

INTERNATIONAL TRAVEL BENEFIT 2026

The International Travel Benefit offers Bonitas members cover for medical emergencies when they travel outside the borders of South Africa. This policy is managed by AZOZA (previously known as Europ Assistance) and administered by Linkham Services SA (Pty) Ltd (FSP:45396) and is underwritten by GENRIC Insurance Company Limited (FSP: 43638), an Authorised Financial Services Provider and licensed non-life insurer.

WHO DOES THIS BENEFIT COVER?

Bonitas members (excluding members on BonCap) who live in South Africa and have not spent more than six months abroad in the same year are entitled to this overseas benefit.

We pay claims for emergency medical and related expenses, to the medical services provider, while you and/or your dependant(s) are on an insured international journey.

IMPORTANT INFORMATION:

1. You must activate your cover before you depart from South Africa and have the insurance policy terms and conditions.
2. Your trip must start and end in South Africa and you must travel on a return international ticket.
3. The travel insurance does not cover travel with the intention to emigrate.
4. You must contact AZOZA for any Emergency Medical Expenses for pre-authorisation and case management of your hospital admission. If you do not obtain pre-authorisation, we will limit our liability to R5000.

THE FOLLOWING IS COVERED:



Emergency medical and related expenses



Medical repatriation, evacuation and transportation



Hospitalisation: out-patient and in-patient



HIV



Emergency optical and dental expenses

LIMITS, EXCESSES, TERMS, AND CONDITIONS APPLY

These are outlined in the policy wording and documents. Please contact your broker for more information.

HOW DO I GET EMERGENCY ASSISTANCE WHILE I'M TRAVELLING

AZOZA has been appointed to provide emergency assistance. Emergency medical services are available 24 hours a day, 7 days a week.

Call +27 (11) 991 8174 as soon as possible if you need assistance. Reverse call charges are accepted.

GENRIC
Insurance

INTERNATIONAL TRAVEL BENEFIT 2026

HOW DO I GET ACCESS TO THIS BENEFIT?

1

Call +27 (10) 211 4958 or email bonitas-assist@linkham.com to activate your international travel cover when you are planning to travel out of the country.

2

You will receive your policy documents in 24 hours.

3

Read the policy document carefully to ensure that you understand all the terms and conditions.

Alternatively, you can log in to our member app* and follow the steps below:

STEP 1

Tap on the 'Medical Aid' icon

STEP 2

Scroll down until you see 'International cover' and tap it to start the process

STEP 3

Follow the on-screen prompts to complete the process

* Not available for BonCore

Or, you can log in to the Member Zone* at www.bonitas.co.za (Click on 'I'm a Member' then log in or register) and make use of the self-help function by following the steps below:

STEP 1

Log in and Click on the 'Healthcare' dropdown and select 'International Cover'

STEP 2

Read and accept the Terms and Conditions, then click 'Next'

STEP 3

Follow the on-screen instructions to complete the trip details, then click 'Next'

STEP 4

Fill in the required personal details, then click 'Next' to continue

STEP 5

Fill in your address details, then click 'Next' to proceed

STEP 6

If prompted, fill in any additional travellers' details and click 'Next'

STEP 7

Double check all your information and if you're satisfied, click 'Submit Details'

* Not available for BonCore

COVER INCLUDES

• Leisure Travel: Emergency Medical & Related Expenses

- Up to 60 days excluding USA - R1.2 million where there is only one member. R1.2 million for a family (including main members and dependants).
- Up to 60 days USA only - limited to R500 000 for a family (including main members and dependants).

• Business Travel: Emergency Medical & Related Expenses

- Up to 30 days excluding USA - R1.2 million where there is only one member. R1.2 million for a family (including main members and dependants).
- Up to 30 days USA only - limited to R500 000 for a family (including main members and dependants)

DETAILS FOR INTERNATIONAL TRAVEL

@ Email: bonitas-assist@linkham.com

📞 Call: +27 (10) 211 4958

AZOZA

LINKHAM GROUP

GENRIC Insurance

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