

MOTOR

Commercial Vehicle Policy

Types of Cover

Any one of the following will apply:

- Comprehensive : Section A & B of this Policy apply
- Third Party Only : Only Section B applies

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

All accidents must be reported to the Police within 24 hours

Dokumen Penting – Sila Simpan di tempat yang selamat

Ini Polisi anda. Sila baca dengan teliti dan simpan bersama-sama dengan dokumen-dokumen yang berkaitan dengan Polisi ini di tempat yang selamat supaya mudah dirujuk apabila perlu.

Important Documents – Please keep in a safe place

This is your Policy. Please read it carefully and keep it in a safe place with all other documents concerning to this Policy for easy reference in the future.

ALL ENDORSEMENTS, CLAUSES OR WARRANTIES THAT ARE SEPARATELY ATTACHED TO THIS POLICY SHALL ALSO APPLY.

OUR AGREEMENT

Non-Consumer Insurance Contract (Insurance for the purposes related to Your trade, business or profession).

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 VEHICLE

1. We will cover You if Your Vehicle is damaged or lost in the following circumstances:

- a) by accidental collision or overturning,
- b) by collision or overturning caused by mechanical breakdown,
- c) by collision or overturning caused by wear and tear,
- d) by impact damage caused by falling objects provided no flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil/earth or other convulsion of nature is involved,
- e) by fire explosion or lightning,
- f) by burglary, housebreaking or theft,
- g) by malicious act,
- h) When in transit (including its loading and unloading) by:
 - i). road rail inland waterway
 - ii). direct sea route across the straits between the island of Penang and the mainland

2. Basis of Settlement

- a) **We** will at **Our** option:
 - i). pay the cost of repairs to **Your** Vehicle, or
 - ii). pay in cash the amount of the loss or damage to **Your** Vehicle, or
 - iii). reinstate or replace **Your** Vehicle
- b) The maximum amount **We** will pay is the market value of **Your** Vehicle at the time of the loss or the sum insured in the Policy whichever is the lower figure.
- c) If **Your** Vehicle shall at the time of happening of any loss or damage be insured for a sum insured in the Policy lesser than its market value then, **You** shall bear the difference on **Your** own and the rateable proportion of the loss accordingly. Provided always that this shall not apply unless the market value at the time of the loss exceeds the insured value by 10% or more.
- d) The market value of **Your** Vehicle would be determined in the event of a dispute by the Head Office of the Franchise-holder and this value would be equal to the cost of purchasing a replacement vehicle of the same make, model and age of **Your** Vehicle at the time of loss.
- e) In the event no Franchise-holder is available for the make of **Your** Vehicle, the market value of the vehicle would be determined by a Loss Adjuster registered under the Financial Services Act 2013 and its subsequent legislation, agreed to by both **You** and **Us**.
- f) The valuation done by the relevant Head Office of the Franchise-holder or Loss Adjuster registered under the Financial Services Act 2013 and its subsequent legislation will be conclusive evidence in respect of the market value of **Your** Vehicle in any legal proceedings against **Us**.
- g) The maximum amount **We** will pay for the cost of repairs to **Your** Vehicle shall be the expenses necessarily incurred to restore the damaged Vehicle to its pre-accident condition (or as near its pre-accident condition as is reasonably possible). If new franchise parts are used, **You** will have to bear the betterment portion of the franchise parts replaced in accordance with the following scale:

Age of Vehicle/ Years	Rate for Betterment (Not to exceed following %)
Less than 5 years	0
5	15
6	20
7	25
8	30
9	35
10 and above	40

The following basis shall be used in determining the **Age of Vehicles**:

- New vehicles - Date of Registration
- Local second-hand/ used vehicles - Date of Original Registration
- Imported second-hand/ used vehicles - Year of Manufacture
- Imported reconditioned vehicles - Year of Manufacture

The application of betterment shall be at **Our** discretion. The Scale of Betterment represents the maximum rates of betterment that can be applied.

3. Transportation of Damaged Vehicle

We will pay **You** up to a maximum of RM200.00 as Towing Charges for taking **Your** Vehicle to either the nearest Repairer or towing the vehicle by returning it to **Your** address as shown on the Schedule or towing it to a secure place for it to be garaged, provided **Your** Vehicle has been damaged by circumstances described in this section.

4. Exceptions to Section A We will NOT pay for

- a) consequential losses of any nature
- b) the loss of use of **Your Vehicle**
- c) depreciation, wear and tear, rust and corrosion, metal fatigue, mechanical or electrical or electronic breakdowns, equipment or computer malfunction, failures or breakages to **Your Vehicle** except breakage of windscreen, window or sunroof including lamination/tinting film, if any
- d) damage caused by over-loading or strain
- e) damage caused by explosion of any boiler forming part of or attached to or on **Your Vehicle**
- f) damage to **Your Vehicle's** tyres unless **Your Vehicle** is damaged at the same time
- g) any loss or damage caused by or attributed to the act of cheating/criminal breach of trust by any person within the meaning of the definition of the offence of cheating/criminal breach of trust set out in the Penal Code
- h) the Excess stated in the Schedule
- i) the failure or inability of any equipment or any computer program to recognise or correctly to interpret or process any date as the true or correct date or to continue to function correctly beyond that date

SECTION B - LIABILITY TO THIRD PARTIES

1. We will pay the amount which You or Your authorised driver are legally liable to pay (including claimants' cost and expenses) for accident caused by or arising out of the use of Your Vehicle or in connection with the loading or unloading therefrom for:

- a) death or bodily injury to any person except those specifically excluded under Exceptions to Section B
- b) damage to property as a result of an accident arising out of the use of **Your Vehicle**

provided **Your authorised driver** also complies with all the terms and conditions of the Policy that **You** are subject to.

