



WELCOME TO THE MATRIX FAMILY

Thank you for choosing Matrix as your preferred vehicle tracking and recovery service. Matrix is a MiX Telematics brand, a global leader in tracking and recovery, giving you peace of mind on every journey.

Please keep this letter safe, as it contains important emergency contact numbers that you might need in future.

In the unfortunate event of your vehicle being stolen or hijacked, you can report the incident via the [Matrix App](#) or by phoning our emergency contact numbers.

EMERGENCY NUMBERS: 0800 111 322 or 011 654 8090

Our professional recovery teams will begin the search for your vehicle immediately. Please save these numbers to your phone.

GENERAL ENQUIRIES

For all other queries please refer to the [Matrix website](#), send us an [email](#) or use the list of Contact Details provided on the Matrix app.

Email: corporate@mixtelematics.com or complete the [online form](#).

MATRIX SMARTPHONE APP

Download the Matrix app to see the location of your vehicle, check the working status of the unit and see your vehicle's battery status, report a [car theft](#) incident, and call for [roadside or medical assistance](#)* at any time. The Matrix App also lets you select the types of alerts you want to be notified about, like [speeding](#), and set or cancel the [GeoLoc Advanced Alert](#)*. The app is available for download from the [Apple App Store](#) and [Google Play Store](#).

You can also use the [online portal](#) to access all these features and more. Simply log in [here](#).

All the functionality of the Matrix service is explained in the [User Manual](#). You can obtain a copy of the [T&Cs](#), and request your insurance certificate and login details by clicking on this [link](#).

Thank you for entrusting us to be right by your side when it matters most.

Kind regards

The Matrix Team

*Only available to MX2 and MX3 customers

