



**Bonitas SOS**  
EMERGENCY MEDICAL SERVICES  
2026

AZOZA (previously known as Europ Assistance) is the designated service provider for Bonitas SOS. This includes all emergency medical services for Bonitas members and their registered dependants.

## WHAT DOES THIS BENEFIT COVER?



Transfer to the closest appropriate medical facility by road or air



Instructions on how to manage the emergency while waiting for the ambulance (e.g. start CPR)



Inter-hospital transfers (subject to authorisation) in accordance with Scheme Rules



Emergency medical response by road or air from the scene of the medical emergency



Virtual Doctor consultations via the Bonitas Member App (Available 24/7)

## WHAT DO I NEED TO DO IN THE CASE OF A MEDICAL EMERGENCY?

1

Call 0860 555 505 or request an ambulance via our website, WhatsApp or Member App. Provide your name, telephone number and medical aid number.

2

Give a brief description of the incident and the severity of it. Provide the address/location (road name, number and nearest crossroad) of the scene of the incident. Ensure that Bonitas SOS has all the details of the incident.

The digital “**REQUEST AN AMBULANCE**” function on our website and app allows members to request an ambulance in an emergency and track its location in real-time while on their way to you!

## WHAT HAPPENS IF I DO NOT USE BONITAS SOS IN AN EMERGENCY?

The member must contact Bonitas SOS in the event of a medical emergency. This ensures that the case can be properly facilitated, and that suitably qualified and available service providers are used. If the member does not contact the emergency number, they may be held liable for the full costs incurred, unless circumstances related to the medical emergency made it impossible to make the call. Please note that ambulances are to be used only for life-threatening medical emergencies. The use of an ambulance for cases that are not deemed emergencies will not be covered.

## DISPLAY YOUR BONITAS SOS STICKERS PROUDLY

The Europ Assistance SOS stickers are still valid - there is no need to request a new sticker. Please ensure that these are attached to your vehicle. If you are a new member and require a sticker, please visit one of our **walk-in-branches**.

## DETAILS FOR **Bonitas SOS**

### QUERIES



Email: [bonitasclaims@azoza.co.za](mailto:bonitasclaims@azoza.co.za)



Email: [bonitaspostauth@azoza.co.za](mailto:bonitaspostauth@azoza.co.za)



Call: 0860 555 505



Email: [customercare@azoza.co.za](mailto:customercare@azoza.co.za)