2. Limits of Our Liability

Our total liability under Section B1(a) is unlimited
Our total liability under Section B1(b) is limited to RM3 million



In respect of any one claim or series of claims arising out of one event

3. Towing Disabled Vehicle

We will cover the liabilities as specified in Section B1(a) and Section B1(b) above if Your Vehicle is used for towing any one disabled Motor Vehicle. Provided that:

- a) such towed vehicle is not towed for reward
- b) we are not liable for loss or damage to such towed vehicle or property being conveyed thereon

4. Cover For Legal 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.

5. Legal Costs

We will pay legal costs incurred up to a maximum of RM2,000.00 for defence of any charge including the charge of causing death by driving the Motor Vehicle (other than murder) if **Our** prior written agreement had been secured.

EXCEPTIONS TO SECTION B

We will NOT pay for:

- a) death or bodily injury to any person or damage to property caused or arising outside the limits of any carriageway or thoroughfare in connection with the loading onto and unloading from **Your Vehicle**.
- 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) death or bodily injury to any person being carried in or upon or entering or getting on to or alighting from **Your Vehicle** (unless he/she is required to be carried in or on **Your Vehicle** by reason of or in pursuance of his/her contract of employment with **You** and/or **Your authorised driver** and/or his/her employer).
- d) damage to property belonging to or in the custody of or control of or held in trust by **You** and/or **Your authorised driver** and/or any member of **Your** and/or **Your authorised driver's** household.
- e) damage to any bridge, weigh bridge or viaduct or to any road or anything beneath by vibration or by the weight of **Your Vehicle** or of the load carried by **Your Vehicle**.
- f) damage to property caused by or arising out of the explosion of a boiler forming part of attached to or on **Your Vehicle**.
- g) death or bodily injury caused by or arising out of the explosion of a boiler forming part of attached to or on **Your Vehicle** except so far as is necessary to meet the requirements of the legislation.
- h) any claims brought against any person in any country in courts outside Malaysia, the Republic of Singapore or Negara Brunei Darussalam.
- i) all legal costs and expenses which are not incurred in or recoverable in Malaysia, the Republic of Singapore or Negara Brunei Darussalam.

NO-CLAIM-DISCOUNT

If no claim is made or arises from **Your Policy** and provided **Your Vehicle** is insured with **Us** for a continuous period of twelve (12) months in each of the following instances, **You** are entitled to a No-Claim-Discount on renewal of **Your Policy** as follows:

Period of Insurance	Discount
▪ After the first year of insurance	15%
▪ After the second year of insurance	20%
▪ After the third or more years of insurance	25%

If **We** agree to a transfer of interest in this Policy the period during which the interest was in **Your** name, shall not accrue to the benefit of the new owner.

If more than one Motor Vehicle is described in the Schedule, the No Claim Discount shall be applied as if a separate Policy had been issued in respect of each such Motor Vehicle.

AVOIDANCE OF CERTAIN TERMS AND RIGHTS OF RECOVER

- 1. **Your** rights or that of any other person to recover indemnity by virtue of the Legislation or Agreement executed between the Minister of Transport for the Government of Malaysia and the Motor Insurers' Bureau of West Malaysia on March 30, 1992 or the Agreement executed between the

Government of Singapore and the Motor Insurers' Bureau of Singapore on February 22, 1975 shall not be affected in any way.

2. However, in the event that We are liable to pay any monies as a result of the said Legislation or Agreement which We would not otherwise have been liable to pay, **You** shall repay to **Us** such monies paid by **Us**.
3. In the event that an Own damage claim has been paid and a Third Party Property Damage claim has also been made, **You** are required to surrender and/or return any sums paid to **You** back to **Us**, failing which **We** are entitled to recover the said sums paid and any consequent costs fees or expenses incurred.

