, under medical supervision, to a hospital in or near your hometown. Such a trip will be covered up to the amount specified in the benefit table (see page 46) provided that repatriation is recommended by our partner doctor as being medically justified. Reasons for this might include cases of long-term in-patient treatment.

Our partner doctor will also, at his/her sole discretion, determine the means of transport and the timing of the repatriation.

ALL PAYMENTS REFERRED TO PREVIOUSLY ARE SUBJECT TO THE LIMITS AS DETAILED BELOW:

| Medical Assistance | Benefit/Limit |
|---|----------------------------------|
| Our partner will provide the member with the following services as a result of a medical emergency within territory | |
| Medical advice and information hotline | Advice only |
| Emergency medical advice and assistance line | Advice only |
| Referrals to medical advice and assistance line | Advice only |
| Referrals to crisis line | Advice only |
| Referrals to medical practitioners and facilities | Advice only |
| Medical transportation | Full cost, subject to NRPL rates |
| Inter-hospital transfer | Full cost, subject to NRPL rates |

Terms & Conditions: Medical Assistance services may change without any prior notification.

Crash Alert service does not cover: • vehicles that can transport more than 1Ton • vehicles that can transport more than 8 passengers.

“What Roadside Assistance am I entitled to?”

- **Roadside Emergency**

Should you be involved in a roadside emergency, and subject to the benefit table (see page 50), we will provide you with roadside assistance to help you in the following eventualities:

- **A flat tyre:**
We will arrange and pay to have the flat tyre replaced with your spare tyre.
- **A flat battery:**
We will arrange and pay to have your vehicle started where possible.
- **Keys locked in vehicle:**
A locksmith will be arranged and paid for – to open your vehicle and retrieve the keys.
- **Run out of fuel:**
We will arrange to get fuel to you. You will be responsible for the cost of the fuel.

- **Tow-in Service**

If your vehicle needs to be towed, we will arrange and pay for the vehicle to be towed to the nearest approved dealer, competent repairer, insurance or approved panel beater.

We will not be liable for any costs incurred during this.

- **Courtesy Transport**

If your vehicle needs to be towed to a repair centre, we will arrange and pay for the occupants of the vehicle (up to a maximum of six persons) to be transported to a nominated destination. This will be done providing the breakdown has occurred outside a 100 km radius of the member's normal place of residence and will only be arranged to one nominated address.

- **Hotel Accommodation**

If a breakdown occurs outside a radius of 100 km of the member's normal place of residence and results in an overnight delay, we will arrange and pay up to the amount specified in the benefit table (see page 50), towards hotel accommodation for the occupants of the vehicle (up to a maximum of six persons).

- **Vehicle Rental**

If the vehicle problem entitles you and the other travellers to the hotel accommodation benefit but they would prefer to continue with their journey immediately, we will arrange and pay for them to reach their destination. This benefit is subject to the driver qualifying for a rental vehicle in terms of the vehicle rental companies' general terms and conditions. Any costs incurred will be limited to rental charges, delivery and collection of the hired vehicle. The vehicle must be returned to the vehicle rental company on arrival at the destination.

- **Transmitting urgent messages**

We will relay messages of delay or rescheduled arrangements to a nominated family member or business colleague at your request.

- **Vehicle recovery**

If the vehicle problem has occurred outside a radius of 100 km of your normal place of residence and the vehicle has to be left for repair, we will arrange and pay towards the cost of collecting the vehicle. Once the repair has been completed, your vehicle will then be returned to your normal place of residence.

- **Vehicle storage**

If an overnight delay is necessary, we will arrange and pay for the safe storage of the vehicle.

ALL PAYMENTS REFERRED TO PREVIOUSLY ARE SUBJECT TO THE LIMITS AS DETAILED BELOW:

Benefit Summary: Roadside Assistance

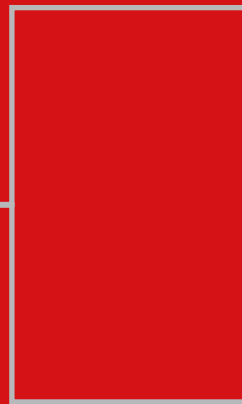
Benefit/Limit

Our partner will provide the member with the following services as a result of a roadside emergency within territory

| | |
|---|-------------------------------------|
| Flat Tyre | Call-out + 1 hour labour |
| Flat Battery | Call-out + 1 hour labour |
| Keys locked in vehicle | Call-out + 1 hour labour |
| Run out of fuel | Call-out (fuel for members account) |
| Towing costs | R500.00 |
| Outside a radius of 100 km from home | Per incident |
| Hotel accommodation, or car rental, or taxi | R500.00 |
| Safe Storage | R500.00 |
| Repatriation of vehicle | R1000.00 |
| Maximum benefit payable per vehicle per annum | R5000.00 |

Terms & Conditions: Roadside Assistance services may change without any prior notification.

