



[AIA General Berhad is licensed under the Financial Services Act 2013 and regulated by the Central Bank of Malaysia (Bank Negara Malaysia)]

PRODUCT DISCLOSURE SHEET

(Please read this Product Disclosure Sheet before you decide to take up Motor Insurance. Be sure to also read the general terms and conditions of the sample policy contract where applicable.)

AIA General Berhad

MOTOR INSURANCE - PRIVATE CAR

Date: 16 AUGUST 2021

Name	:	_____		
Occupation	:	_____		
Sex	:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth : _____ / _____ / _____
Vehicle No.	:	_____	Make/Model : _____	Cubic Capacity : _____
		<input type="checkbox"/> Comprehensive		

1. What is this product about?

This policy provides insurance against liabilities to other parties for injury or death, damage to other parties' property, and accidental or fire damage to your vehicle or theft of your vehicle.

2. What are the covers/benefits provided?

The following are the type of covers provided in this policy:

TYPES	Third Party Cover	Third Party, Fire & Theft Cover	Comprehensive Cover
COVER Liabilities to third party for: • Injury • Death • Property loss/damage	✓	✓	✓
Loss/damage to own vehicle due to accidental fire/theft	X	✓	✓
Loss/damage to own vehicle due to accident	X	X	✓
Liabilities to driver & passengers of own vehicle (property, bodily injury, death)	X	X	X

Optional benefits that you may wish to purchase by paying additional premium:

- Windscreen damage
- Legal liability to Passenger and of Passenger
- Damage arising from flood and landslide
- Riot, Strike, Civil Commotion
- All Drivers (for company owned vehicle)
- Compensation for Assessed Repair Time (CART)

Note:

It is an offence under the laws of the Republic of Singapore to enter the country without extending passenger liability cover to your motor insurance.

Duration of cover is for one year. You need to renew the insurance cover annually.

3. How much premium do I have to pay?

The total premium that you have to pay may vary depending on the no-claim-discount (NCD) entitlement and Our underwriting requirements:

		Annual Premiums
• Standard cover:		
	For sum insured of RM _____ *	: RM
Less:	NCD entitlement (if any) _____ %	: (RM _____)
Sub-total 1		: RM
• Additional cover:		
	- Windscreen (SI - RM _____)	: RM
	- Legal liability to Passenger and of Passenger	: RM
	- Damage arising from flood and landslide	: RM
	- Riot, Strike, Civil Commotion	: RM
	- All Driver (for company owned vehicle)	: RM _____
Sub-total 2		: RM
Add:	Service Tax (6%)	: RM
	Stamp Duty	: RM _____ 10.00
The estimated total premium that you have to pay is		: RM _____

**This sum insured is based on the current market value of the vehicle based on reference to Insurance Services Malaysia- Automobile Business Intelligence (ISM-ABI) valuation database system.*

Note:

- i **Mode of Payment** - Payment can be made by cash, credit card or through our approved internet banking facility. We encourage our customers to make payment electronically using our approved cashless payment methods as a secure alternative to cash payments.
- ii **Official Receipt** - Always insist for an official receipt for the premium paid and keep it as proof of your premium payment.

4. What are the fees and charges that I have to pay?

<u>Types</u>	<u>Amount</u>
Commissions paid to the insurance agent	: 10% of premiums
Stamp Duty	: RM10.00
Service Tax	: 6% of annual premiums paid
Transfer Fees (if applicable)	: RM10.00

5. What are some of the key terms and conditions that I should be aware of?

- **Duty of Disclosure** – You must disclose all material facts such as previous accidents and modification to engines. If you fail to do so, We may refuse your claim or any claim made by a third party against you. In such cases, you are personally liable for those claims.

- **Consumer Insurance Contract**

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal Form (or when you apply for this insurance), 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.

You also 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.

- **Non-Consumer Insurance Contract**

Pursuant to Paragraph 4(1) of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance for a purpose related to your trade, business or profession, you have a duty to disclose any 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, otherwise it may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

You also 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.

