

**The Pacific Insurance Berhad is a member of Perbadanan Insurans Deposit Malaysia**

The benefit(s) payable under eligible certificate/policy/product is(are) protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact The Pacific Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).

## **YOUR PACIFIC ROADSIDE ASSIST (COMMERCIAL VEHICLE UNLIMITED TOWING ADD-ON) – SERVICE BROCHURE**

This Pacific Roadside Assist Programme Service Brochure is applicable to **Commercial Vehicle – Goods Carrying Vehicle and/or trailer for Permit A and Permit C** with Laden Registered Weight or Berat Dengan Muatan (BDM) not exceeding 8000kg policyholders, provided the **Commercial Vehicle Unlimited Towing Add-On is purchased**.

It provides a 24/7 unlimited towing service of your vehicle and/or trailer in respect of any single towing from the location of the accident or breakdown to:

- i. a repairer of your choice; or
- ii. your address as shown in the policy schedule; or
- iii. a secure place of your choice.

Please note that Pacific Roadside Assist has the sole discretion to determine the type of tow truck assigned.

## **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.
- 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 THE 24/7 ROADSIDE ASSIST PROGRAMME**

- Services that are not organised or approved directly by our Pacific Roadside Assist Team.
- Towing for a vehicle and/or trailer which 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 part (e.g. new battery, spare parts, etc.).
- Charges for crane rental or any special/additional equipment other than the tow truck.

- Charges to clean up and/or offloads or removal of any goods/cargo.
- Towing of a vehicle and/or trailer for the purpose of selling or disposing of the vehicle and/or trailer.
- Towing of a vehicle and/or trailer for the purpose of transit or delivery of goods/cargo.
- Towing of a vehicle and/or trailer from a workshop.
- Towing a stolen or abandoned vehicle and/or trailer.
- Towing of a vehicle and/or trailer without a valid road tax or with a lapsed road tax.
- Towing a vehicle and/or trailer exceeded the Registered Laden Weight (Berat Dengan Muatan) that it was designed for.
- Towing a vehicle and/or trailer that has purchased the Commercial Vehicle Unlimited Towing Add-On, with a declared weight lower than the Registered Laden Weight or Berat Dengan Muatan (BDM).
- Towing a vehicle and/or trailer 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 purposes.
- Services for vehicles and/or trailers with missing mechanical parts and/or that have been fully or partially dismantled.
- Services for vehicles and/or trailers where the registration number, chassis and/or engine number does not match with registered policy.
- Service provision outside the territorial limits stated in the policy.
- Towing of a vehicle and/or trailer that is immobilised in a location inaccessible to a tow truck, such as on an unpaved road, off-road area, beach, plantation, farm, jungle, or a road not classified as gazetted under the Malaysia Road System.
- Towing to deliver a vehicle and/or trailer that is not immobilised from a breakdown or is not involved with any vehicular accident.

*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 (1800-88-4488 or 03-9212 7860) visible at all times by affixing the Pacific Roadside Assist road tax sticker to your vehicle's windscreen.
- If you do not contact 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 a third-party repairman or towing operator offers assistance, please get approval from Pacific Roadside Assist before accepting their service. If approved, the costs may be reimbursable, provided they are reasonably incurred. Approval is granted on a case-by-case basis.

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 The Pacific Insurance Berhad's corporate website.