



Policy

# SOMPO MotorNow

**Berjaya Sompo Insurance Berhad**  
Registration No. 198001008821 (62605-U)  
Level 36, Menara Bangkok Bank,  
105, Jalan Ampang, 50450 Kuala Lumpur.  
Toll Free No: 1-800-889 933  
Tel.: 03-2170 7300  
E-mail: [customer@bsompo.com.my](mailto:customer@bsompo.com.my)  
Website: [www.berjayasompo.com.my](http://www.berjayasompo.com.my)

Scan for  
more products



SMN1020

# Table of Contents

<b>EXPLANATORY NOTES .....</b>	<b>3</b>
<b>IMPORTANT NOTICE.....</b>	<b>7</b>
<b>OUR AGREEMENT WITH YOU .....</b>	<b>8</b>
<b>SECTION A: LOSS OR DAMAGE TO YOUR OWN CAR.....</b>	<b>8</b>
<b>SECTION B: LIABILITY TO THIRD PARTIES.....</b>	<b>11</b>
<b>SECTION C: NO CLAIM DISCOUNT.....</b>	<b>12</b>
<b>SECTION D: GENERAL EXCEPTIONS (These apply to the whole Policy).....</b>	<b>13</b>
<b>SECTION E: CONDITIONS (These apply to the whole Policy).....</b>	<b>14</b>
<b>SECTION F: DEFINITIONS OF WORDS HIGHLIGHTED IN THE POLICY .....</b>	<b>16</b>
<b>SECTION G: ENDORSEMENTS (Applicable only if the Endorsement number is printed in the Schedule) .....</b>	<b>18</b>

## EXPLANATORY NOTES

### How to read this document

Please note that **Your Private Car Policy** only starts from page 8 onwards. To help **You** read and understand **Your Policy** better **We** provide some explanatory notes together with comments and examples (written in italic). These are not meant to be part of **Your Policy** and should not be used to interpret **Your** insurance contract in the event of any dispute.

### Words in bold

**You** will notice that some words in the **Policy** are printed in bold letters. This is because they have been given specific meaning in **Your Private Car Policy**. Please refer to Section F on page 16 to 18 for the meaning of these words.

### What makes up Your insurance contract?

**Your** insurance contract with **Us** is made up of the following:

- insurance **Policy** in pages 8 to 25 (excluding the italic texts);
- the information **You** provided **Us** when **You** applied for this insurance;
- the **Schedule**;
- the Endorsements attached to the **Policy**; and
- the **Certificate of Insurance (CI)**.

All these must be read together as they form **Your** insurance contract.

### Duty of Disclosure

#### A. Consumer Insurance Contract

Where **You** have applied for this insurance wholly for purposes unrelated to **Your** trade, business or profession, **You** had a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when **You** applied for this insurance) i.e. **You** should have answered the questions fully and accurately. Failure to have taken 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 in accordance with Schedule 9 of the Financial Services Act 2013. **You** were also required to disclose any other matter that **You** knew 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.

#### B. Non-Consumer Insurance Contract

Where **You** have applied for this insurance for purposes related to **Your** trade, business or profession, **You** had 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 term(s) or termination of **Your** contract of insurance.

**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.

If **You** misrepresented any facts to **Us** before the **Policy** is entered into, examples of the actions that may be taken by **Us** against **You** include the following:

- declare **Your Policy** void from inception (which means treating it as invalid), and **We** may not return any premium;
- cancel this **Policy** and return any premium less **Our** cancellation charge or recover any unpaid premium;
- recover any shortfall in premium;
- not pay any claim that has been or will be made under the **Policy**; or
- be entitled to recover from **You** the total amount of any claim already paid under the **Policy** or any claim **We** have to pay because of any relevant **Road** traffic legislation, plus any recovery cost.

## What is covered?

Your insurance **Policy** provides a Comprehensive coverage for **Your Car** but it may not cover **You** against everything. Check out the **Schedule** that **We** issued to **You** to know the type of cover **You** bought. The main types of cover are:

Page	Basic Cover	Checklist
8	<b>Section A: Loss or Damage to Your Own Car</b>	
8	1. (a) Events <b>We</b> Cover	✓
	(i) accidental collision or overturning	✓
	(ii) collision or overturning caused by mechanical breakdown	✓
	(iii) collision or overturning caused by wear and tear	✓
	(iv) impact damage caused by falling objects subject to certain exclusions	✓
	(v) fire, explosion or lightning	✓
	(vi) breakage of windscreen, windows or sunroof including lamination / tinting film	✓
	(vii) burglary, housebreaking or theft	✓
	(viii) malicious act	✓
	(ix) while in transit (limited cover)	✓
	(b) Events <b>We</b> Do Not Cover	✓
9	2. Basis of Settlement (how <b>We</b> will settle <b>Your</b> claim)	✓
10	3. Towing Costs (to a <b>Repairer</b> or safe place)	✓
11	<b>Section B: Liability to Third Parties</b>	✓
11	1. (a) What is Covered (by this section)	✓
	(i) Death or bodily injury to third parties;	✓
	(ii) Third party property damage	✓
11	(b) What is Not Covered (by this section)	✓
12	2. Limits of <b>Our</b> Liability (the maximum that <b>We</b> pay)	✓
12	3. Cover for Legal Personal Representatives (if <b>You</b> are dead)	✓
12	4. Maximum Legal Costs (if approved)	✓
12	5. Rights of Recovery	✓
12	<b>Section C: No Claim Discount</b>	✓
13	<b>Section D: General Exceptions (what is not covered by the Policy)</b>	✓
14	<b>Section E: Conditions (terms that You must comply with)</b>	✓
16	<b>Section F: Definitions (explains the words in bold)</b>	✓
18	<b>Section G: Endorsements (additional terms that We may impose on You or additional covers if You have paid additional premium)</b>	Optional

Key: ✓ = Applicable

## What this Policy does not cover?

These are referred to as 'Exceptions' in **Your Policy** and there are three sections where **You** can find them:

- Section A1b – see 'Events **We** Do Not Cover' (pages 8): applicable to Comprehensive **Policy** only.
- Section B1b – see 'What is Not Covered' (pages 11): applicable to Comprehensive
- Section D – see 'General Exceptions' (pages 13): applicable to Comprehensive

There are generally three reasons why **We** put these exceptions in **Your** basic Private **Car Policy**:

- (1) Cover is not provided for the exceptions. **We** have to charge additional premium if **You** want to cover any of these exceptions. Some examples of the exceptions which are not covered by **Your** basic Private **Car Policy** but which can be covered if **You** pay additional premium are:
  - flood, storm {see Section A1b – 'Events **We** Do Not Cover' (page 8)};
  - strike, riot, civil commotion {see Section D – 'General Exception 8b' (page 13)}; and
  - use outside Malaysia, Singapore or Brunei {see Section D – 'General Exception 6' (page 13)}.
- (2) There are other risks which are not covered by the basic Private **Car Policy** or by any of its extensions. **We** would have to issue a different **Policy** if **You** want these types of cover. For example, the following are not covered by **Your** Private **Car Policy** but can be covered under a different type of **Policy**:
  - carriage of goods must be covered under a Commercial Vehicle **Policy**; and
  - hire or reward must be covered by taxi or hired **Car Policy**.

(3) **We** cannot and do not cover certain risks at all. Some examples of these can be seen in Section D – ‘General Exceptions’ (page 13) such as:

- war, nuclear fission or fusion;
- risks that are against public **Policy** or against the law; and
- drunk driving.

#### How can Your Car be used?

Since this is a Private **Car Policy**, **Your Policy** only covers **You** if **Your Car** is used for “social, domestic and pleasure purposes and for the policyholder’s business”. This is clearly stated in the **Certificate of Insurance** under the heading “Limitation as to Use”.

The following are some examples of how **Your Car** can be used:

- to visit relatives and friends, for shopping etc.; and
- for some limited business use such as getting to and from work, and meeting customers.

However, **We** will not cover **You**, for example, if **You** use **Your Car** in the following manner:

- as a private taxi or private hire **Car** (e-hailing) by charging fares to carry passengers;

For an additional premium **Your Policy** can be extended to cover Private Hire if **You** or **Your Authorised Driver** is using **Your Car** for the purpose of licensed e-hailing (**Endorsement A008: Private Hire Car Endorsement**, page 23)

- as a hire **Car** by charging rental to use **Your Car**;
- to carry any goods in connection with any trade or business other than samples. **You** must buy a Commercial Vehicle **Policy** to cover for this use;
- for motor trade (use for showroom display and for test-drive);
- to practice for or to take part in any race, rally, pacemaking, reliability trial or speed test; and
- use on any racetrack.

#### Who can drive Your Car?

- Practically anyone can drive **Your Car** as long as the driver:
- has a valid licence of the relevant class to drive and is not disqualified to drive by law or for some other reason ((see exclusion on Unlicensed Drivers in Section D – ‘General Exception 1’ (page 13));
- has **Your** permission to drive (see definition of **Authorised Driver** in page 17; and
- complies with all the terms and conditions of this **Policy**.
- Although anyone complying with the above conditions can drive **Your Car**, **You** may have to pay a Compulsory **Excess** depending on the age of the driver or the type of license the driver possesses (see explanation on **Excess** in page 17).
- If **You** or **Your Authorised Driver** is not qualified to drive or breach any of the terms and conditions, **Your** claim may be rejected. If **We** are compelled by law to pay, **We** can recover any sum(s) paid and any expenses incurred from **You** or **Your Authorised Driver**.

#### In which territory is Your Car covered?

This insurance **You** have purchased only covers **You** in Malaysia, Singapore and Brunei in accordance to the laws of Malaysia. Additionally, note that if **You** intend to drive **Your Car** into Singapore, **You** are required by Singapore’s law to have cover against Legal Liability to Passengers (LLP). Since LLP is not covered by the basic Private **Car Policy**, **You** will need to purchase **Endorsement 100** (see page 20), which provides a limited cover for **Your** liability for death or bodily injury of passengers.

#### When is Your cover effective?

This insurance is effective from the time of purchase of cover or at the agreed time of commencement, until the expiry date. The **Period of Insurance** will be printed in the **Policy Schedule** and related documents. If there is any change to these dates, it will be officially shown in an **Endorsement** issued by **Us**.

