

# PRODUCT DISCLOSURE SHEET

**PACIFIC  
INSURANCE**

A member of the Fairfax Group

## Dear Customer,

This Product Disclosure Sheet (PDS) is designed to provide you with some key information on your Boiler & Pressure Vessel Insurance.

Other customers have read this PDS and found it helpful;  
**you should read it too.**

The information provided in this Product Disclosure Sheet is valid from 1 January 2026.

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)).

## 1. What is Boiler & Pressure Vessel Insurance?

Boiler & Pressure Vessel Insurance provides coverage for your Boiler or Pressure Vessel caused by and solely due to explosion or collapse of any boiler or pressure vessel described in the Schedule whilst in the course of ordinary working.

## 2. Know Your Coverage

As an illustration, a boiler of stearin producer with total sum insured of RM 500,000.00, for RM 1,250.00 annually (subject to Service Tax and Stamp Duty) you will receive the following Boiler & Pressure Vessel Insurance coverage:

This policy covers:	This policy excludes:
<ul style="list-style-type: none"><li>Damage (other than by fire) to any boiler or pressure vessel</li><li>Damage to property not belonging to the insured</li><li>Liability of the Insured at law on account of fatal or non-fatal injuries to any persons other than the Insured's own employees or workmen or members of the insured's family</li></ul>	<ul style="list-style-type: none"><li>Defects due to wearing away/wasting of materials due to leakage, corrosion, fracture, failure of joints, bulging, deformation due to overheating of tubes (unless such defects result in explosion or collapse)</li><li>The failure of individual tubes in boilers or the water tube, locomotive or other multitubular types (unless such defects result in explosion or collapse)</li><li>Damage to own property caused by fire arising from explosion or collapse</li><li>Willful acts or willful negligence</li><li>Loss sustained by stoppage of work</li><li>Typhoon, hurricane, volcanic eruption, earthquake or other convulsion of nature</li><li>War and the like</li></ul>

*Note: This list is non-exhaustive. You should refer to the policy for the full list of exclusions.*

If you have any questions or require assistance on your Boiler & Pressure Vessel Insurance, you can:



Call us at  
+603-2633 8999



Visit us at:  
[Boiler & Pressure Vessel Insurance](#)



Email us at:  
[customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my)

## 3. Know Your Obligations

For this Boiler & Pressure Vessel Insurance, you must pay a premium of:

Standard Cover	<b>RM 1,250.00 annually</b>
Total premium you must pay is	<b>RM 1,250.00</b>

You also have to pay the following fees and charges:

Stamp duty	<b>RM 10.00</b> (eligible for exemption until 31 December 2028 provided if the policyholder is an individual, and the annual gross premium does not exceed RM150; or a MSME with a valid MSME certificate submitted, and the annual gross premium does not exceed RM250)
Commission	15% of premium or <b>RM 187.50</b> (included in the total premium)
Service Tax	8% of premium or <b>RM 100.00</b>

#### 4. Other Key Terms

- You must ensure that your boiler & pressure vessel is insured based on the cost of replacement by a new item of the same kind and capacity which means its cost or replacement including e.g. freight, dues and custom duties, if any, and cost of erection.
- The deductible/excess is the amount you have to bear before we pay a claim.
- Your premium will vary depending on the risk exposure, our underwriting requirements and total sum insured.
- If the sum insured stated in the Schedule is less than the amount required to be insured at the time of loss (i.e. under-insurance), you are deemed to be self-insuring the difference.
- Contribution condition – If at the time any claim arises under the Policy there is any other insurance covering the same loss, damage or liability, we shall not be liable to pay or contribute more than its rateable proportion of any claim for such loss, damage or liability.
- The premium must be paid and received by us within 60 days from the inception date of the cover, otherwise the cover is automatically cancelled and you will still be responsible to pay the pro rata premium for the period we have been on risk.
- You are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant.
- You have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.
- The duration of coverage is 1 year. You need to renew your policy annually.

*Note: This list is non-exhaustive. You should refer to the policy for the full list of terms and conditions.*

#### 5. Can I cancel my policy?

You may cancel your policy at any time by giving written notice to us. Upon cancellation, any refund of the premium would be based on the conditions stipulated in the policy contract.

If you have any complaints, please contact us at:

##### Complaint Monitoring Unit

40-01, Q Sentral, 2A Jalan Stesen Sentral 2, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia.  
(P.O. Box 12490, 50780 Kuala Lumpur, Malaysia.)

Tel: +603-2633 8999 Fax: +603-2633 8998 E-mail: [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my)

If you are not satisfied with our response, you may contact the following:

- (a) **Laman Informasi Nasihat dan Khidmat (BNMLINK) Bank Negara Malaysia**  
4<sup>th</sup> Floor, Podium Bangunan AICB, No. 10, Jalan Dato' Onn, 50480 Kuala Lumpur  
Tel: 1-300-88-5465 Fax: +603-2174 1515 Web Form: [bnm.gov.my/BNMLINK](http://bnm.gov.my/BNMLINK)
- (b) **Financial Markets Ombudsman Service** (formerly known as Ombudsman for Financial Services)  
Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur  
Tel: +603-2272 2811 Website: [www.fmos.org.my](http://www.fmos.org.my)