GENERAL EXCEPTIONS - THESE APPLY TO THE WHOLE POLICY

We will NOT pay for any liability under the following circumstances:-

1. If **You** or any person with **Your** consent are not licensed to drive the vehicle except if **You** or any person with **Your** consent has held and is not disqualified from holding or obtaining such a licence to drive **Your** Vehicle under any required laws, by-laws and regulations.
2. If **You** or **Your** authorised driver drive **Your** Vehicle whilst under the influence of drink or drug to such an extent as to be incapable of having control of **Your** Vehicle.
3.
 - a) Any loss, damage or liability caused by **Your** Vehicle being used for an unlawful purpose or being used otherwise than in accordance with the Limitations as to Use by **You** or by some other person with **Your** consent.
 - b) Any accident loss damage or liability caused, sustained or incurred whilst **Your** Vehicle, in respect of which indemnity is provided by this Policy, is being driven by any person other than an Authorised Driver or a person driving on **Your** order or with **Your** permission.
4. If any loss, damage or liability is caused by invasion, war (whether war be declared or not), warlike operation, acts of foreign enemies, hostilities, civil war, acts of terrorism, strike, riot, civil commotion, mutiny, rebellion, revolution, insurrection, military or usurped power or by any direct or indirect consequences of any of the said occurrences.
5. If any loss, damage or liability is directly or indirectly caused by or contributed to by or arising from flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil/earth or other convulsion of nature is involved.
6. If **Your** Vehicle is used for or is being tested in preparation for any motor sport or competition (other than treasure hunts). This includes (but is not limited to) reliability trials, hill-climbing tests and rallies.
7. If in the event of any accident or breakdown, **Your** Vehicle is left unattended without proper precautions being taken to prevent further loss or damage and if **Your** Vehicle is driven in an unroadworthy condition before the necessary repairs are effected, any extension of the damage or any further damage to **Your** Vehicle shall be excluded from the cover granted by this Policy.
8. For any accident loss damage or liability caused sustained or incurred outside of Malaysia, the Republic of Singapore and Negara Brunei Darussalam. For liability in Malaysia, the limitation of the Act will apply.
9. If any liability attaches by virtue of an agreement but for which **We** would not have been liable in the absence of such agreement.
10.
 - a) Any accident loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss
 - b) Any liability of whatsoever naturedirectly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception combustion shall include any self-sustaining process of nuclear fission.
11. Any accident loss damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons and materials.
12. Any Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.
13. Cyber and Data Exclusion:
Notwithstanding any provision to the contrary within this Policy or any endorsement thereto this Policy excludes any:
 - a) Cyber Loss;
 - b) Loss, damage, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data; regardless of any other cause or event contributing concurrently or in any other sequence thereto.

In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

This endorsement supersedes and, if in conflict with any other wording in the Policy or any endorsement thereto having a bearing on Cyber Loss or Data, replaces that wording.

If a law or laws are named in a section of the Policy entitled "Avoidance of certain terms and right of recovery" or in the Policy Schedule under the heading of "Legislation" all references to specific Sections of such laws are deemed to be deleted so that the references to such law or laws are left to apply to each law in its entirety.

CONDITIONS - THESE APPLY TO THE WHOLE POLICY

1. Duty of Disclosure

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.

2. Accidents and Claims Procedures

- a) **We** must be notified in writing or by phone in either case with particulars of the vehicles involved, date of accident and, if possible, a brief description of the circumstances of the accident within the specific time frame as follows after an event which may become the subject of a claim under this Policy:
 - i). Within seven (7) days if **you** are not physically disabled or hospitalised following the event.
 - ii). Within thirty (30) days or as soon as practicable if **you** are physically disabled and hospitalised as a result of the event.
 - iii). Other than i) and ii), a longer notification period may be allowed subject to specific proof by **You**.
- b) In the event that **Your** Vehicle is collided into by a Third Party vehicle, **You** may refer the claim for cost of repairs to **Us**. **Your** NCD entitlement will continue unaffected if **We** decide that **You** are not at fault. Such determination of fault shall be at **Our** entire discretion. Provided always that such Third Party vehicle is covered, identifiable and/or 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), not a vehicle covered by non-Malaysian Insurance Company/insurers and there is no personal injury claim involved.
- c) All accidents must be reported to the Police as required by the Law.
- d) Every communication, writ, summons and/or process from other parties must be sent to **Us** immediately. **You** must also tell **Us** if **You** know of any impending prosecution, inquest or fatal inquiry without delay. In case of theft or other act which may give rise to a claim under this Policy, **You** must without undue delay make a report to the Police and co-operate with **Us** in securing the conviction of the offender.
- e) No negotiation, admission or repudiation of any claim may be entered into without **Our** prior written consent.
- f) **We** shall have full discretion in the conduct, defence and/or settlement of any claim.
- g) No repairs may be authorised to **Your** Vehicle without **Our** prior written consent.
- h) In the event **Your** Vehicle is involved in an accident and gives rise to a claim, **Your** Vehicle must be removed to a PIAM Approved Repairer for repairs. Failure to remove **Your** Vehicle to a PIAM Approved Repairer would be a breach of this condition and **We** shall have the right to decline liability under Section A of the Policy.
- i) In any event giving rise to a claim or series of claims under Section B(1)(b) of this Policy, **We** may pay to **You** the full amount of **Our** liability under Section B(1)(b) and relinquish the conduct of any defence, settlement or proceeding and **We** shall not be responsible for any damage alleged to have been caused to **You** in consequence of any alleged action or omission by **Us** in connection with such defence settlement or proceeding or by **Us** relinquishing such conduct nor shall **We** be liable for any cost or expenses how whatsoever incurred by **You** or any claimant or any person after **We** have relinquished such conduct.

3. Cancellation

- a) **You** may cancel this Policy at any time by notifying **Us** in writing.
- b) **We** may also cancel this Policy by giving **You** 14 days written notice (provided it is necessary, reasonable and justifiable) by registered post to **Your** last known address or by electronic mail.
- c) **You** shall within seven days from the date of the cancellation under paragraph (a) or (b) above, surrender the Policy of Insurance to **Us** or, if it has been lost or destroyed or it is not received by **You**, to provide **Us** with a statutory declaration to that effect.
- d) In case of cancellation requested by **You** (provided no claim has arisen during the then current Period of Insurance), **You** shall be entitled to a refund premium based on **Our** customary short-period rates calculated from the date of receipt by **Us** of the certificate or the statutory declaration in the event that the certificate is lost or destroyed or not received by **You** as follows:-

<u>Period of Insurance</u>	<u>Refund of Premium %</u>
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.

