

24-HOUR ROADSIDE ASSISTANCE **SERVICE AT YOUR FINGERTIPS:**

- **Q** 1800-88-8733 or 03-79890352
- m www.aia.com.my/roadsideAssist

SCAN HERE



If your car suffers a mechanical breakdown or an accident, help is on the way with just one call or scan the QR code for easy access to the Roadside Assist website. A range of value-added services are provided to assist you.

Note:

Visit www.aia.com.my/motorClaimGuide/ to view the Claim Guides and Frequently Asked Questions.

Benefits at a glance:

AIA ROADSIDE ASSIST 24-hour Service Hotline 1800 88 8733 / 03-7989 0352 www.aia.com.my/roadsideAssist

24-HOUR ROADSIDE REPAIR SERVICES



Fuel refill



Minor mechanical

and electrical







Services come with free labour of up to RM300 per event, including towing assistance.

POLICE REPORT ASSISTANCE

Tow truck driver will accompany you to the police station to lodge a police report

HOTEL ACCOMMODATION REFERRAL SERVICE

We will assist in arranging hotel accommodation for you.



TRANSPORTATION ASSISTANCE

We will provide transportation vouchers to help you and your family get home safely after an accident. The cost for the vouchers will be covered by us. (for car accident only)

CAR RENTAL REFERRAL SERVICE

If you need a rental car while your car is being repaired, we will provide referral assistance to help vou rent a car



24-HOUR EMERGENCY TOWING ASSISTANCE

We will arrange for your car to be towed to the nearest AIA panel workshop or franchise workshop. All services provided are free of charge to you but subject to the limit of RM200 per accident.

EMERGENCY MESSAGE TRANSMISSION

We will keep your family informed of your whereabouts, upon request.

CLAIMS SUBMISSION

Fill in details of accident and upload images of accident as well as related documents for claims submission to AIA General Berhad.

CLAIMS STATUS

You will be able to check the claims or repairs processing status.

COMPLIMENTARY REFERRAL SERVICES

We will connect you to the right help when you encounter inconveniences.

- ✓ Domestic Medical Assistance
- ✓ Home Assistance
- ✓ Travel Assistance

Notes:

- Territorial Limits Roadside Repair Services and Towing Assistance are available anywhere in Peninsular Malaysia excluding any islands (except for Langkawi and Penang). For East Malaysia, such services are available within a radius of 25 km from the city center of Kota Kinabalu, Sandakan, Tawau, Labuan, Sibu Bintulu, Miri, Kuching and along Pan Borneo Highway.
- Any cost incurred for toll charges, spare parts, batteries or petrol required during the breakdown assistance will be borne by you.
- For the referral services above, the actual cost incurred for the service provided shall be borne by you. The referral services are provided by a third party service provider and the continuation of these services are not quaranteed.
- Service(s) is/are received at your own risk.

AIA Roadside Assist will not be provided for the following circumstances:

- 1. The vehicle is driven by person without a valid license, under the influence of drugs and/or alcohol;
- 2. The vehicle does not have a valid road tax;
- 3. The vehicle is or has been modified for participation in motor rally and racing, or has been modified in contravention of any laws and/or regulations or being used for any unlawful or illegal purpose:
- 4. The vehicle is a commercial vehicle:
- The vehicle is immobilised outside the territorial limits;
- 6. The vehicle is immobilised because the keys are not available or are locked inside the car:
- 7. The mechanical part in the vehicle, such as engine or transmission, has been removed or that the vehicle has been dismantled fully or partly in a
- 8. The vehicle is at a location where there is an intended or on-going strike. riot or civil commotion as published / announced via the mass media:
- 9. Towing of vehicle for the purpose of disposing the vehicle, transferring it from one workshop to another, or after it has been sent for a spray job;
- 10. A stolen vehicle which has been discovered or an abandoned vehicle which has been vandalised