

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).

YOUR PACIFIC ROADSIDE ASSIST (MOTORCYCLE PRO AND MOTORCYCLE UNLIMITED TOWING ADD-ON) – SERVICE BROCHURE

This Pacific Roadside Assist Programme Service Brochure is applicable to [Motorcycle with cubic capacity not exceeding 250CC](#) policyholders, provided the [Motorcycle Unlimited Towing Add-On is purchased, or to Motorcycle Pro policyholders](#).

It provides a 24/7 unlimited towing service of your motorcycle in respect of any single towing from the location of the accident or breakdown to a repairer or a safe place of storage 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 motorcycle 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.
- Towing of a motorcycle for the purpose of selling or disposing of the motorcycle.
- Towing of a motorcycle from a workshop.
- Towing a stolen or abandoned motorcycle.
- Towing of a motorcycle without a valid road tax or with a lapsed road tax.

- Towing a motorcycle 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 motorcycle with missing mechanical parts and/or that have been fully or partially dismantled.
- Services for motorcycle 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 motorcycle 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 motorcycle that is not immobilised from a breakdown or is not involved with any vehicular accident.
- Consequential losses of any nature.

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

Important Notice

- For quick reference in an emergency, always keep your Pacific Roadside Assist road tax sticker, featuring our helplines (1800-88-4488 or 03-9212 7860), within easy reach.
- 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.