- e) In case of cancellation by **Us**, **You** shall be entitled to a pro-rata refund of the unexpired premium calculated from the date of receipt by **Us** of the Policy or the statutory declaration in the event that the Policy is lost or destroyed or not received by **You**.
- f) No refund of premium for any cancellation of Policy if premium is charged on minimum premium.

4. Other Insurance / Takaful

You must give **Us** written notice if **You** have any other insurance/takaful covering **Your** Vehicle. If at the time any claim arises under this Policy, there is any other existing Policy/Certificate covering the same loss, damage or liability, **We** shall only pay **Our** rateable proportion of any loss, damage, compensation, costs or expenses. However, nothing in this Condition shall impose on **Us** any liability from which **We** would not have been subject to.

5. Subrogation

We shall be entitled if **We** so desire to take over conduct at **our** own expense in **Your** name the defence or settlement of any claim or to prosecute in **your** name for **our** benefit any claim for indemnity or damages or otherwise. **We** shall have absolute discretion in the conduct of any proceedings and in the settlement of any claim and **You** shall give all such information and assistance as **We** may require.

6. Arbitration Clause

All differences arising out of this Policy shall be referred to an Arbitrator who shall be appointed in writing by **You** and **Us**. In the event that **You** and **We** are unable to agree on who is to be the Arbitrator within one month of being required in writing to do so then **You** and **We** shall be entitled to appoint an Arbitrator each who shall proceed to hear the differences together with an Umpire to be appointed by both Arbitrators. However, this is provided that any disclaimer of liability by **Us** for any claim hereunder must be referred to an Arbitrator within twelve calendar months from date of **Our** disclaimer to **You**.

7. Other Matters

This Policy will only be operative if:

- a) Any person claiming protection has complied with all its Terms, Conditions, Endorsements, Clauses or Warranties.
- b) **You** have taken all reasonable precautions to maintain **Your** Vehicle in an efficient roadworthy condition.
- c) **You** have taken all reasonable precautions to safeguard **Your** Vehicle from loss or damage.
- d) **You** must grant **Us** free access at all reasonable times to examine **Your** Vehicle.

8. Communicable Disease:

- a) This policy, subject to all applicable terms, conditions and exclusions, covers losses attributable to direct physical loss or physical damage occurring during the period of insurance. Consequently, and notwithstanding any other provision of this policy to the contrary, this policy does not insure any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, arising out of, resulting from, attributable to or in connection with (regardless occurring concurrently or in any sequence) with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.
- b) For the purposes of this endorsement, loss, damage, liability, claim, cost or expense of whatsoever nature includes, but is not limited to, any cost to clean-up, detoxify, remove, monitor or test:
 - i. for a Communicable Disease, or
 - ii. any property insured hereunder that is affected by such Communicable Disease.

9. Changes in Taxation, Regulations and Legislation

We may vary the terms of this Policy if there are changes in taxation, regulations or legislation that affect this Policy. We shall notify You in writing when the terms in this Policy need to be changed.

DEFINITION OF WORDS HIGHLIGHTED IN THE POLICY

1. **We/Us/Our** refer to the Etiqa General Insurance Berhad.

2. **You/Your/Yourself** refer to the Policy Holder and/or covered.

3. **Your Vehicle** refers to the vehicle, and its accessories, including those described in the Policy Schedule.

4. **Accessories** refer to the standard tools of a motor vehicle including air-conditioners and spare tyres and may include radio/cassette player/compact disc player and the like if specified in the schedule.

5. Approved Repairer

This refers to any of the following:

- a. motor repair workshops which are on **Our** panel of approved workshops; or
- b. motor repair workshops approved by Persatuan Insurans Am Malaysia (PIAM) under the PIAM Approved Repairers Scheme (PARS); or
- c. any other repairer that **We** have given **You** special permission to use. The circumstances under which a special permission may be granted by Us includes:
 - (i) no **Approved Repairer** described in (a) and (b) above is available at the location of **Your Car**, and **We** are unable to assist **You** in accessing the nearest workshop on **Our** panel or the nearest workshop approved by PIAM under PARS;
 - (ii) repairs that require special expertise from specific repairers which cannot be provided by an **Approved Repairer**; and
 - (iii) franchise repairers.

6. **Your household** refers to all members of **Your** immediate family (i.e. Spouse, Children including legally adopted Children, Parents, Brother and Sister).

7. **Cheating** as defined in the Penal Code 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. **Communicable Disease** means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- a) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not,
- b) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and
- c) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property insured hereunder.

9. **Criminal breach of trust** as defined in the Penal Code 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".

10. Cyber and Data Exclusion:

Cyber Loss means any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any Cyber Act or Cyber Incident including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident.

Cyber Act means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any Computer System.

Cyber Incident means:

- a) Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or
- b) Any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any Computer System.

Computer System means: -

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any

associated input, output, data storage device, networking equipment or back up facility, owned or operated by the Insured or any other party.

Data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.

