

YOUR PACIFIC ROADSIDE ASSIST – SERVICE BROCHURE

Your Pacific Roadside Assist Programme Service Brochure is applicable to all Private Car Comprehensive and Motor Pro policyholders in connection with the use of their cars insured with The Pacific Insurance Berhad. It provides a 24/7 towing service which is limited to 50km or up to RM300, whichever is exhausted earlier, and is inclusive of other mentioned roadside assistance services as a result of accidents and/or breakdowns of the insured vehicle.

ITEMS COVERED UNDER YOUR 24/7 ROADSIDE ASSIST PROGRAMME

- Our roadside assistance services are available throughout Malaysia, inclusive of Sabah, Sarawak and the islands of Langkawi and Labuan, Brunei and Singapore.
- Roadside assistance services also include labour charges for the following:
 - a. Towing
 - b. Battery Change
 - c. Battery Replacement
 - d. Change of Tyres
 - e. Vehicle Accident
 - f. Loss of Key
 - g. Delivery of Fuel
 - h. Flooded Vehicle
 - i. Other Minor Roadside Repairs

ITEMS NOT COVERED (EXCLUSIONS) UNDER YOUR 24/7 ROADSIDE ASSIST PROGRAMME

- Services that are not organised or approved directly by our roadside assistance team.
- Towing for a vehicle that has NOT suffered a mechanical failure or is NOT stranded.
- Highway toll charges.
- Levy charges (e.g. border levy charges, ferry charges, etc.).
- Costs of replacement parts (e.g. new battery, spare parts, etc.).
- Towing of a vehicle for the purpose of disposing of the vehicle.
- Towing of a vehicle from a workshop.
- Towing a stolen or an abandoned vehicle.
- Towing a vehicle that was used in any unusual circumstances, such as, but not limited to, racing, off-road expeditions, hire, rallies, pace making, and speed testing.
- Services for any unlawful or illegal purpose.
- Services for vehicles with missing mechanical parts and/or that have been fully or partially dismantled.

- Services for vehicles where the registration number does not match with the registered policy.
- Towing in areas where vehicle is inaccessible by tow truck such as off-road, beaches, plantations, farms, jungles etc.
- Service provision outside the territorial limits stated in the policy.
- Towing for a vehicle where the vehicle is immobilised on an unpaved road surface that is not easily accessible, or on a road that is not a gazetted road under the Malaysia, Singapore, or Brunei Road System.
- Towing to deliver a vehicle that is not immobilised from a breakdown or is fully repaired.

Note: This list is in addition to the exclusions, terms, and conditions listed in the actual policy contract.

Important Notice:

- Keep our Roadside Assist Call Centre helplines at 1800-88-4488 or 03-9212 7860 visible at all times by affixing The Pacific Roadside Assist road tax sticker onto your car's windscreen.
- If you do not call Your Pacific Roadside Assist, you are deemed to have waived your rights to such services offered by us and, therefore, you have to bear all charges and expenses incurred by You in using services provided by other service providers.

If you have any enquiries, please contact The Pacific Insurance Berhad (Company No. 198201011878) Customer Service at 1800-88-1629, or the Pacific Roadside Assist helplines at 1800-88-4488 or 03-9212 7860.

This brochure is not a contract of insurance. For full details of the policy terms and conditions, please refer to the insurance policy contract made available at Pacific corporate website.