

SUPPLIER: SATRA
AGREEMENT NO. C TOW/002/03-03
EFFECTIVE DATE : 1 July 2008
PRICE FIRM PERIOD : until end

Schedule of prices
Towing, recovery and related storage cost
AMENDMENT NO. 0
Annexure D 2

ITEM NO.	SANTAM CODE	DESCRIPTION 1	DESCRIPTION 2	PRICE (excluding VAT)
1	TMV1st	Mtr veh. 1st tow	Within 20 km radius	R 1750-00 refer to Annex A for further detail
2	TMVstorage	Mtr veh. Tow storage	.	R 0.00
3	TMV2nd	Mtr veh. 2nd tow	within 20 km radius	R 0.00
4	TMVrecovery	Mtr veh. Recovery	max.rate - need photos to pay	R 600.00
5	TMVexces	Mtr veh. 1km tow excess	per ea km in excess of 20 km radius	R 5.00
6	TMVstorage3days+	Exceeds 3 days storage	1 day in excess of 3 days	R 100.00
7	TMVstorage8days+	Exceeds 7 days storage	no nat.agreement neg. local	R 0.00
8	TMVtrd	Mtr veh. Trd tow	Within 20 km radius	R 440.00
9	THV	Heavy vehicle towing	no nat.agreement neg. local	R 0.00
10	TMVlonghaul	Exceeds 80 kms	no nat.agreement neg. local	R 0.00

First accident Tow

Where the locality of the insured vehicle is within a radius of 20 (twenty) kilometres (40 kilometre round trip) of the towing contractor (Supplier member) main place of business, the costs of the service to be provided to Santam by the member will amount to the sum of **R 1750-00** (excluding value added tax) in respect of such tow conducted on behalf of Santam in terms of this agreement.

Where the locality of the insured vehicle exceeds a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier members main place of business, the costs of the service to be provided to Santam by the member will amount to the sum of **R 1750.00** (excluding value added tax) and in addition **R 5.00** (excluding value added tax) per kilometre in excess of 20 kilometres (40 kilometre round trip) in respect of such tow conducted on behalf of Santam in terms of this agreement. If the member travels 41kms then the charge is **R 1750.00 + R 5.00** (excluding value added tax)

First tow in excess of a 40 (forty) kilometre radius (80 km round trip) is considered long haul and must be negotiated. Does not form part of the agreement

Second accident Tow

The Second tow within a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier members main place of business and in respect of such tow conducted on behalf of Santam in terms of this agreement, will amount to R 000.00 (excluding value added tax).

The cost of the Second tow in excess of a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier members main place of business shall amount to **R 5.00** (excluding value added tax) per kilometre in respect of such tow conducted on behalf of Santam in terms of this agreement. If the member travels 41kms then the charge is **R 000.00** (40 km's) + **R 5.00** (excluding value added tax).

Second tow in excess of an 80 km round trip is considered long haul and must be negotiated. Does not form part of the agreement

First trade Tow

Where the locality of the insured vehicle is within a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier member main place of business, the costs of the service to be provided to Santam by the member will amount to the sum of **R 440.00** (excluding value added tax) in respect of such tow conducted on behalf of Santam in terms of this agreement.

Where the locality of the insured vehicle exceeds a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier members main place of business, the costs of the service to be provided to Santam by the member will amount to the sum of **R 440.00** (excluding value added tax) Any charge in excess of **R 440.00** must be concluded between the Supplier member and the claimant i.e. charges in excess of **R 440.00** are for the claimants account and must be clearly explained to the claimant.

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Fuel, replacement battery and replacement tyre is for the account of the claimant.

Second trade Tow

The cost of a Second trade tow within a radius of 20 (twenty) kilometres (40 kilometre round trip) of the Supplier members main place of business and in respect of such service to be provided to Santam by the Supplier member will be negotiated between Santam and the Supplier member.

Storage Costs

No storage fee shall be levied by the member for three (3) whole days from the date of the tow.

Storage of the vehicle at the tow yard of the member shall be levied at an amount of **R 100.00** (one hundred rand) per day as from the 4th day of the storage of the vehicle.

Storage in excess of 7 days must be negotiated and should not occur.

All towing related charges are subject to the claimant being insured for such an event.

Definitions and understanding

Definitions

First towing distance (radius) travelled is measured from the premises from which the Supplier member operates to scene of accident or breakdown to the Motor body Repairer back to the Supplier member premises

Second towing distance (radius) travelled is measured from the premises from which the Supplier member operates to the Motor body Repairer back to the Supplier member premises

No recovery charged without photographs. Cannot exceed above rate.

Parameter - Understanding

In principle 20 km radius (40 km round trip) should generally not be exceeded

In principle a vehicle should be delivered immediately to a Motor Body Repairer as instructed by Santam and if not 3 days storage due to weekends and holidays should not be exceeded

Second tow should be unusual except where weekends and public holiday restraints apply or where the Supplier member is instructed to take the vehicle to a salvage dealer

The Supplier member to have general understanding of damage and determine from SANTAM the closest Santam approved Motor Body Repairer capable of doing repairs. I.e. whether to tow to an NSR, ASR or MSR shop.

Definitions of NSR (non structural repair), ASR (advanced structural repair) and MSR (major structural repair) to be understood by the Supplier members.

Exception reports to be drawn in excess of these parameters

Assessors and the Supplier to report on deviations