11. **Acts of terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public/ any section of the public, in fear.
12. **Geographical area:** Malaysia, Republic of Singapore and Negara Brunei Darussalam.
13. **Legislation:** Road Transport Act, 1987 (Malaysia) Motor Vehicles (Third Party Risks and Compensation) Act (Cap 189) Republic of Singapore Motor Vehicles (Third Party Risks and Compensation) Rules 1960 (Republic of Singapore) Motor Vehicles Insurance (Third Party Risks) Act (Cap 90) Negara Brunei Darussalam (the reference to legislation under the heading "Avoidance of Certain Terms and Rights of Recovery") is limited to Section 94, 95 and 96 of the Road Transport Act 1987 (Malaysia) Section 7, 8 and 9 of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap 189) Republic of Singapore and Section 7 of the Motor Vehicles Insurance (Third Party Risks) Act (Cap 90) Negara Brunei Darussalam.
14. **Authorised Driver:** As described in the Policy of Insurance.
15. **Limitations as to Use:** As described in the Policy of Insurance.

ENDORSEMENT

These Endorsements are not applicable unless they are specified in the Schedule or attached thereto.

ENDORSEMENT 1 EXCESS ALL CLAIMS

You are responsible for the first RM (as per Policy Schedule) of each and every claim payable (including costs and expenses and expenditure incurred by **Us** in the conduct, defence and settlement of any claim) under *Section A / **Section A 1(e) & (f) of this Policy in addition to any other excess that may be applicable. If the expenses incurred by **Us** includes the amount for which **You** are responsible, such amount shall be repaid to **Us**.

Subject otherwise to the Terms and Conditions of this Policy.

Note: * *Applicable to Comprehensive Policy*

** *Applicable to Third Party Fire and Theft Policy*

N.B. - The amount of Excess mentioned herein shall be held to apply in addition to any other Excess that may be applicable to this Policy.

ENDORSEMENT 3 (p) THIRD PARTY ONLY

The cover provided for in this Policy is limited to Third Party only i.e. Section B (LIABILITY TO THIRD PARTIES).

Section A (LOSS OR DAMAGE TO **YOUR VEHICLE**) is cancelled.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 3 (q) THIRD PARTY FIRE AND THEFT

The cover provided for in this Policy is limited to Third Party Fire and Theft only.

Section A (LOSS OR DAMAGE TO **YOUR VEHICLE**) of this Policy will cover **You** if **Your** vehicle is damaged or lost by fire, explosion, lightning, burglary, housebreaking or theft and Section B (LIABILITY TO THIRD PARTIES).

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 15 HIRE PURCHASE

We have noted and agreed that (as per Policy Schedule) (hereinafter referred to as the Owners) are the Owners of **Your** Vehicle under a Hire Purchase Agreement made between the Owners and **You**. Any payment for the loss or damage to **Your** Vehicle (which loss or damage is not made good by repair reinstatement or replacement) under Section A of this Policy will be paid to the Owners so long as they are the Owners of **Your** Vehicle. Their receipt shall be a full and final discharge to **Us** in respect of such loss or damage. This Policy is issued to **You** as the principal party and not as agent or trustee neither for the Owners nor as an assignment by **You** to the Owners of **your** rights, benefits and claims under this Policy. **You** shall not assign **your** rights, benefits and claims under this Policy without prior written consent from **Us**.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 15(a) EMPLOYERS' LOAN

We have noted and agreed that (as per Policy Schedule) are interested in any moneys payable to **You** vide this Policy in respect of loss or damage to **Your** Vehicle (which loss or damage is not made good by repair reinstatement or replacement) and such moneys shall be payable to (as per Policy Schedule) until notice is given to **Us** that they have no financial interest in **Your** Vehicle, and their receipt shall be a full and final discharge of **Our** liability in respect of such loss or damage. Except by this Endorsement, nothing herein shall modify or affect **Our/Your** rights and liabilities under this Policy.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 19 PASSENGER RISK

We agree that Exception (c) of Section B of this Policy is cancelled. Provided that in the event of an accident occurring whilst the Motor Vehicle is carrying more than (as per Policy Schedule) persons (in addition to the attendant/conductor if any and the driver) **You** shall repay **Us** a rateable proportion of the total amount payable by **Us**. Provided however that in totalling the number of persons concerned for the purposes of the preceding proviso such adjustments shall be made as are permitted under any legislation applying to the carriage of children in the Motor Vehicle.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 25 STRIKE RIOT AND CIVIL COMMOTION

We have noted and agreed that the words "strike, riot and civil commotion" in General Exception 4 of this Policy shall not apply to any accident loss damage or liability directly caused by

1. the act of any person taking part together with others in any disturbance of the public peace (whether in connection with a strike or lockout or not) or the action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimising the consequences of such disturbance.
2. the wilful act of any striker or locked out worker done in furtherance of a strike or in resistance to a lockout or the action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimising the consequences of any such act

Provided that the indemnity given by reason of this Endorsement shall not apply to any accident loss damage or liability (except so far as is necessary to

meet the requirements of the Legislation) directly or indirectly proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with:

- a) war, invasion, the act of foreign enemies, hostilities or warlike operations (whether war be declared or not) civil war
- b) mutiny, civil commotion, assuming the proportions of or amounting to a popular rising military rising rebellion, revolution, insurrection, military or usurped power or any act of any person acting on behalf of or in connection with any organisation with activities directed towards the overthrow by force of the Government de jure or de facto or to the influencing of it by terrorism or violence or by the direct or indirect consequences of any of the said occurrences.

