

## **MOOVAH MARS AMBULANCE ADDON TERMS AND CONDITIONS**

### **Definitions:**

**Moovah** – The insurer

**MARS** – The emergency ambulance service provider

**The covered vehicle** – This refers to the vehicle which is covered under the emergency ambulance services and Moovah comprehensive motor insurance.

**Fee for service (FFS)**– This refers to the fee that the customer has to pay a fee to MARS for the services rendered.

### **Eligibility:**

1. **Insurance Requirement:** The vehicle must be covered by Moovah comprehensive motor insurance to be eligible for the MARS ambulance addon.

### **Subscription and Payment:**

2. **Payment Requirement:** Subscriptions for the MARS ambulance addon must be paid in full for the customer to receive emergency ambulance services from MARS. Failure to pay in full will result in a fee for ambulance services rendered at MARS's prevailing rates.

### **Emergency Ambulance Services:**

3. **Coverage:** Emergency ambulance services will be provided only in the event of the covered vehicle being involved in an accident and the driver and/or passengers requiring transportation to the hospital. Other requests for ambulance services will incur a fee at MARS's prevailing rates.
4. **Uncovered Vehicles:** If the vehicle involved in the accident is not the covered vehicle, a fee for service will be charged to the customer if ambulance services are requested and provided.

### **Transportation:**

5. **Ambulance Evacuation:** In the event of a covered vehicle accident, the driver and passengers will be transported to the nearest convenient hospital at no additional cost.
6. If the patient needs to be transferred to anywhere from the nearest medical facilities, they will have to use their medical aid or pay fee for service to MARS at the prevailing rates.

7. Once handover of the patient is done at the medical facility/hospital, MARS responsibility ceases.