Jubilee Allianz Emergency Assist

Ambulance, Security & Road Rescue Response

JAZ-ASSIST

What is this Jubilee Allianz Emergency Assist (JAZ-Assist)?

This is a technology platform that enables our clients on-demand access to the closest vetted private Security, Ambulance & Road Rescue response unit to their location, anywhere, anytime. The technology is powered by AURA.

THE PROBLEM

Response time

The most important step in any emergency is to notify emergency response personnel as quickly as possible. Accessing support in a trauma event within an hour has been proven to significantly reduces mortality rates. This is referred to as the "Golden Hour"
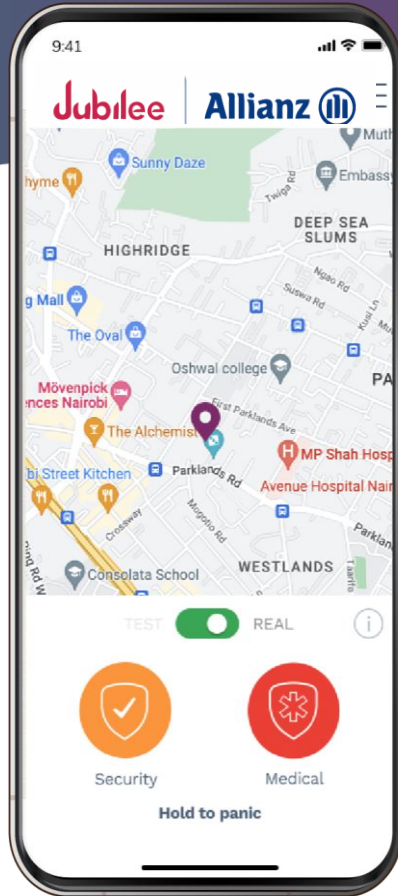
Navigation

Response crews often face environmental issues navigating to the scene of an emergency. This is due to the lack of a national addressing system, or simply because the recipient does not always know their exact physical location in an emergency.

Cost

Many Kenyans cannot afford to access response services. The average cost of an ambulance response is KES 9,000, while fixed location security response costs at an average of KES 11,000

SOLUTION

Our partners have developed a cutting-edge emergency response application that eliminates the need for human intervention to dispatch response vehicles in an emergency.

Panic events are auto-verified and auto-dispatched to the users exact GPS location.

IOT panic devices are in the process of been developed for deployment in homes, SME and Motor.

Jubilee Allianz Emergency Assist

The App is available on Android, iOS and Huawei app stores.

Users who do not find the app on their app stores, may have to switch their app store region to Kenya.

Benefits

JAZ-Assist is included for WIBA, Home, Personal Accident, SME, and Motor products to offer:

• **Efficiency:** JAZK customers can now access the fastest mobile emergency services.

• **Machine-to-machine dispatch:** No human intervention needed to navigate response units to a users' exact GPS location.

• **Transparency:** Users can track response unit's route, arrival time, and registration details.

• **Nationwide response network:** Partnered with top nationwide security, EMS, and road rescue providers.

• **Exclusive value addition:** For Jubilee Allianz General Insurance (K) Limited customers.

JAZ-Assist Onboarding Process

1) Share your phone number with Jubilee Allianz directly or through you contact (intermediary or account handler)
2) Access to the service is created by JAZK using the clients phone number as the unique identifier.
3) Go to Google Playstore, AppStore or Huawei Appstore
4) Search "JubileeAllianz" and download the App that has the Allianz Eagle/logo
5) Key in your personal details
6) On 'Duress Code' field, key in a number that you cannot forget e.g., year of birth or such detail
7) Complete keying-in information required in the rest of the fields to finalise the onboarding process and activate JAZ-Asist App.

The JAZ-Assist service should run concurrently with the Policy period and is automatically deactivated on expiry of the Policy and therefore not available until Policy is renewed.

Security
- Access to on demand vetted security responders.
- Service available in all major cities/towns countrywide.
- Armed back-up security availed upon our insured's requesting the control room for the same.

Ambulance
- Fully equipped ambulance response.
- Service available in all the cities and major cities/towns countrywide.
- EMT support available via control room as users wait for an ambulance to arrive.

Road Rescue
- Towing due to accident or mechanical issues
- Service available in all the cities and major cities/towns countrywide.
- Fuel exhaustion and puncture repair assistance.
- Jump starting where battery is drained
- Key retrieval.