

## Did you know that ?

When involved in an accident you are shock, frustrated and confused. Then suddenly a tow truck appears and that is where the most confusion and later frustration starts...

1. Some tow contractor will inform you that your insurance has send him, don't just accept his word;
2. Each insurance company has a call centre which needs to be contacted to get approval for the towing of your vehicle;
3. If this call centre has not contacted you, the client could be held liable for the towing;
4. Ensure that you take the name and the reference number when you contact the call centre;
5. Even if the call centre advise you to take your vehicle to a certain Panel Beater – make sure that you get a fixed rate for storage and towing; even then you can choose your preferred Panel Beater;
6. Make sure the referred Panel Beater is factory approved;
7. Don't let the tow contractor advise you or even demand to take your vehicle to a storage facility or even a Panel Beater of his choice;
8. YOU have the right to choose a Panel Beater, just make sure that this Panel Beater is on your insurance's Panel Of Approved Panel Beaters;
9. If the vehicle is towed to a NON approved Panel Beater, a release could be charged to move your vehicle to an approved Panel Beater – see examples elsewhere
10. Never sign a release or any other document offered or demanded from a towing contractor, unless advised to do so by your insurance or broker;
11. Demand a written towing rate – if you are liable for the payment of the towing – no hidden costs can be charged;
12. Your insurance do pay towing – but only a fixed rate. Make sure that you know what this rate includes;
13. Any amount above this fixed rate is payable by the client;

In this recession period, Laborius would like to contribute in reduced towing cost for the public as well as the insurance. How you ask? Laborius has a NO-commission-payable policy. Laborius will provide the following:

1. We provide Roadside Assistance and Recovery 24/7;
2. Our towing contractor can provide you with the right contact details to the insurance call centre;
3. We provide you with a written towing rate on the accident scene;
4. We only charge storage after seven (7) working days, with a storage fee of R91.20/day;
5. No hidden costs i.e admin-, security-, quotation fees;
6. We provide in-house storage with security, an alarm system connect to a security company;
7. There are no sub-contractors working for or with Laborius; Our company name appears on all our towing trucks;
8. Our storage facility is open 24/7; don't let any towing contractor inform otherwise;
9. One of our friendly staff members can assist you with your claim – Free of charge;

For any towing emergency contact:

Mr. Wouter Prinsloo	082 4476195	082 4939206	(24/7)
Mr. Gert Saayman	072 2774228	076 1733393	(24/7)