

Dear Good Fellas User

## IMPORTANT INFORMATION REGARDING ACCIDENTS AND RELATED PROCEDURES



We would like to **draw your attention to the indemnity in our terms and conditions** and explain why this is necessary and what it means. Also, we wish to outline the procedure that will be followed in the unlikely event of an accident while a Good Fellas driver is driving your vehicle. We assure you that precautions and due care are taken in ensuring your safety, but the reality is that accidents happen – even to the best drivers and therefore we need you, our valued user to understand our procedures and why we have them in place.

As a user of Good Fellas you have indemnified Good Fellas against any claim for material damages, which includes damage to your vehicle (or the vehicle which you are using) and other vehicles or property in the event of an accident. This is the same risk that you carry whenever you drive your vehicle and is the reason you take out insurance on your vehicle. You have also **warranted to us that you have the appropriate insurance cover**. Your insurer indemnifies you in the case of an accident, subject to the terms of your policy. You have in turn indemnified Good Fellas and although we may drive your vehicle on your request you continue to carry the risk and the insurance cover, as you do when you drive yourself. Importantly however, using Good Fellas when you have consumed alcohol, greatly reduces your risk, avoids fraudulent or repudiated insurance claims and potential arrest and drunk driving charges.

You might ask: Why does Good Fellas not claim from their insurance if they damage my vehicle? Good Fellas cannot insure this risk. Therefore requiring you to indemnify us is the only way in which we can manage this risk.

We cannot insure the risk because,

- Our service is not vehicle specific. This is entirely practical and beneficial to you as you may own more than one vehicle, be using a friend's vehicle or have a hired vehicle.
- If it were possible to insure this risk, it would be necessary to increase our rates accordingly. This means that you would effectively be paying a “double insurance premium” for your vehicle.

### What happens if I use a friend's vehicle?

When you use a friend's vehicle it is important to obtain his/her consent to claim from his/her insurance in the event of an accident, otherwise you may be held liable for any damages.

Good Fellas in no way shirks responsibility in an instance of an accident and will spare no effort in assisting you in whatever way we can.

The procedure in the unlikely event of an accident is as follows:

1. The accident is to be reported by the driver of the vehicle at the closest police station and a case number to be issued (drivers and call centre staff are trained in this regard).
2. A brief personal report from the user involved is to be emailed to our Customer Relations Department ([sales@gfellas.co.za](mailto:sales@gfellas.co.za)) at your earliest convenience. An account of what happened and photos of the damage should be included.
3. In the meantime we will launch our own investigation by obtaining reports from the driver and call centre staff involved in your booking.
4. You will be required to report the accident to your insurer and inform them of the terms of the indemnity.
5. You will thereafter be required to lodge a claim with your insurers.
6. Subject to the outcome of our investigation, Good Fellas may reimburse you for a standard insurance excess up to R2500, as a gesture of goodwill.

It is therefore important that users check that the appropriate insurance cover is in place in respect of their motor vehicle and that it extends to alternate drivers (including drivers under the age of 25 driving the user's vehicle), so as to include the Good Fellas driver providing the service. It is advisable to inform your insurer of the terms of the indemnity to ensure that you are covered in the event of an accident.

Please do not hesitate to contact us with any queries in this regard.

Regards,

**Good Fellas Customer Relations**