



# Family Assistance Benefit

**momentum**  
corporate

The Family Assistance Benefit (FAB) provides invaluable support to members during traumatic life events. At times like these, bereaved families or trauma victims need a helping hand to guide them. **The Family Assistance Benefit is available 24 / 7 / 365.**

All the services are available to the member and their family; this is their spouse, children, parents and parents-in-law. Cover is provided within the borders of South Africa, except for the repatriation benefit which extends beyond South Africa.

All services are provided through the call centre 24 hours a day, 7 days a week, 365 days a year.

**Call centre number:  
0861 666 111**



## Funeral assistance service

The funeral assistance service is specifically designed to assist the bereaved family and next of kin to help facilitate the burial or cremation.

### Some of the main services are:

- Establishing the exact location of the deceased if this isn't known.
- Arranging overnight accommodation for the immediate family to attend the funeral. Accommodation costs are not included.
- Providing advice on the funeral arrangements and referrals to service providers like undertakers.
- Providing advice on how to apply for a death certificate and other required documents.
- Providing telephonic assistance with understanding of legal documents like funeral policies.

No funeral arrangement costs are included, but FAB members may get discounts from certain funeral service providers, such as AVBOB, Doves, Martin's Funerals, Afri-Tombstones, Intercape and NetFlorist. Benefit partners and discounts may change at any time and members can obtain the details by contacting the call centre on 0861 666 111, at the time of death.

## Repatriation of mortal remains

This service assists the bereaved family and next of kin with the repatriation of the mortal remains of the deceased member to a funeral home closest to where they lived, when more than 100km away. It also includes the transfer of the ashes of the deceased member to where they lived. Transportation costs for family members are not included.

This service is also extended to members living outside South Africa in a number of African countries.





## Trauma and assault support

For members who experience trauma, either violent or non-violent, medical assistance is a phone call away. A member or a family member may call the helpline if traumatic events such as rape, child abuse, armed robbery or assault occur. The nurses will arrange the necessary assistance, such as the police or emergency medical services, including emergency transport to the nearest appropriate medical facility if the member or family member is injured. The nurses can also assist with referrals for psychological consultations.

Beneficiaries also have access to 24 hour telephonic trauma counselling under the HIV protection services following assault or accidental exposure, for example, a needle stick injury. The counselling centre will also provide information, advice and support.

### The HIV protection service also includes:

- Coaching with a qualified person will be provided to the affected member per incident.
- Up to three HIV blood tests per incident.
- A 30-day starter pack of antiretroviral medication, provided the first test is negative.
- A 7-day course of STI (sexually transmitted infections)

medication and the “morning after pill” after rape and registration for an HIV management programme.

## Emergency medical services

After a violent attack, an accident or sudden severe illness, swift medical response is critical. Through our network of service providers, we will facilitate the management of emergency medical services to members who are injured or ill.

### The emergency medical services are:

- Emergency medical response to the scene of a medical emergency where appropriate lifesaving resuscitation will be provided.
- In life threatening emergencies, the member or family member will be transferred by road or air to the closest appropriate medical facility. If the condition isn't life threatening, they will be transported by ambulance to the closest appropriate medical facility.
- Transfer on the same day by road or air to another medical facility if medically necessary, for example, if the first hospital can't provide the required treatment.
- In a medical emergency, a registered nurse will provide telephonic instructions on the emergency medical condition until a medical team arrives at the scene.



## Legal assistance

This broad-based telephonic service provides members with legal assistance by admitted attorneys.

### The services are:

- Telephonic legal advice is provided either immediately or, if the legal issue is more complicated, by a return call to the beneficiary or by referral to an attorney.
- Provision of standard legal documents and guides that explain the documents within 24 hours, for example, wills, small claims court kit, domestic worker agreement and maintenance kit.
- Members may attend a 30-minute free consultation with an attorney who, if requested, may draft a letter or make one phone call on the member's behalf.

## Bereavement counselling

If a member or a family member needs assistance following a traumatic experience such as a death in the family, serious illness or hijacking, guidance and telephonic counselling will be provided by experienced and caring counsellors.

**For more information  
about the Family  
Assistance Benefit, please  
contact your Momentum  
consultant.**

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