#### How much should You insure Your Car for under a Comprehensive Policy?

To be safe, **You** should insure **Your Car** at its current **Market Value** (see definition in page 17). In simple terms, this is the current cost to replace **Your Car** with another **Car** of the same make, model, age and general condition. The amount that **You** choose to insure is called the **Sum Insured**. Please note that **You** could be penalised if **Your Car** is under-insured (see Section A2e – ‘Under-Insurance’ in page 10).

For example, if the **Market Value** of **Your Car** is RM100,000 but **You** only insured it for RM80,000 then **You** could be penalised for under-insurance. Assuming the loss is assessed at RM5,000, instead of **We** paying the full amount, **You** could be made to bear a portion of the loss in proportion to the under-insurance as follows:

$$\frac{\text{Sum Insured}}{\text{Market Value}} \times \text{Loss} = \frac{\text{RM80,000}}{\text{RM100,000}} \times \text{RM5,000} = \text{RM4,000}$$

Therefore, **We** will pay RM4,000 while the balance of RM1,000 will be borne by **You**.

**You** would be penalised as shown above if the **Market Value** of **Your Car** exceeds the **Sum Insured** by 10%. On the other hand, it would be a waste of money to over-insure as **Your** insurer would not pay more than the **Market Value**. One way to protect **Yourself** from being under-insured or over-insured is to opt for the **Sum Insured** determined by a **Market Valuation System** approved by Persatuan Insurans Am Malaysia (PIAM).

#### **What is No Claim Discount (“NCD”)?**

This is a form of premium discount for not having made a claim during the preceding period of **Your** insurance (provided the **Period of Insurance** exceeds one year). The scale of NCD applied is specifically mentioned in the **Policy**.

The applicable NCD can be checked with **Us** or the Central NCD Database (“CND”) at <https://www.mycarinfo.com.my/ncdcheck/online> before the purchase of **Your Private Car Policy**.

#### **What is an Excess?**

This is the first amount that **You** have to bear **Yourself** for each and every claim that **We** approve, even if the **Incident** is not **Your** fault. Please check **Your Policy Schedule** to find out the amount that **You** are liable to pay. This is usually referred to as **Endorsement 2: Voluntary Excess Damage Claim in Your Policy**. Note that there is also the Compulsory **Excess** (see page 10) where **You** have to bear an additional **Excess** of RM400 if **You** or the person driving **Your Car** :

- is under 21 years old; and/or
- holds a Provisional (P) or Learner (L) driver's license.

**You** are not required to provide name(s) of **Your Authorised Driver(s)**. All **Authorised Drivers** are not subject to the Compulsory **Excess** unless they fall within the category of person who is under 21 years old or holds a provisional or learner driver licence.

As an example, if **We** assess the claim payable to be RM10,000 but **Your Policy** carries a Voluntary **Excess** of RM500, **You** will have to bear the first RM500 **Yourself** and **We** will pay the balance of RM9,500. However, if the driver is below 21 years old, **You** have to bear an additional Compulsory **Excess** of RM400. Using the same example, **You** now have to bear RM900 (i.e. 500 + 400) and **We** will pay RM9,100.

#### **Do's and Don'ts – after You have had an accident, breakdown or theft**

##### **Do:**

- Call Accident Assist Call Centre (AACC) 24 hours nationwide insurance **Road** accident Helpline number: 1-300-22-1188 or
- Call **Our Rakan Auto** 24-hour Call Centre at 1800 18 8033 for immediate **Road** assistance or tow service, 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 **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.

##### **Don't:**

- negotiate, admit or repudiate any claim without **Our** consent (see Condition 2 in page 15); and
- authorise repair without **Our** consent (see Condition 2f in page 15).

(Condition 2 of **Your Policy** (see page 15) spells out the Do's and the Don'ts after an accident or theft in more detail.)



## IMPORTANT NOTICE

This is **Your SOMPO MotorNow Policy**. **You** should satisfy yourself that this **Policy** will best serve **Your** needs. **You** should read and understand the **Policy** terms, conditions and warranties and discuss with **Us** directly for more information and/or to clarify any doubts **You** may have, before **You** purchase this **Policy**.

**You** must fully observe and fulfill the terms, conditions and warranties of this **Policy** to enjoy the coverage provided. If **You** have any questions after reading these documents or if there are any change in **Your** circumstances that may affect the insurance provided, please notify **Us** immediately, otherwise **You** may not receive the benefits of this **Policy**.

To help preserve the environment, **We** will send a printed copy of **Your** Policy containing the detailed Policy Wording ("booklet") once only. Please keep this booklet safely. In case of renewal and/or amendment of **Your** Policy, **We** will send **You** the **Policy Schedule** and/or **Endorsement** only. If at any time **You** require a replacement copy of this booklet, please contact **Us**.

This **Policy** is also available in Bahasa Malaysia. If **You** require a version in Bahasa Malaysia, please visit any of **Our** offices nationwide or download a copy from [www.berjayasompo.com.my](http://www.berjayasompo.com.my).

If **You** have any complaints relating to this **Policy**, please contact

### COMPLAINTS UNIT – CUSTOMER SERVICE CENTRE

Berjaya Sompo Insurance Berhad  
Registration No. 198001008821 (62605-U)  
Level 36, Menara Bangkok Bank  
105 Jalan Ampang  
50450 Kuala Lumpur  
Tel : 03-2170 7300  
Tol Free : 1-800-889-933  
Fax : 03-2170 4800  
Email : [customer@bsompo.com.my](mailto:customer@bsompo.com.my)

If **You** are not happy with **Our** response, **You** may opt to contact either:

### OMBUDSMAN FOR FINANCIAL SERVICES

Level 14, Main Block  
Menara Takaful Malaysia  
4, Jalan Sultan Sulaiman  
50000 Kuala Lumpur  
Tel. : 03-2272 2811  
Fax : 03-2272 1577  
E-mail : [enquiry@ofs.org.my](mailto:enquiry@ofs.org.my)  
Website : [www.ofs.org.my](http://www.ofs.org.my)

### LAMAN INFORMASI NASIHAT DAN KHIDMAT (LINK)

Bank Negara Malaysia  
Ground Floor, Blok D  
Jalan Dato Onn  
50480 Kuala Lumpur  
Tol free : 1-300-88-5465  
General Line : 603-2698-8044 / 2698 9044 / 9179 2888  
Fax : 03-2174 1515  
Email : [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)  
eLINK : [telelink.bnm.gov.my](http://telelink.bnm.gov.my)  
SMS : 15888

## OUR AGREEMENT WITH YOU

- A. Where **Your Car** is used for any purpose that is not related to **Your** trade, business or profession, the following applies  
Consumer Insurance Contract

This **Policy** is issued in consideration of the payment of premium as specified in the **Policy Schedule** and pursuant to the answers given in **Your** Proposal Form (or when **You** applied for this insurance) and any other disclosures made by **You** between the time of submission of **Your** Proposal Form (or when **You** applied for this insurance) and the time this contract is entered into. The answers and any other disclosures given by **You** shall form part of this contract of insurance between **You** and **Us**. However, in the event of any pre-contractual misrepresentation made in relation to **Your** answers or in any disclosures given by **You**, only the remedies in Schedule 9 of the Financial Services Act 2013 will apply.

This **Policy** reflects the terms and conditions of the contract of insurance as agreed between **You** and **Us**.

- B. Where **Your Car** is used for purposes related to **Your** trade, business or profession, the following applies:  
Non-Consumer Insurance Contract

This **Policy** is issued in consideration of the payment of premium as specified in the **Policy Schedule** and pursuant to the answers given in **Your** Proposal Form (or when **You** applied for this insurance) and any other disclosures made by **You** between the time of submission of **Your** Proposal Form (or when **You** applied for this insurance) and the time this contract is entered into. The answers and any other disclosures given by **You** shall form part of this contract of insurance between **You** and **Us**. In the event of any pre-contractual misrepresentation made in relation to **Your** answers or in any disclosures made by **You**, 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.

This **Policy** reflects the terms and conditions of the contract of insurance as agreed between **You** and **Us**.

## SECTION A: LOSS OR DAMAGE TO YOUR OWN CAR

This section spells out what **We** cover under Section A.

### 1. (a) Events We Cover

**We** will indemnify **You** if **Your Car** is lost or damaged during the **Period of Insurance** arising from the following Incidents:

- (i) accidental collision or overturning;
- (ii) collision or overturning caused by mechanical breakdown;
- (iii) collision or overturning caused by wear and tear;
- (iv) impact damage caused by falling objects provided no convulsions of nature is involved;
- (v) fire, explosion or lightning;
- (vi) breakage of windscreen, windows or sunroof including lamination / tinting film, if any;

However, **Your** no claim discount (NCD) would be forfeited when **You** make windscreen, windows or sunroof claim if **You** have not already purchased **Endorsement 89: Cover for Windscreens, Windows and Sunroof**, page 19.

- (vii) burglary, housebreaking or theft;
- (viii) malicious act; or
- (ix) while in transit i.e. being carried from one place to another (including during loading and unloading) of **Your Car** by:
  - (a) **Road**;
  - (b) rail;
  - (c) inland waterway i.e. across a river or canal etc.; or
  - (d) across the sea by ferry or ship or any sea faring vessels etc. between the island of Penang and the mainland only.

For an additional premium, **Your Policy** can be extended to cover for ferry transit between Sabah and Labuan (**Endorsement 109: Extension of Cover for Ferry Transit to and / or from Sabah and the Federal Territory of Labuan**).

### (b) Events We Do Not Cover

The events **We** do not cover are the exceptions listed below. These exceptions are specific to Section A and are in addition to exceptions listed in Section D and the applicable Endorsements

**We** will not pay for the following losses:

#### (i) Consequential Losses

Any direct or indirect losses of any kind that may arise as a consequence of any **Incident** other than that provided for in Section A2.



**(ii) Loss of Use**

Any expense or financial loss that **You** may incur because **You** cannot use **Your Car** e.g. cost of hiring replacement **Car**, travelling expenses etc.

For an additional premium, **Your Policy** can be extended to cover an agreed payment per day for an agreed duration (**Endorsement 112: Compensation for Assessed Repair Time (CART)**).

**(iii) Depreciation**

The loss of value of **Your Car** due to the damage sustained or the time taken to repair the **Car**, and / or for any loss or damage that results over a prolonged period of time due to wear and tear, rust and corrosion.

**(iv) Breakdown or Malfunction of Parts**

Any mechanical, electrical or electronic breakdown, equipment or computer malfunction, or any other failure or breakdown to **Your Car**.

**(v) Damage to Tyre(s)**

Any damage to the tyre(s) of **Your Car** unless other parts of **Your Car** are also damaged at the same time.

