



Welcome to Activate

The journey to your story starts here and we've got you covered every step of the way.

Your story matters



Important contact information

Call us on **0860 222 762** during office hours (08:00 to 16:30), Mondays to Fridays.

For all emergencies and towing, call Activate Assist on **0800 046 637**.

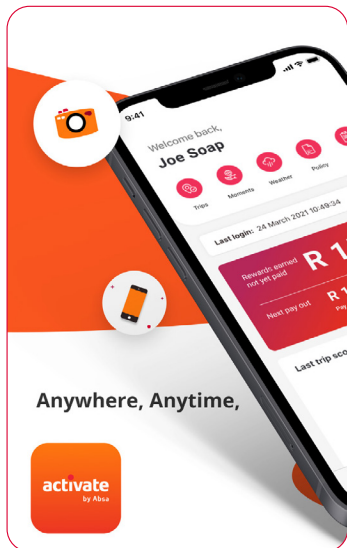
Send an email to **ActivateAdmin@absa.africa**, and a friendly consultant will assist you. To ensure a quick response, please include your policy, identity or passport number.

If you are not satisfied with our service, you can lodge a written complaint with Absa Insurance Company's Customer Care Desk email: **AICLevel1@absa.co.za**

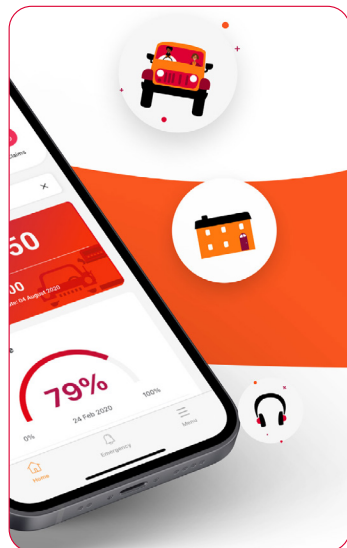


Empower yourself with a dedicated insurance app that puts you in full control of your policy. Experience a new level of convenience and ease with the Activate App.

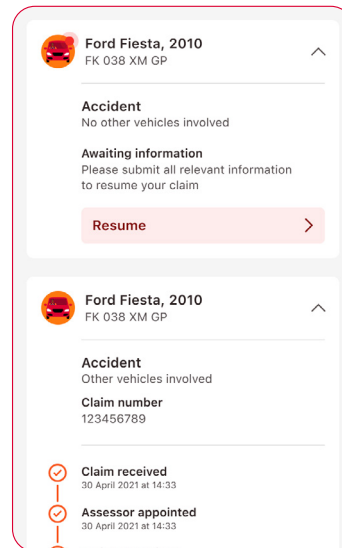
Access emergency home, medical and roadside assistance with the click of a button.



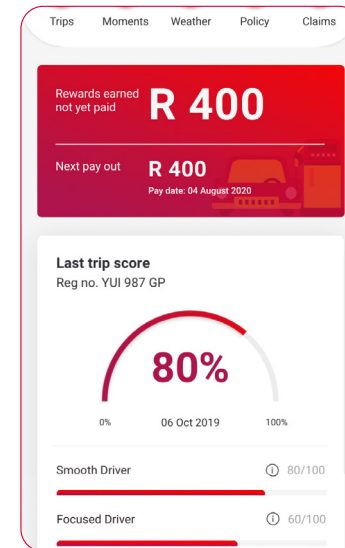
Submit and track claims on the app – no calls, no forms.



Amend and update your policy details in your own time.



Track your rewards. Get up to 40% of your motor premiums back in cash every month for driving well.



How to get the Activate App

Buy an Activate policy

The app is only accessible once your Activate policy is active.



Download the Activate App

The app is available on Apple, Android and Huawei app stores.



Set up your account

Use your SA ID or passport number to register or login. An OTP will be sent to your phone for authentication.



Enjoy!

Enjoy the benefits and convenience of an online app-based offering



Elevate your policy management experience by accessing all your documents conveniently through the **Activate App**.



Policy wording



Confirmation of cover




Emergency assistance brochure





Terms and conditions

With the Activate App, you can easily make several changes to your account.

You can adjust your excess and opt for car hire.

 Volkswagen, Polo Vivo 1.6 Maxx (5DR), 2020
LK54WQGP

Premium
R 600.00

Adjust your excess
R 4 000  

You can reduce your premium with a higher excess. This is the amount you'll pay, if----- you make a claim.

