

CUSTOMER SERVICE

Level 36, Menara Bangkok Bank
105, Jalan Ampang
50450 Kuala Lumpur
Tel.: 03-2170 7300 Fax: 03-2170 4800

ALOR SETAR

No. 3A & B,
Kompleks Perniagaan Gunung Inas,
Lebuhraya Sultanah Bahiyah,
05400 Alor Setar, Kedah Darul Aman.
Tel.: 04-771 6122/3 Fax: 04-771 6121

BATU PAHAT

Suite 8.01, 8th Floor, Wisma Sing Long,
No.9, Jln Zabadah,
83000 Batu Pahat, Johor.
Tel.: 07-433 1066 Fax: 07-435 1066

BINTULU

Lot 3551, 1st Floor, Jalan Main Bazaar,
97000 Bintulu, Sarawak.
Tel.: 086-312 575 Fax: 086-313 578

BUTTERWORTH

7237, Jalan Permatang Pauh,
Taman Bagan,
13400 Butterworth, Penang.
Tel.: 04-323 4200/2 Fax: 04-323 4209

IPOH

Wisma BSI, No.35-37, Jalan Hussein,
30250 Ipoh, Perak.
Tel.: 05-241 3895 Fax: 05-241 3904

JOHOR BAHRU

33, Jalan Permas 10,
Bandar Baru Permas Jaya,
81750 Johor Bahru, Johor.
Tel.: 07-387 1066 Fax: 07-387 3166

KLANG

7 - G, Ground Floor
Jalan Tiara 2B, Bandar Baru Klang
41200 Klang, Selangor.
Tel.: 03-33 581 398 Fax: 03-33 59 0429

KLUANG

No. 2, 1st Floor,
Jalan Syed Abdul Hamid Sagaff,
86000 Kluang, Johor.
Tel.: 07-771 1066 Fax: 07-772 1066

KOTA BHARU

Lot 348, Taman Maju, Jalan Long Yunus,
15200 Kota Bharu, Kelantan.
Tel.: 09-747 6444/8444 Fax: 09-747 7357

KUALA TERENGGANU

No. 100, Tingkat 1, Jalan Sultan Zainal Abidin,
20000 Kuala Terengganu, Terengganu.
Tel.: 09-631 8550/9550 Fax: 09-631 7550

KUANTAN

B76, Jalan Tun Ismail,
Sri Dagangan Kuantan Business Centre,
25000 Kuantan, Pahang.
Tel.: 09-516 5620/1 Fax: 09-516 5622

KUCHING

Lot 4370, 4403 & 1642 Section 64,
(New Lot 10383), Grd, 1st, 2nd & 3rd Flr,
Panovel Commercial Centre,
Jalan Simpang Tiga,
93300 Kuching, Sarawak.
Tel.: 082-417 858 Fax: 082-428 857

MELAKA

307, 307A & 307B, Jalan Melaka Raya 1,
Taman Melaka Raya,
75000 Melaka.
Tel.: 06-281 3382 Fax: 06-281 2762

MIRI

1st Floor, Lot 2008, Jalan MS 1/3,
Marina Square, Marina Parkcity,
98000 Miri, Sarawak.
Tel.: 085-321 453/4 Fax: 085-321 403

PENANG

98-G-021, Prima Tanjung Business Centre,
Jalan Fettes, Bandar Tanjung Tokong,
11200 Penang.
Tel.: 04-899 4340 Fax: 04-899 0018

PETALING JAYA

94B, Jalan SS21/62, Damansara Utama,
47400 Petaling Jaya, Selangor
Tel: 03-7710 0016 Fax: 03-7710 0032

SITIAWAN

No. 3, Ground Floor,
Jalan SM 1C/15, Fasa 1C4,
32040 Sri Manjung, Perak.
Tel.: 05-688 1895 Fax: 05-688 4897

KOTA KINABALU

Ground, 1st & 2nd Floor, Lot 8, Block B,
Lintas Jaya, Off Lintas Highway,
89500 Penampang, Sabah.
Tel.: 088-701 000/1/2/3/4
Fax: 088-701 005/193



BERJAYA SOMPO
INSURANCE

RAKAN AUTO

 HELPLINE

1800 18 8033



We provide Rakan Auto services to our comprehensive motor insurance policyholders that offers 24-hour emergency roadside assistance.

To enjoy our Rakan Auto benefits, you are required to contact our Rakan Auto 24-hour Call Centre at **1 800 18 8033** for any emergency roadside assistance.

BENEFITS

24-hour Emergency Towing Services Following an Accident

In the event of your car being immobilised following an accident, arrangements will be made by our Call Centre with a member of our approved panel workshop nearest to you to tow your car for repairs*.

Towing charges will be imposed should your car be towed to any workshop other than our panel of approved workshops.

* Charges incurred for repairs will be claimed under your Private Car Comprehensive Policy.

24-hour Emergency Breakdown and Minor Roadside Repair Services

Should your car break down, our Call Centre will arrange for roadside repairs and if that cannot be carried out, arrangements can be made to tow your car to an approved workshop for repairs.

We will bear the cost up to RM300 per incident for towing and labour cost for roadside repairs. Cost of parts and toll charges are excluded, and must be settled by the policyholder directly with the workshop.

Car Rental Assistance

Should you require a replacement car in the event of your car being immobilised, our Call Centre can assist to refer you to the nearest car rental company.

Arrangement for Hotel Accommodation

Should you need hotel accommodation as a result of a car breakdown, our Call Centre can assist to make hotel reservations for you.

Referral to Service Centre

Should you wish to send your car for servicing or repair, our Call Centre can assist to arrange a prior appointment with an appointed service centre nearest to you.

Emergency Message Transmission

In the event of an emergency following breakdown or accident involving your vehicle, our Call Centre will endeavour to keep your next of kin informed.

Referral to Doctors and Hospitals

Should you happen to fall ill whilst on the road and require medical attention, our Call Centre will assist to refer you to the nearest hospital or clinic.

Referral to Legal Assistance

In the event following an accident involving your vehicle and legal assistance is required. Our Call Centre will assist to refer you to a local legal practitioner within the geographical limit.

Important Notes:



- You are advised to keep the Call Centre's telephone number handy by affixing Berjaya Sampo Rakan Auto sticker onto your car's windscreen.
- If you do not call Rakan Auto for assistance, you are deemed to have waived your right to such services offered by us and therefore you have to bear all charges and expenses incurred by using other service providers.

If you have any enquires, please contact us during operating hours from 8:30am to 5:00pm (Monday - Friday) at:

Customer Service Centre

Berjaya Sampo Insurance Berhad (62605-U)

Level 36, Menara Bangkok Bank

105, Jalan Ampang

50450 Kuala Lumpur

Tel : 03-2170 7300

Fax : 03-2170 4800

Toll Free : 1-800-889-933 (Within Malaysia)

E-mail : info@bsompo.com.my

This leaflet is not a contract of insurance. For full details of the policy terms and conditions, please refer to the actual insurance policy.

Berjaya Sampo Insurance Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.