**(vi) Convulsions of Nature**

Any loss or damage to **Your Car** caused by flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil / earth or other convulsions of nature.

**(vii) Excess**

The amount of **Excess** stated in the **Schedule**. This is the first amount that **You** have to bear in respect of each and every claim under the **Policy**.

**(viii) Loss of Electronic Data**

Loss of electronic data and any consequences arising from it, directly or indirectly caused by or in connection with a computer virus. This includes loss of use, reduced functionality, or any other associated loss or expense in connection with the electronic data

**(ix) Cheating or Criminal Breach of Trust**

Any loss or damage, including theft, caused by or attributed to the act of **Cheating** or **Criminal Breach of Trust** by any person.

**2. Basis of Settlement**

This section explains how **We** will settle **Your** claim once **We** accept that it is payable under Section A. If **Your Car** is damaged as a result of any **Incident**, **We** have the option of doing the following:

**(a) If Your Car is Repairable**

If in **Our** opinion **Your Car** is economical to repair, **We** have the option to:

- arrange for **Your Car** to be repaired at **Our** approved **Repairer** and pay the cost of repairing **Your Car** to the condition which is as near as possible to the condition it was in before the loss happened;

For repair **We** will provide a repairs Warranty against defects on both new parts replaced and workmanship carried out by **Our** Panel of Repairers. This warranty is valid for a duration of 6 months which will commence immediately upon delivery of the repairs. This warranty will cease upon the expiry of the 6 months period or immediately within the 6 months period if:

- (1) any alteration is done on the said new parts without referring to **Our** Panel of Repairers; or
- (2) the vehicle is sold; or
- (3) the **Policy** has lapsed or not renewed with **Us**;  
whichever occurs first.

- pay **You** in cash the amount **We** estimate it would cost to repair **Your Car**; or
- reinstate or replace **Your Car** with one of the same make, model, age and general condition.

**(b) If Your Car is not Repairable**

If in **Our** opinion, the damage to **Your Car** is so great that it would not be safe or economical to repair, **We** will declare **Your Car** "Beyond Economic Repair" ("BER") and **We** will pay **You** up to the maximum amount as stated in (d) below or offer **You** a settlement sum equivalent to the **Market Value**. **We** may also opt to replace **Your Car** with one of the same make, model, age and general condition. If **We** take any of these actions, this **Policy** shall be automatically terminated once **We** make payment.

In cases where the valuation of the franchise-holder varies from **Market Value** by more than 10%, **We** would also have the option to offer a settlement value which is equal to the cost of purchasing a replacement **Car** of the same make, model and age of the **Car** at the time of loss. It is **Our** option to offer **You** a replacement of the **Car**, should **You** not agree with the offer.

**(c) Replacement Parts**

If the spare parts or **Accessories** required to repair **Your Car** are not available in Malaysia, or if **We** choose to pay for the loss or damage in cash, **We** will settle **Your** claim on the following basis:

- the last known parts price list issued in Malaysia by the manufacturer or their agent. If the price list in Malaysia does not exist, **We** will use the price at the manufacturer's production plant and include reasonable cost of transportation to Malaysia (but not the cost of air freight); and
- the reasonable labour cost of fitting such spare parts or **Accessories** in Malaysia.

**(d) The Maximum Amount We Will Pay You**

If **Your Car** is BER or stolen and not recovered, the amount payable under the **Policy** will be the **Market Value** at the time of the loss or the **Sum Insured** as shown in the **Schedule**, whichever sum is the lesser. Upon **Our** payment of the said amount, this **Policy** shall be automatically terminated. The **Market Value** is to be determined according to clauses 14 and 15 of Section F.

**(e) Under-Insurance**

If the **Sum Insured** of **Your Car** is less than the **Market Value** at the time of the loss, **We** will only bear part of the loss in proportion to the difference between the **Market Value** and the **Sum Insured** as shown in the formula below:

$$\frac{\text{Sum Insured}}{\text{Market Value}} \times \text{Assessed Loss}$$

The balance has to be borne by **You**. However, this will only apply if the under-insured amount is more than 10% of the **Market Value**.

**(f) Betterment**

If new original parts are used to repair **Your Car** and as a result of which **Your Car** is in a better condition than it was before the damage, **You** would be required to contribute to its betterment, a proportion of the costs of such new original parts. **Your** contribution would be according to the following scale:

Age of <b>Your Car</b> (Years)	Rate of Betterment
less than 5	0
5	15%
6	20%
7	25%
8	30%
9	35%
10 and above	40%

To determine the rate of betterment to be applied, the age of **Your Car** will be calculated based on when it was originally registered in Malaysia:

(a) as a locally assembled <b>Car</b>	Date of Original Registration
(b) as a new imported Completely Built Unit (CBU) <b>Car</b>	Year of Manufacture
(c) as an imported second-hand / used / reconditioned <b>Car</b>	Year of Manufacture

**(g) Compulsory Excess**

In addition to the Voluntary **Excess** shown in the **Schedule**, **We** have the right to deduct another RM400 as Compulsory **Excess** if at the time of the **Incident**, **You** or the person driving **Your Car** with **Your** consent:

- is under 21 years old;
- holds a Provisional (P) or Learner (L) driver's licence.

**We** will not deduct this additional RM400 Compulsory **Excess** if the loss or damage is caused solely by fire, explosion, lightning, burglary, housebreaking, theft, or where this relates to third party property damage and bodily injury claims. (please see page 9 for explanation).

**3. Towing Costs**

If **Your Car** cannot be driven as a result of any damage to it that is covered by this **Policy** or in the event of a breakdown as provided in **Your Rakan Auto** programme, **We** will pay up to a maximum of RM300 for the necessary and reasonable costs to remove **Your Car** to the nearest approved **Repairer** or to a safe place of storage while awaiting repair or disposal. Cost of parts,

toll charges and levy fee charged by Customs for cross border towing are excluded.

## SECTION B: LIABILITY TO THIRD PARTIES

This section explains what is covered and not covered under Section B.

### 1. (a) What is Covered?

**We** will indemnify **You** and / or **Your Authorised Driver** for the amount which **You** and / or **Your Authorised Driver** are legally liable to pay any third party (including third party's costs and expenses) for:

- (i) death or bodily injury to any person except those specifically excluded under this **Policy**; and / or
- (ii) damage to property except those specifically excluded under this **Policy**

as a result of an **Incident** arising out of the use of **Your Car** on a **Road**. This cover is extended to **Your Authorised Driver** provided **Your Authorised Driver** also complies with all the terms and conditions of this **Policy**.

### (b) What is Not Covered?

These exceptions are specific to Section B and are in addition to the Exceptions stated in Section D of this **Policy** and any other applicable Endorsements. **We** will not pay for:

- (i) death or bodily injury to any passenger being carried for hire or reward;
- (ii) death or bodily injury to any person where such death or injury arises out of and in the course of the employment of such person by **You** or by **Your Authorised Driver**;

Under the **Road** Transport Act 1987, this **Policy** shall not be required to cover, except in the case of a motor vehicle in which passengers are carried for hire or reward or by reason of or in pursuance of a contract of employment, liability in respect of death or bodily injury to persons being carried in or upon or entering or getting onto or alighting from the motor vehicle at the time of the occurrence of the event out of which the claims arise.

In the course of employment – Any person who is injured / dies (whether as passenger or otherwise) while on the job and is in or on the said **Car** as part of his / her employment e.g. **Car** wash worker, mechanic etc.

- (iii) damage to property belonging to or in the custody of or control of or held in trust by **You** or **Your Authorised Driver** and / or any member of **You** or **Your Authorised Driver's Household**;
- (iv) liability to any person being carried in or upon or entering or getting onto or alighting from **Your Car** unless he / she is required to be carried in or on **Your Car** by reason of or in pursuance of his / her contract of employment with **You** or **Your Authorised Driver** and / or his / her employer;

In pursuance of the contract of employment – The passenger is required to be carried to a destination in order to carry out the job as spelt out in his / her contract of employment.

Liability to passengers other than:

- (a) passengers carried for hire or reward;
- (b) employees in the course of employment; or
- (c) **You** or **Your Authorised Driver's Household** member unless he / she is required to be carried in **Your Car** by reason of or in pursuance to a contract of employment;

may be insured separately for additional premium under **Endorsement** 100. If **You** have insured such liability, **You** will need to refer to the full text of **Endorsement** 100: Legal Liability to Passengers as to what this **Endorsement** covers or excludes and the applicable conditions.S

- (v) liability caused by a passenger travelling in or alighting from **Your Car**;

Liability for accidents caused by **You** passengers may be insured separately for additional premium under **Endorsement** 72. **You** will need to refer to the full text of **Endorsement** 72: Legal Liability of Passengers for Negligent Acts as to what this **Endorsement** covers or excludes and the applicable conditions.

- (vi) any claims brought against **You** by any driver of **Your Car**, whether authorised or not;
- (vii) any claims brought against any person in any country in courts outside Malaysia, the Republic of Singapore or Negara Brunei Darussalam; and / or
- (viii) all legal costs and expenses which are not incurred in or recoverable in Malaysia, the Republic of Singapore and Negara Brunei Darussalam

## 2. Limits of Our Liability

We will pay the following for any one claim, or series of claims arising from one **Incident**, in any one **Period of Insurance**:

- (i) unlimited amount for death or bodily injury to third party; and / or
- (ii) up to a maximum of RM3 million for third party property damage.

## 3. Cover for Legal Personal Representatives

Following the death of any person covered under this **Policy**, **We** will indemnify that person's legal representatives for liability covered under this Section, provided such legal representatives comply with all the terms and conditions of the **Policy**.

## 4. Legal Costs

If **You** or **Your Authorised Driver** is charged for reckless and dangerous driving or careless or inconsiderate driving under the **Road Transport Act 1987** or any other offence related to the said **Incident**, **We** will pay legal costs incurred up to a maximum of RM2,000 to defend **You** or **Your Authorised Driver** provided always that such costs are incurred in Malaysia, the Republic of Singapore or Negara Brunei Darussalam, and that cost has been incurred with **Our** prior agreement in writing.

**We** will only pay for legal cost and **We** will not pay for any penalty imposed on **You** or **Your Authorised Driver**.