In the event of any claim hereunder **You** shall prove that the accident loss damage or liability arose independently of and was in no way connected to by or traceable to any of the said occurrences or any consequence thereof and in default of such proof **We** shall not be liable to make any payment in respect of such a claim.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 30 REPLACEMENT PARTS

In the event that spare parts or accessories for the repairs of **Your** Vehicle are not available in Malaysia, or if **We** exercise **Our** option to pay in cash for the loss or damage, then **Our** liability for such spare parts/accessories shall be:

- a) the price quoted in the latest catalogue or price list issued by the manufacturer or their agent, or in the event no such catalogue exists the price at manufacture's work plus reasonable cost of transport (except air freight) and reasonable cost of fitting such spare parts/ accessories.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 38 MOBILE CRANES

We agree that in respect of the Motor Vehicle (as per Policy Schedule) **We** shall not be liable:

Under Section A of this Policy in respect of loss or damage resulting from overturning arising out of the operation as a tool of such vehicle or

- a) of plant forming part of such vehicle or attached thereto except for loss or damage arising directly from fire external explosion self - ignition or lightning or burglary housebreaking or theft.
 - b) Under Section B of this Policy except so far as is necessary to meet the requirements of the Legislation in respect of liability incurred by **You** arising out of the operation as a tool of such vehicle or of plant forming part of such vehicle or attached thereto. N.B.1 Omit paragraph (a) for:
 - i). Third Party Policy.
 - ii). Comprehensive Policy where an additional premium has been paid for inclusion of damage by overturning
- N.B.2 Where a premium reduction is allowed for exclusion of damage when in use as a tool of trade, omit from paragraph (a) the words "resulting from overturning" and "except for loss or theft".
- N.B.3 Where additional premium has been paid for the inclusion of Third Party risks while in use as a tool of trade, omit para graph (b) for Comprehensive Policy and for Third Party Policy omit Endorsement entirely.

ENDORSEMENT 38A INCLUSION OF ACCIDENTAL DAMAGE TO THE BOOM

In consideration of the payment of additional premium by **You** to **Us**, the following is deemed to be covered under Section A of this Policy: "Accidental and Unforeseen Damage to the Boom of the Crane while in use as a tool of trade".

We will NOT pay for the damage to the boom:

- a) caused by mechanical breakdown
- b) caused by wear and tear

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 39 EXCLUSION OF THIRD PARTY WORKING RISKS

We agree that **We** shall not be liable under Section B of this Policy in respect of liability incurred by **You** arising out of the operations as a tool of the Motor Vehicle or of any plant forming part of such Motor Vehicle or attached thereto except so far as is necessary to meet the requirements of the Legislation.

ENDORSEMENT 57 INCLUSION OF SPECIAL PERILS

In consideration of the payment of additional premium by **You** to **Us** the following peril(s) is/are deemed to be covered under Section A of this Policy: Flood, Typhoon, Hurricane, Storm, Tempest, Volcanic Eruption, Earthquake, Landslide, Landslip, Subsidence or Sinking of the soil/ Earth or other convulsion of nature is involved.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 89 BREAKAGE OF GLASS IN WINDSCREEN, WINDOW or SUNROOF

In consideration of the payment of additional premium by **You** to **Us**, **We** will pay the cost of replacing/or repairing any glass in the windscreen, window or sunroof including lamination/tinting film, if any, of **Your** Vehicle following breakage of such glass up to an amount not exceeding RM (As per Policy schedule).

Provided no claim is made for any further damage to **Your** Vehicle, any claim under this endorsement shall not affect **Your** No Claim Discount and **You** shall not be liable for any excess as stated in the Policy. This benefit shall automatically be terminated upon replacement of any glass in the windscreen, window or sunroof unless the cover is reinstated by payment of a further additional premium.

You may however, subject always to **Our** agreement whether obtained before or after repair, exercise an option to repair the damaged windscreen, window or sunroof of **Your** Vehicle. In the event **You** opt to repair, **We** will continue to provide this benefit to **You** during currency of this period for the amount as stated above:

- a) Less any claim paid by **Us** for the repair; or
- b) For the reinstated original amount provided **You** have paid to **Us** a further additional premium for reinstatement.

However, in the event of a dispute on the option to repair or replace, **Our** decision shall be final.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 95 LEASING ENDORSEMENT

We have noted and agreed that:

1. (As per Policy Schedule) (hereinafter referred to as the Lessors) are the owners of **Your** Vehicle which is the subject of a Leasing Agreement made between the Lessors and Yourself of the other part.
2. Any payment made in respect of loss or damage (which loss or damage is not made good by repair reinstatement or replacement) pursuant to any

legal liability on **Our** part to **You** under Section A of this Policy shall be made to the Lessors as long as they are owners of **Your** Vehicle and their receipt shall be a full and final discharge to **Us** in respect of such loss or damage.

3. Regardless of any provision in the Leasing Agreement this Policy is issued to **You** as the principal party and not as agent or trustee for the Lessors. **You** cannot assign to the Lessors (whether legal or equitable) **Your** rights benefits and claims under this Policy.
4. Nothing herein shall be construed as creating and vesting any right in the Owner/Lessor to sue **Us** in any capacity whatsoever for any breach of **Our** obligations.