Car hire at R 79.00pm

In the event of theft or collision, get a standard replacement car for up to 30 days.

Credit shortfall

If your vehicle is stolen or written off, we'll also pay the interest you still owe the bank.

You can add a new vehicle and get immediate confirmation of cover.

← Add New Item

Select one of the following items:


+ Insure a vehicle >

Available soon:

+ Insure a building

+ Insure household contents

+ Insure a valuable possession




You have successfully changed your policy



Your updated policy documents will be sent to you via email

[Continue](#)

You can update your vehicle details so that we can easily find you in an emergency.

 Volkswagen, Polo Vivo 1.6 Maxx (5DR), 2020
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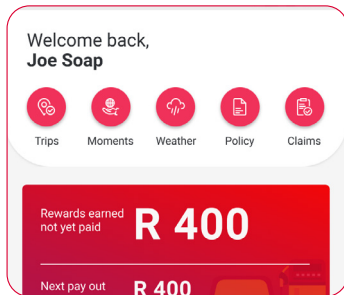
In the event of theft or collision, get a standard replacement car for up to 30 days.

Credit shortfall

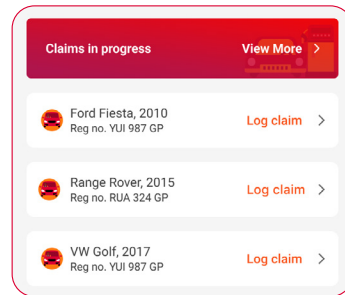
If your vehicle is stolen or written off, we'll also pay the interest you still owe the bank.

Say goodbye to the hassle of claims submission. With the Activate App, submitting your claim is now a breeze.

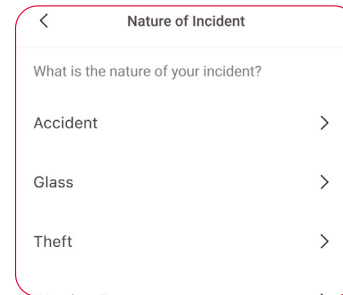
Use the app to call our emergency assist line if you are injured or if your vehicle needs to be towed.



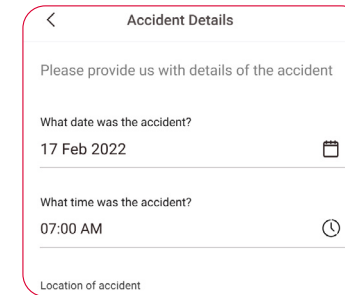
Select the Claims icon on the home screen, then select the vehicle.



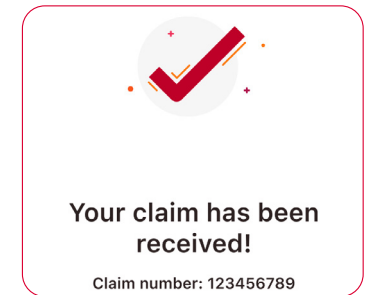
Select the type of incident for which you are claiming.



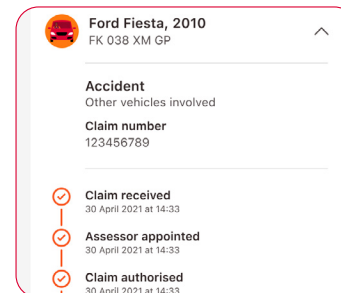
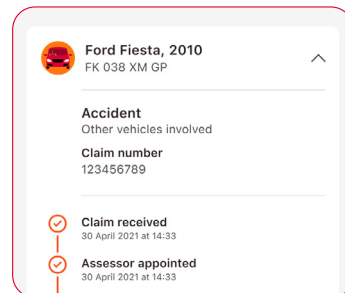
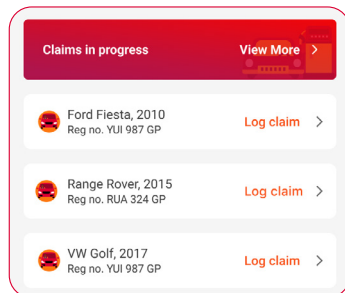
Capture the date, time and location of the incident.



Done! Your claim is submitted.



You can track the progress of your claim by clicking on Claims in progress.