## 5. Rights of Recovery

**We** have a right to refuse to indemnify **You** or **Your Authorised Driver** if either of **You** commit a breach of any **Policy** conditions or where the claim falls outside the scope of cover provided by **Us** under this **Policy**. However, if **We** are legally required to pay any judgment sum in respect of a claim under Section B of this **Policy** because of laws in force in Malaysia, Republic of Singapore or Negara Brunei Darussalam, which **We** would otherwise not have to pay, **We** have the right to ask **You** or **Your Authorised Driver** to repay to **Us** the amount of that payment and any costs **We** have incurred in connection with the claim.

## SECTION C: NO CLAIM DISCOUNT

This section spells out the reward system known as the "No Claim Discount".

### 1. No Claim Discount (NCD)

If **You** have insured **Your Car** for a continuous period of 12 months and **You** or anyone else did not make any claim under this **Policy** during that time, a NCD will be applied at each renewal. The applicable NCD will increase with each renewal if **You** continue to have claim free years as follows:

Claim Free Year of Insurance	NCD Entitlement
After 1 continuous claim free year	25%
After 2 continuous claim free years	30%
After 3 continuous claim free years	38 1/3%
After 4 continuous claim free years	45%
After 5 continuous claim free years and beyond	55%

### 2. One Claim and Your NCD is Down to Zero

If **You** or anybody else meet with an **Incident** which will give rise to a claim on this **Policy**, the NCD entitlement that **You** have accumulated would drop to zero at the next renewal and **Your** NCD will start all over again. If a claim is received after the NCD has been applied, **We** shall be entitled to recover the NCD given from **You**.

### 3. Exception to this Rule

**Your** NCD will not be affected even if a claim is made if:

- **We** are of the opinion that **You** are not at fault for causing the loss;
- the offending vehicle is identifiable and is not a vehicle used for carriage of passengers for hire or reward (for example taxis, hire cars, public buses, stage buses, school buses and factory buses for hire);
- the offending vehicle is insured by a Malaysian licensed insurer; and
- there is no death or personal injury claim involved.

### 4. Your NCD is not Transferable

The NCD is personal to **You** which means that if **You** were to sell **Your Car** and **We** agree to transfer this **Policy** to the new owner, **Your** NCD cannot be transferred for the benefit of the new owner.

### 5. Non-utilisation of NCD

For every year that the NCD is not utilised by **You**, the NCD accumulated and applicable for this **Policy** will be reversed in accordance with the scale set out in the table in clause C1 above.

## SECTION D: GENERAL EXCEPTIONS (These apply to the whole Policy)

This section lists down circumstances under which this **Policy** does not provide cover at the time of happening of the **Incident**. This is in addition to those already listed in Sections A1b (see pages 8) and B1b (see page 11).

### 1. **Unlicensed Drivers**

There is no cover under this **Policy** if **You** or **Your Authorised Driver** do not have a valid driving licence to drive **Your Car**. This will not apply if **You** or **Your Authorised Driver** have an expired licence but are not disqualified from holding or obtaining such driving licence under any existing laws, by-laws and regulations.

### 2. **Alcohol, Drugs and Other Intoxicating Substances**

There is no cover under this **Policy** if **You** or **Your Authorised Driver** is under the influence of alcohol or intoxicating liquor, narcotics, dangerous drugs or any other deleterious drugs or intoxicating substance to such an extent that **You** or **Your Authorised Driver** are incapable of having proper control of **Your Car**.

**You** or **Your Authorised Driver** shall be deemed as incapable of having proper control of **Your Car** if after a toxicology or equivalent test, it is shown that the alcohol level in the breath, blood or urine of **You** or **Your Authorised Driver** is higher than the prescribed limit pursuant to Section 45G(1) of the **Road Transport Act 1987** of 80mg of alcohol in 100ml of blood (or equivalent in respect of breath or urine) or other equivalent legislation that is in force at the material time.

### 3. **Fraud and Exaggerated Claims**

If any claim is in any part fraudulent or exaggerated, or if **You** or anyone acting on **Your** behalf, uses fraudulent means to get any benefit under this **Policy**, the entire claim will not be paid or payable. If **We** are required to make payment of any such claim to a third party, **We** shall be entitled to recover the sum paid and any costs incurred from **You**.

### 4. **Unlawful Purpose**

There is no cover under this **Policy** if **You** or **Your Authorised Driver** use **Your Car** for an unlawful purpose or to attempt an unlawful purpose i.e. in violation of the criminal law or a recognised law of the country where **Your Car** was being used.

### 5. **Use for Racing etc.**

There is no cover under this **Policy** if **You** use or **You** allow **Your Authorised Driver** to use **Your Car**:

- (a) to practise for or to take part in any motor sport, competition (other than treasure hunt), rally, pacemaking, reliability trial or speed test; or
- (b) on any racetrack.

### 6. **Use Outside Malaysia**

Unless **We** provide otherwise, this insurance does not cover **You** in respect of claims arising whilst **Your Car** was being used or driven outside Malaysia, the Republic of Singapore and Negara Brunei Darussalam. In Malaysia, **Our** liability under this **Policy** is governed by the **Road Transport Act 1987** and the terms and conditions of this **Policy**, and **Our** liability outside Malaysia is governed by the terms and conditions of this **Policy** only.

For an additional premium, **Your Policy** can be extended to cover the use of **Your Car** in Thailand or Kalimantan only if **You** purchase the prescribed extension cover (**Endorsement 101**: Extension of Cover to the Kingdom of Thailand and **Endorsement 102**: Extension of Cover to West Kalimantan).

### 7. **Failure to take Precaution**

**We** will not pay for any additional damages if after an **Incident** or breakdown **You**:

- (a) left **Your Car** unattended or failed to take proper precaution to prevent further loss or damage; or
- (b) continue to drive **Your Car** in an unroadworthy condition before any repair is done.

**We** will also not pay for claims that arise if, when using **Your Car**, **You** do not take reasonable precaution to keep **Your Car** secured. This includes but is not limited to leaving **Your Car** unattended while unlocked or with ignition key left in or on **Your Car**.

### 8. **War Risk**

There is no cover under this **Policy** for any loss or liability (including any cost of defending any action) connected in any way directly or indirectly to:

- (a) war, invasion, acts of foreign enemies, hostilities or warlike operation (whether war is declared or not), civil war, **Act of Terrorism**, mutiny, rebellion or revolution; or
- (b) strike, riots or civil commotion assuming the proportion of or amounting to an uprising, insurrection or military or usurped power.

For an additional premium, **Your Policy** can be extended to cover strikes, riots and civil commotion (**Endorsement 25**: Strike, Riot and Civil Commotion, Page 20).

## 9. Nuclear Risk

There is no cover under this **Policy** for any accident, loss or damage to any property or any loss or liability arising therefrom (including consequential losses and costs of defending any actions) connected in any way with operations using the nuclear fission or fusion process, or handling of radioactive material. This includes, but is not limited to:

- (a) the use of nuclear reactors such as atomic piles, particle accelerators or generators and similar devices;
- (b) the use, handling or transportation of radioactive material in relation to any **Act of Terrorism**;
- (c) the use, handling or transportation of any weapon or explosive device employing nuclear fission or fusion; or
- (d) the use, handling or transportation of radioactive material.

## 10. Convulsions of Nature

There is no cover (unless specifically purchased) for any loss, damage or liability caused by flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil / earth or other convulsions of nature.

For an additional premium, **Your Policy** can be extended to cover flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence etc. (**Endorsement 57**).

## 11. Contractual Liability

**We** will not pay for any liability that arises by virtue of an agreement but for which **We** would not have been liable in the absence of such agreement.

## 12. Unauthorised Driver

**We** will not pay for any **Incident**, loss, damage or liability caused, sustained or incurred whilst **Your Car**, in respect of which indemnity is provided by this **Policy**, is being driven by any person other than an **Authorised Driver** or person driving on **Your** order or with **Your** permission.

## SECTION E: CONDITIONS (These apply to the whole Policy)

This section spells out the terms and conditions that **You** must observe to ensure this insurance remains effective. Basically these conditions are of three types:

- What **You** must do
- What **You** must not do
- What **We** can do

### Conditions Precedent to Policy Liability

The following conditions are conditions precedent to **Our** liability to indemnify **You** under this **Policy** and have to be observed by **You** strictly. **We** can repudiate this **Policy** and / or will not pay claims under the **Policy** if **You** breach any of the relevant conditions. These conditions also apply to **Your Authorised Driver** and any legal representative who seek indemnity under this **Policy**.

#### 1. Duty of Disclosure

The duty of disclosure is different for a Consumer Insurance Contract and for a Non-Consumer Insurance Contract. They are separately outlined below:

##### A. Consumer Insurance Contract

Where **You** have applied for this insurance wholly for purposes unrelated to **Your** trade, business or profession, **You** had a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when **You** applied for this insurance) i.e. **You** should have answered the questions fully and accurately. Failure to have taken 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 in accordance with Schedule 9 of the Financial Services Act 2013. **You** were also required to disclose any other matter that **You** knew 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.

##### B. Non-Consumer Insurance Contract

Where **You** have applied for this insurance for purposes related to **Your** trade, business or profession, **You** had 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.

**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.



## 2. Accidents and Claims Procedures

If **Your Car** is involved in any **Incident** that could lead to a claim under this **Policy**, **You** must do the following:

- (a) Notify **Our** claims department of the **Incident** and get a Claim Form. **You** must notify **Us** of the **Incident** as soon as possible but in any event:
  - Within seven (7) days if **You** are not physically disabled or hospitalised following the **Incident**; or
  - Within thirty (30) days or as soon as practicable if **You** are physically disabled and hospitalised as a result of the **Incident**.  
**We** may allow a longer notification period if **You** can provide specific proof and justification for the delay.
- (b) Report the **Incident** to the police as required by law and do all that is required to assist the police authorities to secure a conviction against the offender.
- (c) Complete the Claim Form in full and return it to **Us** within twenty-one (21) days from the date of **Your** notification as per (a) above. **You** are required to answer all the questions in detail in all applicable sections and provide **Us** with all the necessary documents to support **Your** claim. **We** will not be held responsible if there is any delay on **Your** part to submit the Claim Form duly completed together with all the necessary documents.  
A longer claims submission period may be allowed by **Us** subject to specific proof and justification by **You** for the delay.
- (d) If there are any claims made against **You** by a third party, **You** must immediately notify **Us** of the same and **You** must send to **Us** any notification of claim, notice of impending prosecution or inquest, summons, writ or any letters from the solicitors of the third party as soon as **You** receive such documents, but in any event within fourteen (14) days from the date of receipt of any of the documents.
- (e) Send **Your Car** to any of **Our** approved **Repairer** so that **We** can inspect **Your Car** before **We** give approval to proceed with repairs or take reasonable action to safeguard **Your Car** from further loss or damage. **We** can refuse to pay any claim under Section A of this **Policy** if **You** breach this condition.
- (f) **You** must obtain **Our** consent in writing before **You** repair **Your Car** or incur any expenses in connection with a claim under this **Policy**.