Subject otherwise to the Terms and Conditions of this Policy

ENDORSEMENT 97 VEHICLE ACCESSORIES ENDORSEMENT

In consideration of the payment of additional premium by **You** to **Us** the following accessories are separately covered under Section A:

<u>Description</u>	<u>Your Estimated Value</u>
As per Policy Schedule	As per Policy Schedule

Any claim made under this endorsement shall not affect **Your** No Claim Discount entitlement and **You** shall not be liable for any specified excess as stated in the Policy. Upon settlement of any claims under this endorsement, this benefit shall automatically be terminated unless reinstated by payment of a further additional premium.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 97A – GAS CONVERSION KIT AND TANK

In consideration of the payment of additional premium by **You** to **Us** the Gas Conversion Kit and Tank is separately covered under Section A:

<u>Your Estimated Value</u>
As per Policy Schedule

Any claim made under this endorsement shall not affect **Your** No Claim Discount entitlement and **You** shall not be liable for any specified excess as stated in the Policy. Upon settlement of any claims under this endorsement, this benefit shall automatically be terminated unless reinstated by payment of a further additional premium.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 106 INSURANCE COMPANY'S AUTHORISED WORKSHOP

Conditions 2(h) of this Policy is hereby amended to read as follows:

In the event **Your** Vehicle is involved in an accident and gives rise to a claim, **Your** Vehicle must be removed to a PIAM Approved Repairers Scheme (PARS) workshop selected and approved by **Us** for repairs. Failure to remove **Your** Vehicle to an approved workshop would be a breach of this endorsement and **We** shall have the right to decline liability under Section A of the Policy.

ENDORSEMENT 109 EXTENSION OF COVER FOR FERRY TRANSIT TO AND/OR FROM SABAH AND THE FEDERAL TERRITORY OF LABUAN

We will cover **You** under Section A of this Policy if **Your** Vehicle is damage or lost when in transit to and/or from Sabah and Federal Territory of Labuan In the event of any claim arising from this extension, **You** are responsible in respect of each and every event for an excess of 1% of Sum Insured or RM500 (whichever is higher) in additional to the Excess stated in the schedule.

Subject otherwise to the Terms and Conditions of this Policy.

ENDORSEMENT 112 COMPENSATION FOR ASSESSED REPAIR TIME (CART)

In Consideration of the payment of additional premium by **You** to **Us**, **We** will pay compensation at the rate of (As per Policy Schedule) per day up to (As per Policy Schedule) days or the number of days assessed as required for repair of such Motor Vehicle whichever is lesser following a loss damage covered under Section A of this Policy. No excess shall be applicable for this endorsement. Such compensation shall not be payable in the event the loss or damage is confined only to breakage of any glass in the windscreen, window or sunroof of **Your** Vehicle.

Provided that:

- a) such benefit shall be payable based on the loss adjuster's assessment of the days required for actual repair but exclude any delays howsoever caused whether the claim for loss or damage to **Your** Vehicle covered under Section A is either lodged with **Us** or against a Third Party. In any dispute, the assessed repair time determined by **Us** shall be final
- b) the benefit is payable for partial loss (excluding theft and total loss) of the covered vehicle
You can make more than one claim under this Policy endorsement provided the total number of days in accumulation that **You** can claim does not exceed the cover purchased. Any claim under this endorsement shall not affect the No-Claim-Discount. No refund shall be allowed for cancellation of this endorsement unless the cancellation is effected together with the cancellation of the Policy.

Subject otherwise to the Terms and Conditions of this Policy.

WARRANTY NO. 1 WARRANTY ON OVERLOADING OF VEHICLE

Warranted that **We** shall not be liable under Section A of this Policy in the event that at the time of accident giving rise to a claim under this Policy **Your** Vehicle carries a load in excess of the permitted weight and/or number of passengers as specified in the registration book of **Your** Vehicle. Provided always that this warranty shall not apply unless overloading exceeds by 10% of the permitted weight (for goods carrying vehicles).

Subject otherwise to the Terms and Conditions of this Policy.

Notes: For the purpose of calculating the number of persons where children are carried, such adjustments shall be made as are permitted under any legislation applying to the carriage of children in the motor vehicle.

COMMERCIAL PA

In consideration of the additional premium that **You** paid **Us** for this endorsement, it is hereby declared and agreed that, if **Your Authorized Driver** and/or **Attendant** sustain any bodily injury or death that is caused solely or directly by violent, accidental, external and visible means whilst driving or riding as passenger(s), boarding or alighting from the named **Vehicle** described in the Schedule, payment of benefits will be paid as per follows:

- a. In respect of any accidental death benefits payable under the Table of Benefits as stated below in relation to the coverage to **Your Authorized Driver** and/or **Attendant**, it shall be paid in accordance to Schedule 10 of the Financial Services Act 2013.
- b. In respect of any benefits payable (except any accidental death benefits) under the Table of Benefits as stated below in relation to the coverage to

Your Authorized Driver and/or **Attendant** it shall be paid to **Your Authorized Driver** and/or **Attendant** in connection with the same accident.

- c. On the happening of an accident giving rise to a claim under Benefit 1 or 100% of Benefit 2, this **Policy** shall thereafter cease to apply.
- d. Death or loss or disablement must occur independently of any other cause within 12 months from the date of accident.
- e. Our total liability in respect of death and permanent disablement to **Your Authorized Driver** and/or **Attendant** during any one accident shall not exceed 100% of the benefit as per specified in the Schedule.