- **Insured Value/Sum Insured** – You must ensure that your vehicle is adequately insured. New vehicle: sum insured = purchase price. Others: Sum Insured = market value of vehicle when policy is bought.

Under-insurance: – if sum insured is less than the market value, you are deemed as self-insuring the difference. In the event of a loss, you will only be partially compensated.

Over-insurance: – if sum insured is higher than market value, maximum compensation is the market value of the vehicle. You cannot profit from a claim (principle of indemnity).

Determination of market value of your vehicle is important to avoid under or over-insurance.

You are recommended to insure your vehicle based on our chosen valuation system to avoid under or over-insurance.

- **Average Clause** – It is applied when you suffer damage to your vehicle which is under-insured. Your claim will be reduced proportionately by the uninsured portion, e.g. if you have insured your vehicle up to 70% of the market value, We will only pay 70% of the total repair cost.
- **No-Claim-Discount (NCD)** – The premium payable may be reduced by your NCD entitlement. NCD is 'awarded' if no claim was made against your policy during the preceding 12 months of policy. Your NCD entitlement will depend on the class of your vehicle and number of years of continuous driving experience without any claim made against your insurance policy. You will lose your entire NCD entitlement once an own damage or a third party claim (if you are at fault in the accident) is made against your policy.
- **Excess** – It is the amount of loss you have to bear while We will pay for the balance of your vehicle damage claim. If you have an 'excess' on your policy, you must pay the amount of the 'excess' direct to the repairer.

- **What you should know when making a claim?**

If your car is involved in an accident:

- a) Take note of the names and addresses of all drivers involved, make/model and registration numbers of each vehicle, the drivers' licence numbers, the insurance particulars and names and addresses of witnesses.
- b) Make a police report within 24 hours and immediately notify Us in writing with full details.
- c) If your vehicle is damaged, you may either make an own damage claim or a third party claim:

Own Damage Claim – making a claim against your own comprehensive policy. However, you will lose your NCD entitlement.

Third Party Claim – if you are not at fault in the accident, you can submit the claim either directly to the insurance company of the party at fault, or if you have a comprehensive policy, to Us, without losing your NCD entitlement. You are encouraged to submit your claim to Us for speedier claims processing.

- d) For your own damage claim, you may refer your damage vehicle to any authorised workshops from PIAM. However, if we recommend or require that the repairs be done at our panel/authorised workshop, then you should take your car there as advised. We will send an insurance adjuster to assess the damage to your vehicle before authorising the repairs.

- **Betterment** – It is applied when in the course of repairing an accident damaged vehicle (age of vehicle is five years and above), an old part is replaced with a new franchise part. You will have to bear the difference in cost (depending on the age of your vehicle) as your repaired vehicle is in a better condition than it was before the accident.

Note:

- i If you do not receive the insurance policy after one (1) month from date of purchase, please contact Us.
- ii Please note that these limitations, terms and conditions as stated in this Product Disclosure Sheet are not exhaustive. Please refer to the Policy Contract for detailed benefits, limitations, terms and conditions. The contents of the Policy Contract shall prevail if there are any discrepancies between the Product Disclosure Sheet and the Policy Contract.

6. What are the major exclusions under this policy?

Your standard motor insurance policy DOES NOT cover:

- Your own death or bodily injury
- Your liability against claims from your passengers
- Theft of non-factory fitted vehicle accessories (car stereos, leather seats, sports rim, etc.) unless otherwise declared.
- Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown failures or breakages; and
- Loss/damage arising from an act of nature e.g. flood, landslide.

However, you may pay additional premiums to cover some of the above exclusions e.g. flood or your liability against claims from your passengers. Windscreen and vehicle accessories covers are also useful extensions to consider for preserving your NCD in the event of a loss/damage. Please check for other exclusions and extension covers available with our Agent or AIA Bhd.

Note:

This list is non-exhaustive. Please refer to the Policy Contract for the full list of exclusions under this policy.