**You** must not do any of the following:

- Admit any responsibility for any **Incident**; or
- Negotiate or settle any claims made against **You** by a third party, unless **We** write and inform **You** that **You** can.

**We** will decide whether to negotiate, defend or settle, in **Your** name, **Your Authorised Driver's** name and / or on **Your** behalf, any claims made against **You** or **Your Authorised Driver** by a third party. If in **Our** assessment the third party claim made against **You** or **Your Authorised Driver** for property damage will exceed the limit of liability of RM3 million, **We** will pay the full amount of **Our** liability to **You** or the third party and hand over the further conduct of any defence, settlement or proceeding to **You** completely. After doing so **We** will not be liable under this **Policy** to make any more payments to **You** or any claimant or any other person arising from the same **Incident**.

The conditions above also apply to anyone else who wishes to claim under the terms and conditions of this **Policy**. "Anyone else" may refer to personal representative or administrator / estate of the policyholder.

## 3. Cancellation

Either **You** or **We** may cancel this **Policy** at any time during the **Period of Insurance**.

(a) Cancellation by **You**:

- **You** can cancel this **Policy** at any time by returning the **Certificate of Insurance** (CI) to **Us** or, if the CI has been lost or destroyed, **You** must provide **Us** with a duly certified Statutory Declaration (SD) to confirm this.
- After returning the CI or SD **You** will be entitled to a refund of premium if no claim was incurred prior to cancellation. **Your** refund will be the difference between the total premium and **Our** customary short-period rates calculated for the time **We** were on risk until the date **We** received the CI or SD:

Period of Insurance	Refund of Premium
Not exceeding 1 week	87.5% of the total premium
Not exceeding 1 month	75.0% of the total premium
Not exceeding 2 months	62.5% of the total premium
Not exceeding 3 months	50.0% of the total premium
Not exceeding 4 months	37.5% of the total premium
Not exceeding 6 months	25.0% of the total premium
Not exceeding 8 months	12.5% of the total premium
Exceeding 8 months	No refund of premium allowed

- The **Policy** will automatically lapse once **You** sell or dispose off **Your Car** because **Your** insurable interest in the **Car** will cease. If **You** want to transfer the **Policy** to the new buyer, **You** have to get **Our** prior consent

- (b) Cancellation by **Us**:
- **We** may also cancel this **Policy** by giving **You** fourteen (14) days notice in writing by registered post to **Your** last address known to **Us**.
  - After returning the CI or SD **You** will be entitled to a refund premium for the unexpired period calculated on a pro-rata basis from the date **We** receive the CI or SD from **You** to the expiry date of the **Policy**.

There will not be any refund of premium for any cancellation of **Policy** (either by **You** or by **Us**) if **You** have paid the **Minimum Premium** only or if a claim has been made on this **Policy**.

4. **If there is More Than One Insurance Covering the Same Car**

- (a) **You** must inform **Us** in writing if **You** have taken out any other insurance in respect of **Your Car** during the **Period of Insurance**.
- (b) If a claim arises under this **Policy** and such a loss is also claimable under the other insurance **Policy**(ies) taken by **You**, **We** will only contribute **Our** rateable proportion of the whole loss. **We** will not be liable to pay the claim first and then seek recovery from the other co-insurers who is / are also liable for the loss.

5. **Subrogation**

**We** are entitled to take over all rights and remedies that **You** may have against any third party who caused the loss. **We** shall have the absolute discretion in the conduct of any proceedings, at **Our** own costs, against the third party and in the settlement of any such claim and **You** shall give **Us** such information and assistance as **We** may require from time to time including assigning all rights to take action in **Your** name. **You** must however give **Us** **Your** full cooperation to protect these rights and provide all assistance and take such steps as **We** require.

6. **Dispute Resolution**

If there are differences or disputes on any matters relating to this **Policy** involving amounts exceeding RM250,000, an Arbitrator shall be jointly appointed by **You** and **Us** in writing to resolve the differences or disputes. If no agreement is reached on who is to be the Arbitrator within one month of being required to do so then **You** and **We** shall be entitled to appoint an Arbitrator each. Both Arbitrators shall then proceed to hear the difference or dispute together with an Umpire to be jointly appointed by them. If the Arbitrators cannot agree on an Umpire within thirty (30) days, then the Kuala Lumpur Regional Centre for Arbitration shall appoint an Umpire.

If the disputed sum is less than RM250,000, **You** may refer the matter to the Ombudsman for Financial Services to resolve the dispute.

7. **Other Matters**

**We** will only be liable to indemnify **You** under this **Policy** if **You**:

- (a) Comply with all the terms and conditions of this **Policy**. These conditions are also applicable to **Your Authorised Driver** and any legal representative who seek protection under this **Policy**;
- (b) Maintain **Your Car** in a reasonably efficient and roadworthy condition. **You** must get **Our** consent if **You** make any modification that will enhance or in any way affect the performance of **Your Car**;
- (c) Take reasonable care to avoid any situation that could result in a claim. This **Policy** will not cover **You** if **You** or **Your Authorised Driver** are reckless i.e. where **You** recognise a serious risk but deliberately do not take steps to prevent it. This includes but is not limited to leaving **Your Car** unattended while unlocked or with ignition keys left in or on **Your Car**; and
- (d) Make **Your Car** available to **Us** for inspection at all reasonable times upon request.

8. **Prevalent Policy Wording**

For avoidance of doubt, the English version of this **Policy** wording will prevail over the Bahasa Malaysia version at all times.

## SECTION F: DEFINITIONS OF WORDS HIGHLIGHTED IN THE POLICY

This section explains what **We** mean by the words printed in bold in this **Policy**.

In this **Policy**, **Schedule** and **Certificate of Insurance**, unless the context otherwise requires, the following words shall have the meanings as defined below.

1. **Accessories**

This refers to the standard factory-fitted tools of the **Car** including air-conditioners and spare tyres and may include radio / cassette player / compact disc player and the like if specified in the **Schedule**.

2. **Act of Terrorism**

This refers to an act by any person(s) or group that uses force or violence and / or the threat of force or violence, whether they are acting alone or on behalf of or in connection with any organisation(s) or government(s) and done for political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and / or to put the public, or any section of the public, in fear

3. **Adjuster**

This refers to a person or entity registered under the Financial Services Act 2013 who is appointed by **Us** to investigate the cause and circumstances of a loss and to determine the amount of loss.

#### 4. **Authorised Driver**

This refers to any person who drives **Your Car** with **Your** consent or permission provided he or she holds a valid driving licence of the relevant type and is not disqualified to drive by law or for any other reason.

#### 5. **Car**

This refers to the motor vehicle described in the **Schedule** and includes the manufacturer's standard options and **Accessories** fitted to it and any other non-standard options or descriptions that are specifically listed in the **Schedule**.

#### 6. **Certificate of Insurance (CI)**

This certificate is a prescribed form that **We** are required to issue to **You** under the **Road Transport Act 1987** and it outlines the particulars of any conditions subject to which the **Policy** is issued.

#### 7. **Cheating**

This follows the meaning as defined under Section 415 of the Penal Code which is as follows:

Whoever by deceiving any person, whether or not such deception was the sole or main inducement:

- (a) fraudulently or dishonestly induces the person so deceived to deliver any property to any person, or to consent that any person shall retain any property; or
- (b) intentionally induces the person so deceived to do or omit to do anything which he would not do or omit to do if he were not so deceived and which act or omission causes or is likely to cause damage or harm to any person in body, mind, reputation, or property, is said to "cheat".

#### 8. **Criminal Breach of Trust**

This follows the meaning as defined under Section 405 of the Penal Code which is as follows:

Whoever, being in any manner entrusted with property, or with any dominion over property either solely or jointly with any other person, dishonestly misappropriates, or converts to his own use, that property, or dishonestly uses or disposes of that property in violation of any direction of law prescribing the mode in which such trust is to be discharged, or of any legal contract, express or implied, which he has made touching the discharge of such trust, or wilfully suffers any other person so to do, commits "**Criminal Breach of Trust**".

#### 9. **Endorsement**

This refers to the document that **We** issue to **You** to confirm any changes or extensions of the coverage to the basic **Policy**.

#### 10. **Excess**

This refers to the amount that must be borne by **You** first for each claim. The amount of the **Excess** is shown in the **Schedule**. **You** have to pay the **Excess** irrespective of who is at fault in the **Incident**. There are two types of **Excess** in this **Policy** – Voluntary **Excess** and Compulsory **Excess**.

Voluntary **Excess**, if any, is imposed as part of the premium calculation in **Your Policy** whilst Compulsory **Excess** is imposed at the time of a claim where the driver is under 21 years old and/or holds a Provisional (P) or Learner (L) driver's licence.

#### 11. **Household**

This refers to all members of **Your** or **Your Authorised Driver's** immediate family i.e. spouse, children including legally adopted children, parents, brother(s) and sister(s) staying under one roof with **You** in the case of **Your** immediate family, or with **Your Authorised Driver**, in the case of his immediate family.

#### 12. **Incident**

Any event which could lead to a claim under this **Policy**.

#### 13. **Limitations as to Use**

According to **Your Certificate of Insurance (CI)**, **Your Car** can only be used for "Social, domestic and pleasure purposes and for the policyholder's business". This CI is further extended to include **Your Authorised Driver's** business. The CI also states that "The **Policy** does not cover use for hire or reward, racing, pacemaking, reliability, trial speed-testing, the carriage of goods other than samples in connection with any trade or business". However, **Your Policy** shall be extended to insure whilst **Your Vehicle** is in the custody or control of a member of the Motor Trade for the purpose of overhaul, upkeep or repair of **Your Vehicle**.

