

Stolen Vehicle Recovery (SVR) — Service Overview

For submission to your insurer or broker prior to purchase

WHAT THE TRACKING CO PROVIDES

The Tracking Co is a Cape Town-based GPS vehicle tracking company, operating since 2016. We supply GPS vehicle tracking hardware and a tracking platform, backed by a 24-hour Stolen Vehicle Recovery (SVR) service delivered in partnership with Afrisist, a licensed South African vehicle recovery and armed response provider.

Every SVR client receives:

- **Full tracking platform access** — live vehicle tracking via PC or mobile app, 24/7, with trip history, geofencing and reporting.
- **24-hour control room monitoring** — Afrisist's control room monitors the tracking unit around the clock for power disconnect alerts, triggered when the unit is disconnected from the vehicle's power.
- **24/7 theft and hijack response** — a dedicated emergency line staffed around the clock.
- **Immediate recovery dispatch** — on confirmation of a theft or hijacking, recovery agents are dispatched to locate and recover the vehicle.
- **Nationwide recovery coverage** — Afrisist operates recovery capability across South Africa.

HOW THE SERVICE WORKS

1. A hardwired GPS tracking unit is fitted to the vehicle by an auto electrician — the client's own, or an independent installer The Tracking Co helps arrange.
2. The vehicle is loaded onto the TTC tracking platform and registered with the Afrisist control room.
3. The control room monitors the unit around the clock for power disconnect alerts.
4. In the event of a theft or hijacking, the client calls the 24/7 emergency line. Recovery agents are dispatched immediately.
5. Recovery efforts continue in coordination with SAPS until the vehicle is located and recovered, or the case is closed.

TERMS OF COVER

- **Compatible hardware** — SVR runs on any hardwired TTC tracker (4G900L, FMC920, FMC880 or FMB140) and can be added to an existing unit at any time with no new hardware. The plug-in OBD Mini is not SVR-compatible.
- The SVR service covers actual theft or hijacking events, confirmed by a SAPS case number.
- False alarm dispatches (where no theft or hijacking has occurred) are billed to the client's account.

- It remains the client's responsibility to ensure tracking units stay connected and reporting, and to notify The Tracking Co of any unit that is offline.
- SVR is a recovery service, not an insurance product. It does not replace or substitute vehicle insurance cover.

WHAT THIS MEANS FOR YOUR INSURANCE

Insurers typically require proof of an active tracking and recovery service before issuing or discounting comprehensive cover on higher-risk vehicles. This service provides:

- Continuous GPS tracking of the insured vehicle
- 24-hour professional control room monitoring
- Contracted armed recovery response through Afrisist
- Documented proof of installation and active monitoring

On installation, The Tracking Co issues a **Certificate of Fitment** confirming the unit serial number, vehicle details, installation date and active SVR status — which can be submitted directly to your insurer or broker. Insurer requirements differ, and The Tracking Co does not claim approval or accreditation with any specific insurer — confirm what your policy requires in writing before purchase.

OWNERSHIP AND COMMERCIAL TERMS

- Clients **own their tracking hardware outright** — no lease, no rental, no hardware financing.
- The tracking subscription is **billed monthly or paid upfront for 12 months** — the client's choice. SVR is an optional add-on to the tracking subscription, billed monthly or annually per vehicle.
- **No fixed-term contract.** SVR can be added or removed at any billing cycle on 30 days' notice, with no penalties. The tracking subscription continues unchanged.
- Current pricing is published at www.thetrackingco.co.za/stolen-vehicle-recovery.

CONTACT

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Cape Town, South Africa

Recovery partner: **Afrisist** — afrisist.com

24/7 emergency line: 0861 742 778