You are immediately enrolled for the Activate rewards programme when you sign up for Activate vehicle insurance. You will need to have our telematics device installed in your car before the rewards will begin calculating.

How are the rewards calculated?

You are rewarded for demonstrating good driving behaviour across three aspects – your trip score, total driving time and total night-time driving. The value of your reward is updated every 28 days.

How can I maximise the rewards in my wallet?

To maximise the rewards in your wallet, you should focus on improving the four key areas of good driving – avoid harsh braking, acceleration and cornering, using your phone while driving, drive within the speed limit and avoid driving between the hours of 21:00 and 04:30, where possible.

When can I access the rewards in my wallet?

After three months, you may access the rewards that apply from month one. For example: You earn R200 in January and R300 in February. In April, we will pay you the R200 from January. In May, we will pay you the R300 from February, and so on.

All rewards are paid on the last day of the month. Check your app for your rewards amount and pay dates. If your rewards balance is less than R20, your rewards will be rolled over to the next month. If you pay your insurance premium debit order with your Absa bank account, we will increase your reward payout by a further 10%.



Moments show you insights about your lifestyle (work life, leisure and mobility)

If you are not getting insights, please check that notifications are allowed and location is allowed all the time from your device settings menu. To check and adjust your settings, go to Settings > Apps > Activate.

If the issue persists, please send an email to **ActivateAdmin@absa.africa**

Efficient vehicle inspection and seamless telematics device installation services

Once your policy has been activated, you will receive a call or WhatsApp message to schedule an appointment. In the unlikely event that you do not receive a call, please send an email to **ActivateAdmin@absa.africa**, and a friendly agent will assist you with the process. The cost of the device and installation is already included in your insurance premium. However, if you miss your installation appointment, a R200 rebooking fee will apply.

Please remember to carry the policyholder's identification documents, such as their ID, passport or driving licence.



Our vehicle inspection process includes noting down all your vehicle accessories and capturing unique identifiers to ensure that we can locate you in the event of an emergency, e.g., vehicle identification and registration numbers.



Our team of skilled technicians will efficiently install your telematics device and panic button in your vehicle. Please note that the panic button is specifically designed to be installed in your vehicle and should never be placed on your keyring.



After installation, your panic button will activate overnight and you can test it the next day. To activate the alert, remember to hold the button for three seconds. Please note that the telematics device will require around two days for calibration. Once calibrated, you will start receiving your trip information and scores on the Activate App. In case you encounter any issues and do not receive your trip information, please contact us by sending an email to **ActivateAdmin@absa.africa**.

Replacement of lost panic buttons

1

Send an email to orders@sealtron.co.za

Include your policy number, vehicle registration number and delivery address.

2

We will send you a quote for the replacement panic button.

3

Provide any additional information (if required), and make payment as per the quote.

4

We will ship a new panic button to you with installation instructions.

5

Install and test the panic button.

Remember to hold down the button for at least three seconds for the alert to trigger.

6

Need urgent assistance?

Email ActivateAdmin@absa.africa



What to do in case of an accident

If you need emergency towing assistance, please use the emergency button on your Activate app. This will give you a direct line to the call centre and you may then ask the agent for assistance.

Alternatively, you can call Activate Assist on **0800 046 637**.

We will arrange for the insured vehicle to be towed from the accident scene to an approved panel beater or secure storage facility. These services are available 24/7/365.

Please note that any extra charges resulting from not using our preferred suppliers will be your responsibility.

Activate Assist gives you immediate access to a team of dedicated case managers, together with a national complement of accredited assistance service providers who will assist with roadside and home emergencies.

Cover includes:

24-hour roadside assistance

Towing (mechanical, electrical and accident), emergency fuel, tyre changes, jumpstarts, locksmith and armed response.

24-hour home assistance

Plumbing, electrical, appliances, pest control, locksmiths, glaziers, security, tree felling and security guards.

24-hour medical assistance

Emergency medical response, medical transport, medical advice hotline, referrals to GPs and specialists, and trauma counselling.

Home Drive

Whether you need to be driven home from a party, your car has gone in for a service, broken down or even if you need to be dropped off at the airport, we will ensure that you are transported safely.

And much more

Please refer to your Activate Assist brochure for more information.



Terms and Conditions apply.

Absa Insurance Company Limited, an insurer licensed to conduct non-life insurance business and an authorised financial services provider (FSP 8030). Registration number 1992/001737/06.