



DATE: 12 March 2021

IMPORTANT NOTICE

(This is only applicable for policies purchased during the savers' campaign period between 10th March 2021 and 31st December 2021).

You are entitled to our Complimentary Covid-19 Hardship Allowance Add-On for free if You are an Individual named policyholder having purchased a Private Car Comprehensive policy with any one of those Add-on covers mentioned below in the FAQ during the above campaign period.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q1. What is Complimentary Covid-19 Hardship Allowance?

We will pay you as the Insured Person named in the Policy a lump sum of RM300 Hardship Allowance in the event you are diagnosed with COVID19, at a Malaysian Ministry of Health approved clinic or hospital, within the Policy's Period of Insurance; provided the test to diagnose COVID-19 is carried out after 14 days ("waiting period") from the Policy and/or Add-On's inception date. (Please read your policy terms and conditions for the full details.)

Q2. How can the policyholder be eligible for the Complimentary Covid-19 Hardship Allowance?

You will be automatically eligible for a Complimentary Covid-19 Hardship Allowance Add-On free if you are an Individual named policyholder having purchased a Private Car Comprehensive policy with any one of the following Add-on covers during the above Campaign Period:

- (a). Unlimited Towing (Endorsement D06C, D06F or D06T)
- (b). Private Hire Car (Endorsement D01A or D01B)
- (c). Reimbursement of Betterment (Endorsement D02A or D02B)
- (d). Inconvenience Allowance (Endorsement D03A, D03B, D03C or D03D)
- (e). Inclusion of Special Perils (Endorsement B057)
- (f). Driver & Passengers Personal Accident (Endorsement DPPA or Standalone DPPA policy)



Q3. Why is the Complimentary Covid-19 Hardship Allowance Add-On clause not found in my e-cover note and e-policy document?

The Complimentary Covid-19 Hardship Allowance Add-On clause will automatically form part of the motor policy cover once any one of the above Add-Ons is purchased. The clause wording is automatically printed on the quotation; however, it will not be included in the main policy document for reason that this is a complimentary add-on for the Campaign.

For more information:

 Call your agent, any of our branches or Pacific Insurance Berhad Customer Service Hotline is @ 03-26338999 / Toll Free Line: 1-800-88-1629