#### 14. **Market Value**

This refers to the reasonable cost to buy another **Car** of the same make, model, age and general condition similar to **Your Car** at the time of loss. The **Market Value** of **Your Car** at the time of loss would be determined according to the terms of the option that **You** had chosen at the time **You** purchased this **Policy**. If **You** had opted for a **Market Valuation System** to determine **Your Sum Insured** then the **Market Value** would be based on that valuation system as described in clause 15 below. However, if **You** had not opted for a **Market Valuation System** then the **Market Value** of **Your Car** in the event of dispute would be determined by the Head Office of the **Car** franchise-holder and this value should be equal to the cost of purchasing a replacement **Car** of the same make, model and age of **Your Car** at the time of loss. If this valuation is not

available or appears in **Our** opinion to be unduly low or high then valuation will be determined by an **Adjuster** registered under the Financial Services Act 2013, agreed by both **You** and **Us**.

#### 15. Market Valuation System

This refers to the motor vehicle **Market Valuation System** approved by Persatuan Insurans Am Malaysia (PIAM) to determine the **Market Value** of **Your Car** at the time **You** purchased / renewed this **Policy** as well as at the time of the loss. **You** can opt to use the valuation recommended by this system as the **Sum Insured** to avoid the consequences of under-insurance as described in Section A2e. Alternatively, **You** may choose to determine the **Sum Insured Yourself** but **You** would be subject to Section A2e if **You** are under-insured.

#### 16. Minimum Premium

The minimal premium described in the **Schedule**.

#### 17. Ombudsman for Financial Services (OFS)

This is an independent body that provides a free and efficient avenue to help settle financial disputes between **You** and **Us** under this **Policy** as an alternative to the courts.

#### 18. Period of Insurance

The period shown in the **Schedule** when the cover provided by this **Policy** is operative. Cover is only valid from the actual time of purchase of the insurance **Policy** or from when **You** and **We** agree that cover should commence.

#### 19. Policy

**Policy** includes the **Schedule**, the **Certificate of Insurance** and all Endorsements specifically listed in the **Schedule**.

#### 20. Rakan Auto

This is a 24-hour emergency roadside assistance programme. **You** are required to contact **Our Rakan Auto** 24-hour Call Centre at 1800 18 8033 for any emergency roadside assistance. This programme provides for emergency towing services following an accident, emergency breakdown and minor roadside repair services (up to a limit of RM300 per **Incident**). Other services within the programme also include assistance with **Car** rental, arrangement for hotel accommodation, providing referral to doctor and hospital or for legal assistance.

#### 21. Repairer

This refers to motor repair workshops approved by **Us** or by Persatuan Insurans Am Malaysia (PIAM) under the PIAM Approved Repairers Scheme (PARS) or any **Repairer** that **We** have given **You** a special permission to use, for a claim.

#### 22. Road

Section 2 of the **Road** Transport Act 1987 defines "**Road**" as "any public **Road** and any other **Road** to which the public has access and includes bridges, tunnels, lay-bys, ferry facilities, interchanges, roundabouts, traffic islands, **Road** dividers, all traffic lanes, sidetables, median strips, overpasses, underpasses, approaches, entrance and exit ramps, toll plazas, service areas, and other structures and fixtures to fully effect its use".

#### 23. Schedule

This document shows **Your** name and address, the **Period of Insurance**, the sections of this **Policy** which apply, the premium **You** have paid, the **Car** which is insured, the **Sum Insured** and details of any extensions or Endorsements.

#### 24. Sum Insured

This is the maximum that **We** will pay **You** for a claim under Section A. This amount is shown in the **Schedule**. The **Sum Insured** must be sufficient to cover the cost to replace **Your Car** in the event of an **Incident** that completely destroys it.

#### 25. We, Our, Us

This refers to the licensed Insurance Company that is issuing **You** this **Policy**.

#### 26. You, Your, Yourself

This refers to the policyholder or person described in the **Schedule** as "the Insured".

### SECTION G: ENDORSEMENTS (Applicable only if the Endorsement number is printed in the Schedule)

*The following is a list of additional terms and conditions (known as Endorsements) that **We** may impose on **You** or optional covers available that **You** may want to add to **Your** basic **Policy** by paying additional premium. Note that only Endorsements with their numbers specifically printed in the **Schedule** shall apply to this **Policy**.*

#### Endorsement 2: Voluntary Excess Damage Claim (Please see page 9 for explanation)

The Voluntary Excess amount shown in the **Schedule** is the amount that **You** have to pay for each and every claim under Section A arising out of one Incident. This means that **We** have the right to deduct the Voluntary Excess from the amount that **We** would otherwise have to pay. If **We** cannot deduct the Voluntary Excess, **We** have the right to demand that **You** pay **Us** the Voluntary Excess first, before **We** make any payment.

**We** will not deduct this Voluntary Excess if the loss or damage is caused by fire, explosion, lightning, burglary, housebreaking, theft, third party property damage or bodily injury claims.

#### **Endorsement 15: Hire Purchase**

**We** note that **Your Car** is under a Hire Purchase agreement with the Hire Purchase company named in the **Schedule** as the Owners. **You** unconditionally agree that the payment of any claim under Section A by **Us** by way of a cash payment shall be made to the Owners as long as they remain as the Owner of **Your Car** at the time of the **Incident**. The receipt from the Owners will fully discharge **Us** from any further claims or liability in respect of such loss or damage. For all other purposes **You** are the principal party under this **Policy** and not an agent or trustee for the Owners and that **You** have not assigned **Your** rights, benefits and claims under this **Policy** to the Owners. **You** cannot assign **Your** rights, benefits and claims under this **Policy** to anybody without **Our** written consent.

#### **Endorsement 15(a): Employer's Loan**

**We** note that **Your Car** was bought under an Employer's Loan agreement. **You** unconditionally agree that the payment of any claim under Section A by **Us** by way of a cash payment shall be made to the Employer named in the **Schedule** as long as the loan remains outstanding at the time of the **Incident** giving rise to a claim. The receipt from the Employer will fully discharge **Us** from any further claims or liability in respect of the **Incident**.

Other than the above, **Our** / **Your** rights and liabilities under this **Policy** are not affected.

#### **Endorsement 22: Caravan / Luggage / Boat Trailers**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree to cover Caravan or Luggage or Boat Trailer that is specified in the **Schedule** under the heading '**Endorsement 22**' while it is being used together with **Your Car**.

This **Endorsement** does not cover:

- (a) legal liability for death or bodily injury to any passenger in the specified Caravan / Luggage / Boat Trailer unless such person is being carried by reason of or in pursuance of a contract of employment;
- (b) loss or damage to the contents of or anything being carried in the specified Caravan / Luggage / Boat Trailer; and
- (c) loss or damage to the Boat being carried by the specified Trailer.

The maximum amount that **We** will pay for loss or damage to the specified Caravan / Luggage / Boat Trailer under Section A for this **Endorsement** is the amount mentioned in the **Schedule** under the heading '**Endorsement 22**'.

#### **Endorsement 25: Strike, Riot and Civil Commotion**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** shall cover loss or damage to **Your Car** caused by:

- (a) the wilful act of any striker or locked out worker to further a strike or to resist a lock out;
- (b) the act of any person taking part together with others in disturbance of the public peace (whether in connection with a strike or lock out or not); and
- (c) the action of any lawfully constituted authority in preventing, suppressing or attempting to prevent or suppress any of these acts or in minimising the consequences of them.

This **Endorsement** does not cover:

- (a) civil war, war, invasion or acts of foreign enemy hostilities or warlike operations (whether war is declared or not);
- (b) revolution, rebellion or civil disturbance amounting to a popular uprising; and
- (c) **Act of Terrorism**.

It also does not cover any loss, damage or liability directly or indirectly, proximately or remotely caused by or contributed to or traceable to or arising out of or in connection with the above stated exceptions.

#### **Endorsement 57: Inclusion of Special Perils**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** will cover loss or damage to **Your Car** caused by flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil / earth or other convulsions of nature.

#### **Endorsement 72: Legal Liability of Passengers for Negligent Acts**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section B of this **Policy** will include legal liability incurred by any passenger in **Your Car** on condition that the passenger:

- (a) is not driving **Your Car**;
- (b) is not entitled to indemnity under any other **Policy** of insurance; and
- (c) complies with all the terms and conditions of this **Policy** as though he was **You**.

This **Endorsement** does not cover:

- (a) death or bodily injury to any person who is employed by **You** or the passenger, and who dies or is injured in the course of such employment;
- (b) damage to any property that belongs to or is held in trust or in the custody or control of **You** or the passenger or which is being carried in **Your Car**; and / or
- (c) death or bodily injury to the driver or any other passenger travelling in **Your Car** at the same time.

#### **Endorsement 89: Cover for Windscreens, Windows and Sunroof**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** will cover the cost to replace or repair any glass in the windscreen, window or sunroof of **Your Car** that is accidentally damaged including the cost of lamination / tinting film (if any) provided no other claim is submitted for this **Incident**.



The maximum amount that **We** will pay under this **Endorsement** is the amount mentioned in the **Schedule** under the heading '**Endorsement 89**'.

If **Your** claim is for the damaged glass only and no other damage, **We** will not deduct any **Excess**, and **You** will not lose **Your** No Claim Discount entitlement.

If the damaged glass is replaced, the cover provided by this **Endorsement** comes to an end as soon as the glass is replaced. If **You** wish to enjoy continued coverage **You** must buy a new **Endorsement** cover and pay the additional premium to **Us**.

Alternatively, if the damaged glass is repaired this cover will continue but the limit of the amount payable will be reduced by the amount of the repair cost. To restore the cover to the original limit **You** must pay the additional premium to **Us** for the increased cover.

**We** have the final say on whether to repair or to replace the damaged glass.

#### **Endorsement 95: Leasing Agreement**

**We** note that **Your Car** is under a Leasing Agreement with the Leasing company named in the **Schedule** as the Lessors. **You** unconditionally agree that the payment of any claim under Section A by **Us** by way of a cash payment shall be made to the Lessors as long as the Leasing Agreement remains valid at the time of the **Incident**. The receipt from the Lessors will fully discharge **Us** from any further claims or liability in respect of such loss or damage. For all other purposes, **You** are the principal party under this **Policy** and not as an agent or trustee for the Lessors and **You** have not assigned **Your** rights, benefits and claims under this **Policy** to the Lessors. **You** cannot assign **Your** rights, benefits and claims under this **Policy** without **Our** written consent.

#### **Endorsement 97: Separate Cover for Accessories fixed to Your Car**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** shall cover the non-standard **Accessories** specified in the **Schedule**. The maximum amount that **We** will pay under this **Endorsement** is the amount mentioned in the said **Schedule** under the heading '**Endorsement 97**'.

If **Your** claim is for the **Accessories** only and no other damages, **We** will not deduct any **Excess** and **You** will not lose **Your** No Claim Discount entitlement.