Roadside Assistance does not cover: • vehicles that can transport more than 1Ton • vehicles that can transport more than 8 passengers.



To activate **ROADSIDE ASSIST*** **PRESS ONCE**

To activate a **PANIC ALARM**** **PRESS AND HOLD BUTTON FOR 4 SECONDS**

* MX3 Only

**MX2 & MX3

“What is a false alarm?”

A false alarm constitutes any of the following incidents: not setting your vehicle in service override mode when necessary, disconnecting your battery without notifying MATRIX or unnecessarily pressing your panic button.

If you do accidentally trigger your alarm, please be sure to contact us immediately on **011 654 8050**.

“Why do I need to test my device on a monthly basis?”

We are best able to protect you when your MATRIX is in optimal working order. In addition, insurance companies also insist that you test your device on a monthly basis. If you do not and your insurance policy has such a proviso, an insurance claim could be rejected.

“What do I do when my vehicle goes in for a service?”

To avoid triggering false alarms while your car is being serviced, you must contact MATRIX on **011 654 8050** to place your MATRIX in Service Override mode. Once you leave the Service Centre you will then need to phone us again to remove the Service Override and restore the normal functioning of your MATRIX.

PLEASE NOTE:

No alarms will be raised when the vehicle is in Service Override mode.

“What happens if I sell my vehicle?”

No problem. You can transfer your MATRIX from one vehicle to the next, by contacting MATRIX on **011 654 8090** and we will then arrange for the transfer. Please remember that in this instance, the Fitment Centre will charge to de- and re-install the MATRIX and this will be for your account. Alternatively you may arrange for the new owner to take over the MATRIX and make arrangements to have a new MATRIX fitted to your new vehicle.

“Where can I see a copy of MATRIX’s full terms and conditions?”

You will receive your full Terms and Conditions when you install your MATRIX at a fitment centre.

You can also obtain a copy of the Terms and Conditions by calling our customer care department on **011 654 8090**.



***Still need
more details?
Anything unclear?
Simply call us on
(011) 654 8090***

EMERGENCY CONTACT DETAILS

KEEP IN SAFE PLACE

YOUR MATRIX NUMBER:

EMERGENCY CONTACT DETAILS

THIS NUMBER SHOULD ONLY BE USED IN CASE OF A HIJACK OR THEFT

0800 111 322

GENERAL CONTACT DETAIL

- Switchboard : 011 654 8000
- National Operations Centre : 011 654 8050
- Customer Care : 011 654 8090
- Customer Care Fax : 011 654 8125
- Emergency/Roadside Assistance : 011 654 8287
- Sales : 0800 33 99 88

www.matrix.co.za

INSURANCE CERTIFICATE

This certificate confirms that a working tested unit was installed into this vehicle. This certificate is only valid subsequent to the successful test completed for which an official reference number is indicated below.

To be completed by Fitment Centre:

- Vehicle make _____
- Vehicle model _____
- Vehicle colour _____
- Unit type _____
- Unit number _____
- Fitment Centre Name _____
- Test reference number _____

To be completed by Customer:

- Customer telephone number _____
- Customer name _____
- Insurance company name _____
- Policy number _____
- ID number _____

DO NOT keep this booklet in your vehicle. See back for emergency numbers. Original certificate to be retained by customer.

INSURANCE CERTIFICATE



by *m'X* | TELEMATICS

MiX Telematics Africa (Pty) Ltd | Matrix Corner, Howick Close | Waterfall Park | Midrand | 1686 | Gauteng, South Africa
PO Box 12326 | Vorna Valley | 1686 | South Africa

Tel: 011 654 8000

Customer Care:
011 654 8090

www.matrix.co.za



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