

1 December 2019

IMPORTANT NOTICE TO POLICYHOLDERS

Dear Valued Customer,

**MOTOR INSURANCE | IMPORTANT NOTICE**

**CLAIM RELATED TOWING SERVICES**

**THIS IS AN IMPORTANT NOTICE AS IT MAY AFFECT POLICYHOLDERS  
WHEN REQUESTING FOR MOTOR CLAIM-RELATED TOWING SERVICES.**

Starting from 2<sup>nd</sup> December 2019, disruption is expected in **claim-related towing services** currently provided by some of our panel workshops in **Penang, Kedah, Perlis and Perak**.

**Please note that this disruption is beyond Pacific Insurance's control.**

During this period, we advise our policyholders and any authorised drivers to call our Motor Roadside Assist @toll-free number **1-800-88-4488** for any assistance.

The Call Centre for Motor Roadside Assist would provide the necessary advice on any basic claim related issues, including towing the damaged vehicle to the nearest repair panel not affected by the disruption.

Should you require any further clarification, kindly call our **Customer Care** toll-free number **1-800-88-1629** during our working hours (8:45am and 5:00pm, from Monday to Friday excluding public holidays) or email us at [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my).

We will provide further updates as necessary.

Thank You for your support and cooperation.