This cover is terminated on the date **Your** claim is settled under this **Endorsement**. To restore this cover **You** must pay the additional premium to **Us** for the renewed cover.

#### **Endorsement 97(a): Gas Conversion Kit and Tank**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** shall cover loss or damage to the Gas Conversion Kit and Tank of **Your Car** as a separate item provided it is installed by a qualified installer. The maximum amount that **We** will pay under this **Endorsement** is the amount mentioned in the **Schedule** under the heading '**Endorsement 97(a)**'.

If **Your** claim is for the Gas Conversion Kit and Tank only and no other damage, **We** will not deduct any **Excess** and **You** will not lose **Your** No Claim Discount entitlement.

This cover is terminated on the date **Your** claim is settled under this **Endorsement**. To restore this cover **You** must pay the additional premium to **Us** for the renewed cover.

#### **Endorsement 100: Legal Liability to Passengers**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** shall pay towards **You** or **Your Authorised Driver's** liability to any person being carried in or upon or entering or getting into or onto or alighting from **Your Car** except for:

- (a) death or bodily injury to any passenger being carried for hire or reward;
- (b) death or bodily injury to any person where such death or injury arises out of and in the course of the employment of such person by **You** or by **Your Authorised Driver**;
- (c) damage to property belonging to or in the custody of or control of or held in trust by **You** or **Your Authorised Driver** and / or any member of **Your** or **Your Authorised Driver's Household**;
- (d) liability to any person who is a member of **Your** and / or **Your Authorised Driver's Household** who is a passenger in **Your Car** unless he / she is required to be carried in or on **Your Car** by reason of or in pursuance of his / her contract of employment with **You** or **Your Authorised Driver** and / or his / her employer;
- (e) liability caused by a passenger travelling in or alighting from **Your Car**;
- (f) any claims brought against **You** by any driver of **Your Car**, whether authorised or not;
- (g) any claims brought against any person in any country in courts outside Malaysia, the Republic of Singapore or Negara Brunei Darussalam; and / or
- (h) all legal costs and expenses which are not incurred in or recoverable in Malaysia, the Republic of Singapore and Negara Brunei Darussalam.

#### **Condition of Cover**

If at the time of **Incident** giving rise to a claim under this **Endorsement**, **Your Car** is carrying passengers in **Excess** of the stated maximum number permitted by law, **Our** liability shall be limited to the number of passengers specified for the vehicle as registered at the **Road Transport Department**.



If the number of passengers carried at the time of the happening of an **Incident** is more than the maximum number permitted in the vehicle by law, **We** will not pay their claim in full. Any payment **We** make to any claimant under this **Endorsement** will be rateably reduced in the proportion of the legally permitted maximum number of lawful passengers over the actual number of passengers carried, at the time of the **Incident**. The difference between the sum paid by **Us** and the claim to be paid to each passenger claimant shall be borne by **You** or **Your Authorised Driver**. The proportion **We** pay shall be calculated in accordance with the following formula:

$$\frac{\text{Number of passengers permitted by law}}{\text{Actual number of passengers carried at time of Incident}} \times \text{Total Claim Awarded}$$

#### **Endorsement 101: Extension of Cover to the Kingdom of Thailand**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A and Section B1a(ii) of this **Policy** shall cover **Your Car** while it is being used in the Kingdom of Thailand from the time of purchase on [state date] to midnight (Malaysian Standard Time) on [state date]. The limit of liability that **We** provide under Section B1a(ii) will be up to a maximum of RM100,000 only.

This **Endorsement** does not cover legal liability under Section B1a(i) while **Your Car** is being used in the Kingdom of Thailand.

#### **Endorsement 109: Extension of Cover for Ferry Transit to and / or from Sabah and the Federal Territory of Labuan**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the insurance provided under Section A of this **Policy** shall cover loss or damage to **Your Car** when in transit to and / or from Sabah and Federal Territory of Labuan.

**You** must bear the first 1% of the **Sum Insured** or RM500 (whichever is higher) for each and every claim arising out of one transit for every claim payable under this **Endorsement**. **We** have the right to deduct this amount in addition to the **Excess** mentioned in the **Schedule** of this **Policy**.

#### **Endorsement 111: Current Year "NCD" Relief**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree to compensate **You** the No Claim Discount that **You** may forfeit due to a claim being made under this **Policy**. The amount is equal to **Your** No Claim Discount entitlement shown in the **Schedule** of this **Policy** for the current **Period of Insurance**.

The cover provided under this **Endorsement** is terminated automatically when:

- (a) **We** make a payment for a claim under this **Endorsement**;
- (b) the ownership of this **Policy** is transferred to another party; or
- (c) **You** withdraw **Your** No Claim Discount entitlement from this **Policy**.

**We** will not refund any portion of the additional premium that **You** paid to **Us** if the cover under this **Endorsement** is terminated as mentioned above or if **You** cancel this **Endorsement** at any time.

#### **Endorsement 112: Compensation for Assessed Repair Time (CART)**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** will pay compensation for the number of days assessed by **Us** as required to repair **Your Car** under Section A of this **Policy** ('the assessed repair time'). **We** agree that payment will be based on the assessed repair time by the **Adjuster** or the maximum amount provided in the **Schedule** whichever is the lesser.

The maximum rate per day and the maximum number of days that **We** will pay under this **Endorsement** is limited to the amounts mentioned in the **Schedule** under the heading '**Endorsement 112**'.

For any claim that **We** agree to pay under this **Endorsement** **We** will not deduct any **Excess** and **You** will not lose **Your** No Claim Discount entitlement.

**We** will not pay:

- (a) if **Your** claim is only for breakage of glass that is payable under **Endorsement 89**;
- (b) for any delay in the time taken to repair **Your Car** (beyond the assessed repair time) due to any reason at all. The final decision on the time required to repair **Your Car** will be decided by **Us** irrespective of whether **Your** claim is lodged directly with **Us** or against a third party;
- (c) if **Your** claim is for theft or total loss of **Your Car**; or
- (d) if **Your** claim is under a BER process.

**We** will not refund any portion of the additional premium that **You** paid **Us** if **You** cancel this **Endorsement** at any time.

#### **Endorsement 113: Reference to Motor Vehicle Market Valuation System**

This refers to the motor vehicle **Market Valuation System** approved by Persatuan Insurans Am Malaysia (PIAM) to determine the **Sum Insured** of **Your Car** at the time **You** purchased / renewed this **Policy** as well as the **Market Value** at the time of the loss.

When a claim is made, the **Market Value** of **Your Car** would be determined by the ISM Automotive Business Intelligence System and this value would be accepted as the cost of purchasing a replacement **Car** of the same make, model and age of **Your Car** at the time of loss.

If no **Market Value** is available from the ISM Automotive Business Intelligence System for **Your Car**, the **Market Value** of the **Car** would be determined by an **Adjuster**, agreed to by both **You** and **Us**.

The valuation done by the ISM Automotive Business Intelligence System or **Adjuster** will be conclusive evidence in respect of the **Market Value** of **Your Car** in any legal proceedings against **Us**.

Subject otherwise to the terms and conditions of this **Policy**.

**Endorsement A003: Personal Accident Add-on**

In consideration of the additional premium **You** paid **Us** for this **Endorsement**, **We** agree that this **Policy** extends cover to **You** or **Your Authorised Driver** and/or Passengers arising out of an accident covered under Section A of this **Policy**. This **Endorsement** shall cover for death or bodily injury sustained in direct connection with the usage of **Your Vehicle** within twelve calendar months of the occurrence of such accident. The following is the table of Coverage and Compensation:

Coverage and Compensation (per life assured and per seat)			
Coverage	Jumlah Diinsurankan (RM)		
	Plan A	Plan B	Plan C
(1) Death, Total Permanent Disablement, Total Paralysis or Permanently Bedridden.	25,000	50,000	100,000
(2) Total and irrecoverable loss of sight in one or both eyes.			
(3) Total permanent loss of use of one hand or both hands.			
(4) Total permanent loss of use of one foot or both feet.			
(5) Bereavement Allowance	500	500	500

**Provided always that:**

1. There is a loss or damage to **Your Vehicle** in respect of which indemnity is granted by this **Policy** including any extended cover, **Endorsement** or add-on cover.
2. **You** and **Your Authorised Driver** are aged between 17 years and above but below 70 years old.
3. The total **Sum Insured** is capped by the maximum number of seats permitted by **Road** transport laws. Any **Excess** number of passengers beyond the permissible number shall result in the total sum payable apportioned to the maximum number of passengers permitted by laws. The stipulated number of permissible seats is as stated on the **Schedule**.

Number of seats refers to the driver seat and permissible number of passenger seats within **Your Vehicle**.

Condition for Apportionment in the case of **Excess** passengers:  
 If at the time of **Incident** giving rise to a claim under this **Endorsement**, **Your Vehicle** is carrying passengers in **Excess** of the stated maximum number permitted by law, **Our** Coverage and Compensation shall be limited to the number of passengers specified for the vehicle as registered at the **Road** Transport Department.  
 If the number of passengers carried at the time of the happening of an **Incident** is more than the maximum number permitted in the vehicle by law, **We** will not pay their claim in full. Any payment **We** make to any claimant under this **Endorsement** shall be rateably reduced in the proportion of the legally permitted maximum number of lawful passengers over the actual number of passengers carried, at the time of the **Incident**. The proportion **We** pay shall be calculated in accordance with the following formula:

$$\frac{\text{Number of passengers permitted by law}}{\text{Actual number of passengers carried at time of Incident}} \times \text{Total Claim Awarded}$$

4. Proceeds payable as stated under Coverage and Compensation shall be made directly to the injured person(s) or the estate of the life assured, or the legal personal representative whose receipt shall constitute a full discharge in respect of the claim.
5. This **Endorsement** cover shall expire when a claim is successfully made by anyone of the life assureds.

**Specific exclusions to Endorsement A003**

This **Endorsement** does not provide coverage under the following circumstances:

- (a) insanity, suicide (whether sane or insane), intentional self-inflicted injury or any attempt threat.
- (b) pre-existing physical or mental defect or infirmity.
- (c) HIV (Human Immunodeficiency Virus) and/or HIV related illnesses including AIDS and/or any mutant derivatives or variations thereof.
- (d) childbirth, miscarriage, pregnancy or any complications thereof.
- (e) where any of the General Exceptions of this **Policy** shall apply.

The existing terms and conditions of this **Policy** shall continue to apply for this **Endorsement**.

