

**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 (PRIVATE CAR COMPREHENSIVE AND MOTOR PRO) – SERVICE BROCHURE**

This 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 from accident or breakdown location to the destination 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. However, policyholders can opt to purchase the Unlimited Towing Add-On (only applicable to vehicles with an age not exceeding 30 years) to enjoy unlimited towing services.

In addition, Private Car Third Party, Fire and Theft (TPFT) and Third Party (TP) policyholders can opt to purchase the LiteTow Add-On (only applicable to vehicles with an age not exceeding 30 years) to enjoy towing and emergency roadside assistance services. Please note that the towing service is limited to a maximum of 85km for any single towing trip, with a limit of 5 towing services in a single policy period.

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, 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 Pacific Roadside Assist 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.).
- Charges for crane rental or any additional equipment other than the tow truck.
- Towing of a vehicle for the purpose of selling or disposing of the vehicle.
- Towing of a vehicle from a workshop.
- Towing a stolen or an abandoned vehicle.
- Towing of a vehicle without a valid road tax or with a lapsed road tax.
- 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 purposes.
- Services for vehicles with missing mechanical parts and/or that have been fully or partially dismantled.
- Services for vehicles where the registration number, chassis and/or engine number does not match with the registered policy.
- Service provision outside the territorial limits stated in the policy.
- Towing of a vehicle 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 road under the Malaysia, Singapore, or Brunei Road System.
- Towing to deliver a vehicle that is not immobilised from a breakdown or is not involved with any vehicular accident.
- Towing of recreational vehicles include, but are not limited to, caravans, campervans, camper trucks, and motorhomes.

*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 car's windscreen.
- If you do not call 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.