

WHAT TO DO IF YOU ARE INVOLVED IN A CAR ACCIDENT?



STEP 1: STAY SAFE AND CHECK FOR MEDICAL ATTENTION NEEDS

- Stay calm and call an ambulance if anyone is injured.
- Make sure your car is not blocking the road.
- Turn on your car's hazard lights and use a warning triangle.
- Do not admit fault, agree to any offer or settlement, or sign any documents without getting professional advice.



STEP 2: GATHER EVIDENCE AND EXCHANGE PERSONAL INFORMATION WITH THE OTHER PARTIES

- Take photos of the accident scene and damages to vehicles involved (as evidence to help the police in fault determination and insurance claim filing).
- Exchange information with the other party:
 - Contact number, name and address of Driver and/or Owner.
 - Vehicle model and registration number
 - Insurance company



STEP 3: CONTACT PACIFIC ROADSIDE ASSIST FOR SUPPORT

Contact Pacific Roadside Assist if your car is badly damaged and you need towing assistance by:

- Calling [1800-88-4488](tel:1800-88-4488) or [03-9212 7860](tel:03-9212 7860); or
- Scanning the QR code on the Pacific road tax sticker to access the Weblink Portal.

We will assist you by towing your car to the nearest district police station to file a report. Then, we will tow your car to PIAM approved repairer or Franchise workshop of your choice for repairs.



STEP 4: MAKE A POLICE REPORT AND NOTIFY THE PACIFIC INSURANCE BERHAD OF THE CLAIM

- Lodge a police report within 24 hours, or you may get summoned by the authorities.
- Within 7 days of the accident, send your car to a PIAM approved repairer or Franchise workshop who will assist you to submit the claim to us.
- Now, you can access the [Pacific Claim Portal](#) to notify a claim and check your claim status. Besides, you may contact your agent or The Pacific Insurance Berhad's Customer Care helpline at [1800-88-1629](tel:1800-88-1629) or [03-2633 8999](tel:03-2633 8999), or email to customerservice@pacificinsurance.com.my) to report a claim.
- You can refer our motor claim processes [here](#).