**We** will not refund any premium that **You** paid **Us** for the cancellation of this **Endorsement** at any time unless the cancellation is effected together with the **Policy** where no claim has been made for both the **Policy** and this **Endorsement**.

**Endorsement A004: Compensation for Loss of Use of Vehicle - e-Ride/hailing (fee reimbursement) add-on**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** will reimburse the fees incurred for utilising approved e-ride/hailing services, up to the limits specified in **Your** Plan as mentioned in the **Schedule**, while **Your Car** is being repaired by **Our** Approved Repairers. For any claim that **We** agree to pay under this add-on **Endorsement**, **We** will not deduct any **Excess** and **You** will not lose **Your** No Claim Discount entitlement.

**We** will not pay:

1. if the repair to **Your Car** is not claimable under **Your Policy**.
2. if **You** have incurred the fees beyond the days required to repair **Your Car** under Section A of this policy based on the assessed repair time determined by the adjuster.
3. if the claim on **Your Policy** is only for breakage of windscreen glass, whether payable under **Endorsement 89** or otherwise.
4. if **You** have a claim for theft loss of **Your Car**.

**We** will not refund any premium that **You** paid **Us** for the cancellation of this **Endorsement** at any time unless the cancellation is effected together with the **Policy** where no claim has been made for both the **Policy** and this **Endorsement**.

**Endorsement A008: Private Hire Car Endorsement**

In consideration of the additional premium that **You** paid **Us** for this **Endorsement**, **We** agree that the **Policy** terms have been amended as stated below.

'Limitation as to Use' as defined under the CI and explained under Section F: Definitions of words highlighted in the **Policy** is amended to include use of the **Car** for the carriage of passengers for hire and reward under an e-hailing service license for the period the **Car** is driven by that Authorised Private Hire Driver who is assigned to this vehicle, in the following manner:-

**Time of cover:**

Effective date of Private Hire Cover **Endorsement**: dd-mm-yyyy

Expiry date of Private Hire Cover **Endorsement**: dd-mm-yyyy

**Condition under which this endorsement applies:**

Cover under this **Policy** is extended by this **Endorsement** on condition that the **Car** is fully licensed by APAD and/or CVLB in accordance with their licensing provision for e-hailing services for private cars (i.e. 'private hire'), and where all regulatory or administrative provisions for use for 'private hire' are fully complied with.

Any restrictions to cover with regards to 'private hire' as mentioned in this **Policy** is therefore cancelled when this **Endorsement** is in force.

This cover is confined only to the geographical boundary of Malaysia, as well as any geographical limits of operation that are or may be imposed by any administrative or licensing Authority.

**(I) Events we cover under this endorsement:**

Every coverage already taken under this **Policy** will apply during the time the **Car** is On Call while providing a legitimate e-hailing service. In addition, the insurance covers required by APAD and/or CVLB are specially provided by this **Endorsement** for the duration that the **Car** is On Call. The extent of these coverages are fully explained under Section III 'Additional Extended Cover' below:

- (i) Loss or Damage to **Your Own Car** (as expressed under Section A of the **Policy**)
- (ii) Liability to Third Parties (as expressed under Section B of the **Policy**)
- (iii) Legal Liability to Fare Paying Passengers
- (iv) Personal Accident cover of RM 10,000 due to accidental injury or death of the Authorised e-Hailing Driver in the course of driving the **Car**
- (v) Legal Liability of Fare Paying Passengers for Negligent Acts

**(II) Additional definition of terms:**

- **Authorised e-hailing Driver** – Any driver who is registered and licensed with APAD and/or CVLB and is authorised by an e-hailing service provider for the purpose of performing e-hailing services using this **Car** and with the Policyholder's permission to do so.
- **CVLB** – refers to the licensing authority in East Malaysia for public service vehicles i.e. Commercial Vehicle Licensing Board.
- **E-hailing app** – refers to the electronic mobile application provided by an intermediation business.
- **E-hailing services** – the legitimate business as licensed by APAD and/or CVLB of carrying passengers in a private **Car** for a fee organised through an e-hailing app. The description "e-hailing services" and "private hire" are synonymous and applies in context.
- **Fare-paying passenger(s)** – Passenger(s) who pay a fare to be transported in the **Car** pursuant to an e-hailing service call together with every person who accompanies them in the same ride.
- **On Call** - The period between the point the authorised e-hailing driver logs on to the e-hailing app, until:
  - (i) the last fare-paying passenger of the last trip has fully disembarked or alighted from the e-hailing **Car**, or
  - (ii) when the last trip on the e-hailing app has ended or has been cancelled through the e-hailing app, or
  - (iii) when the e-hailing driver logs off the e-hailing app (i.e. the authorised e-hailing driver is no longer available for private hire or to accept any trips for e-hailing, whichever occurs later.

- **Private Hire** – the licence granted by APAD and/or CVLB which permits a private **Car** to be used for the business of carriage of passengers for a fee under an e-hailing service.
- **APAD** – refers to the licensing authority for public service vehicles i.e. Land Public Transport Agency (also known as Agensi Pengangkutan Awam Darat).

**(III) Additional extended cover:**

**(i) Loss of Damage to Your Own Car**

Coverage for Loss or Damage to Own **Car** will follow the terms and conditions provided under Section (A) Loss or Damage to **Your Own Car**, under the main **Policy** in accordance with the terms and conditions for which it has been issued, with the exception that cover now applies when the **Car** is On Call.

**(ii) Liability to Third Parties**

Coverage for Liability to Third Parties will follow the terms and conditions provided under Section (B) Liability to Third Parties, under the main **Policy** in accordance with the terms and conditions for which it has been issued, with the exception that cover now applies when the **Car** is On Call.

**(iii) Legal Liability to Fare-Paying Passengers**

**We** shall pay towards **You** or **Your** Authorised E-Hailing Driver's liability to any Fare-paying Passengers being carried in or upon or entering or getting into or onto or alighting from the **Car** except for:

- damage to property belonging to or in the custody of or control of or held in trust by **You** or **Your** Authorised e-Hailing Driver and / or any member of **Your** or **Your** Authorised e-Hailing Driver's **Household** unless these are being carried for hire or reward during the e-hailing service;
- any claims brought against any person in any country in courts outside Malaysia, the Republic of Singapore or Negara Brunei Darussalam; and
- all legal costs and expenses which are not incurred in or recoverable in Malaysia, the Republic of Singapore and Negara Brunei Darussalam; and
- all liability arising from any assault, battery, robbery, medical assistance rendered in an emergency and /or any delay caused by or contributed to by **You** or **Your** Authorised e-Hailing Driver; and
- all liability caused by or contributed to by the e-hailing service provider and/or failure of the e-hailing app; and
- consequential loss of any kind arising from any of the above.

**(iv) Personal Accident Cover for Authorised e-Hailing Driver**

It is hereby understood and agreed that the Company will pay the following compensation for bodily injury sustained by the Authorised e-Hailing Driver only when On Call on condition that (1) the bodily injury is solely and independently caused by violent accidental external and visible means (excluding consequential medical or surgical treatment due to such injury), and (2) where the bodily injury results in the following Payable Injury within three calendar months of the occurrence of the **Incident**:

Payable Injury		Scale of Compensation (RM)
1	Death	10,000
2	Total and irrecoverable loss of sight in both eyes	10,000
3	Total loss by physical severance at or above the wrist or ankle of both hands or both feet or of one hand together with one foot	10,000
4	Total loss by physical severance at or above the wrist or ankle of one hand or one foot together with the total and irrecoverable loss of sight in one eye	10,000
5	Total and irrecoverable loss of sight in one eye	10,000
6	Total loss by physical severance at or above the wrist or ankle of one hand or one foot	10,000
7	Total disablement from engaging in or giving any attention to such person's occupation	RM50 per week for a period not exceeding 26 consecutive weeks.

**Provided always that:**

- Compensation shall be payable under one of the Payable Injury only in respect of any one person arising out of any one occurrence. The total liability of the Company shall not in the aggregate exceed the sum of RM10,000 during any one **Period of Insurance**.
- No weekly compensation shall become payable until the total amount have been ascertained and agreed.
- No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (1) intentional self injury, suicide (whether felonious or not) or attempted suicide, physical defect or infirmity or (2) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.

- (d) No compensation shall be payable if the Authorised e-Hailing Driver is not authorised by the **Car** owner and the e-hailing service provider at the time of the **Incident** giving rise to the injury.

Subject otherwise to the Terms of this **Policy**.

**(v) Legal Liability of Fare-Paying Passengers for Negligent Acts**

**We** agree that the insurance provided under Section B of this **Policy** will include legal liability for any accident to a third party which is caused by a passenger of **Your Car** during his ride as a Fare Paying Passenger in **Your Car** on condition that the passenger:

- (a) is not driving **Your Car**;
- (b) is not entitled to indemnity under any other **Policy** of insurance; and
- (c) complies with all the terms and conditions of this **Policy** as though he were **You**.

This **Endorsement** does not cover:

- (a) death or bodily injury to any person who is employed by **You** or the passenger, and who dies or is injured in the course of such employment;
- (b) damage to any property that belongs to or is held in trust or in the custody, care or control of **You** or the passenger or which is being carried in **Your Car**; and / or
- (c) death or bodily injury to the driver or any passenger travelling in **Your Car** at the same time.

**(IV) Premium refund:**

No refund shall be allowed for the cancellation of this **Endorsement**.

**(V) General application of policy terms and conditions:**

All other terms and conditions provided under this **Policy** is otherwise unchanged.

**Endorsement A010: Waiver of Betterment (vehicle age up to 15 years)**

In consideration of an additional premium that **You** paid **Us** for this **Endorsement We** agree to waive all claim related Betterment costs as mentioned under Section A 2: Basis of Settlement (f) Betterment, provided always the age of **Your Car** not more than 15 years.

**Endorsement A011: Unlimited Towing Costs**

In consideration of an additional premium that **You** paid **Us** for this **Endorsement** and that **Your Car** does not exceed 15 years in age, **We** agree to extend Section A.3: Towing Costs to cover unlimited towing services in respect of any single towing trip from the location of the accident or breakdown to **Our** panel **Repairer** of choice or a safe place of storage within Malaysia while awaiting repair or disposal. Cost of parts, toll charges and levy fee charged by Customs for cross border towing are excluded.

In the event of **Your** vehicle breakdown and the cost incurred is only for such towing services, **We** will not deduct any **Excess** and **You** will not lose **Your** No Claim Discount entitlement.