7. Can I cancel my policy?

Yes, you may cancel your policy at any time by giving written notice to Us. Upon cancellation, you are entitled to a partial refund of the Premium but subject to minimum premium retention by Us provided you have not made a claim.

8. What is excess?

Excess is the first amount that must be borne by you for each and every claim that we approve, even if the incident is not your fault. This Excess will be WAIVED if the motor vehicle is repaired at an AIA Panel Workshop. In addition to the above excess, there is another type of Excess which is the Compulsory Excess of RM400 where it is payable if you or your authorised driver is under the aged of 21, holds a Provisional (P) or Learner (L) driver's licence or is not named in the Policy Schedule as a named driver - **applicable to vehicle sum insured less than RM70,000.**

Excess is the first amount that must be borne by you for each and every claim that we approve, even if the incident is not your fault. This Excess will be WAIVED if the motor vehicle is repaired at an AIA Panel Workshop or at your Vehicle Authorised Body & Paint Workshop. In addition to the above excess, there is another type of Excess which is the Compulsory Excess of RM400 where it is payable if you or your authorised driver is under the aged of 21, holds a Provisional (P) or Learner (L) driver's licence or is not named in the Policy Schedule as a named driver - **applicable to vehicle sum insured more than RM70,000.**

9. What do I need to do if there are changes to my contact details?

It is important that you inform Us of any change in your contact details to ensure that all correspondences reach you in a timely manner. You should also notify us of any changes made to the vehicle or ownership.

10. Do's and Don'ts – after you have had an accident or theft

✓ **Do:**

- ✓ Call **Accident Assist Call Centre (AACC) 24 hours** nationwide insurance road accident Helpline number **1-300-22-1188 or 15-500** for immediate road assistance or tow service in the event of a road accident, or to make an enquiry on claims procedure;
- ✓ inform us as soon as possible about any incident which may give rise to a claim;
- ✓ report all accidents to the police within 24 hours as required by law;
- ✓ submit immediately to us all letters, claims, writs and summons which you have received from third parties as a result of the incident;
- ✓ remove your car to a PIAM Approved Repairer or our approved panel repairer for repairs or windscreen repairs or replacement;
- ✓ fully fill up the relevant sections of your claim form – do not put "refer to police report"; and
- ✓ if you have a Comprehensive cover and the third party that knocked your car is clearly at fault, you are advised to submit own damage Knock-for-Knock (KfK) claim to us in order to expedite claims processing. Your NCD entitlement will not be affected and you can claim the excess that you had paid from the insurer of the third party.

X **Don't:**

- X negotiate, admit or repudiate any claim without our consent; and
- X authorise repair without our consent.

11. Where can I get further information?

Should you require additional information about motor insurance, please refer to the insuranceinfo booklet on 'Motor Insurance', available at any of Our Service Centre or you can refer to any Our Agents or visit www.insuranceinfo.com.my or Our website www.aia.com.my.

For further information, please contact Us at:

AIA General Berhad (924363-W)
Menara AIA, 99 Jalan Ampang
50450 Kuala Lumpur
Care Line : 1300 88 1899
Fax : 03-2056 2591
E-mail : MY.GI-Ops@aia.com

12. Other types of motor insurance cover available:

Please ask AIA or AIA's agent for other similar types of cover offered by AIA General Berhad.

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IMPORTANT NOTICE:

YOU MUST ENSURE THAT YOUR VEHICLE IS INSURED AT THE APPROPRIATE AMOUNT AS IT WILL AFFECT THE AMOUNT YOU CAN CLAIM. IN THE EVENT OF AN ACCIDENT, YOU ARE ADVISED TO DEAL WITH APPROVED WORKSHOPS. IF YOU HAVE A COMPREHENSIVE COVER AND YOU ARE NOT AT FAULT, YOU ARE ADVISED TO SUBMIT YOUR CLAIM TO YOUR INSURANCE COMPANY. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.