Benefit	Sum Insured
1. Accidental Death	RM50,000
2. Permanent Disablement	
• Loss of both hands or both feet or sight of both eyes	RM50,000
• Loss of one hand and one foot	RM50,000
• Loss of either hand or foot and sight of one eye	RM50,000
• Total paralysis (from neck down)	RM50,000
• Loss of four fingers and thumb in one hand	RM25,000
• Loss of hearing of both ears	RM25,000
• Loss of speech	RM25,000
• Loss of sight of one eye	RM25,000
• Loss of all toes in one foot	RM25,000
<p>'Loss' with reference to hand or foot means complete through or above the wrist or ankle joint, within 180 days after the date of accident and with reference to eyes means the entire and irrecoverable loss of sight.</p>	

Eligibility

- **Your Authorized Driver** should be 17 years old and above, as per regulations by Malaysia Road Transport Department.

Exclusions

This insurance does not apply to:

- a) loss caused directly or indirectly, wholly or partly, by:
 - i. bacterial infections (except pyogenic, infections which shall occur through an accidental cut or wound).
 - ii. any other kind of disease/ underlying illness
 - iii. medical or surgical treatment (except such as may be necessary solely by injuries insured by this **Policy** and performed within the time provided in the **Policy**).
- b) any bodily injury which shall result in hernia.
- c) suicide or any other attempt thereof (sane or insane).
- d) loss occasioned by war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), mutiny, civil war, rebellion, revolution, insurrection, conspiracy, military or usurped power, martial law or state of siege, or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege, seizure, quarantine, or customs regulations or nationalisation by or under the order of any government or public or local authority, or any weapon or instrument employing atomic fission or radioactive force, whether in time of peace or war. This exclusion shall not be affected by any **Endorsement** which does not specifically refer to it, in whole or in part. **Your Authorized Driver** and/or **Attendant** shall, if so require, and as a condition precedent to any liability of **Us**, prove that the loss did not in any way arise under or through any of the above excluded circumstances or causes.
- e) loss occasioned while the named **Vehicle** described in the Schedule is used for hire, racing, road rally, pace-making, speed-testing or use for any purpose in connection with motor trade.
- f) if **Your Authorized Driver** do not have a valid driving license to drive the named **Vehicle** described in the Schedule. This will not apply if **Your Authorized Driver** have an expired license (as per Road Transport Act regulation) but are not disqualified from holding or obtaining such driving license under any existing laws, by-laws and regulations of the Road Transport Act.
- g) while the named **Vehicle** is used for illegal business pursuit as an unlicensed common carrier.
- h) child birth, miscarriage, abortion or pregnancy.
- i) while **Your Authorized Driver** and/or **Attendant** is under the influence of intoxicating liquor, alcohol or drugs.
- j) while committing or attempting to commit any unlawful act.
- k) death or disablement directly or indirectly arising out of or consequent upon or contributed to by Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC) howsoever this syndrome has been acquired or may be named.
- l) any pre-existing conditions or physical defect or infirmity, fits of any kind.
- m) loss, damage or liability to the named **Vehicle** described in the Schedule or caused by the named **Vehicle** described in the Schedule during the breakdown assistance and towing service.
- n) while **Your Authorized Driver** and/or **Attendant** are participating in a brawl or strike, riot, civil commotion or demonstration.

Conditions

If any claim is paid under this benefit, no reinstatement of coverage is allowed.

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

Medical Expenses

Reimbursement up to RM2,000 of the sum insured for the actual cost of medical expenses necessarily and reasonably incurred by the **Authorized Driver and/or Attendant** due to accident within the scope of this extension.

Funeral Expenses

Pays the lump sum payment RM1,000 of the sum insured in the event of accidental death within the scope of this extension of the Authorized Driver and/or Attendant.

POLICY INFORMATION STATEMENT

1. In case of any changes to Your address, please inform Us immediately.
2. If You have any enquiries other than claims, please contact Us at:
Etiqua General Insurance Berhad
Level 13, Tower B, Dataran Maybank
No. 1, Jalan Maarof
59000 Kuala Lumpur, Malaysia
Telephone Number: +603 2297 3888
Facsimile Number: +603 2297 3800
Etiqua Online: 1300 13 8888
E-mail: info@etiqua.com.my
Homepage: www.etiqua.com.my
3. In the event of claims under the Policy, please call Our Claims Assist at 1300 88 1007.

COMPLAINT PROCEDURES

If You feel that Our service to You needs improvement, please let Us have Your feedback by contacting Us by post at:

Complaint Management Unit
Etiqua General Insurance Berhad
Level 6, Tower B, Dataran Maybank
No. 1, Jalan Maarof
59000 Kuala Lumpur, Malaysia;

Or by telephone number 1300 13 8888 or +603 2780 4500 (Overseas)
Facsimile Number: +603 2297 1919
E-mail: complaint_cmu@etiqua.com.my

We assure You that Your feedback will be looked into.

The Ombudsman for Financial Services (OFS) and Bank Negara Malaysia's Laman Informasi Nasihat & Khidmat (BNMLINK) provide alternative avenues for members of the public to seek redress against unfair market practices.

PROCEDURE FOR COMPLAINT TO OFS

The Ombudsman for Financial Services (OFS) may be contacted by the Claimant or Insured Person, in the event that the Claimant or Insured Person is dissatisfied with the decision of Etiqa General Insurance Berhad to a dispute, or Etiqa General Insurance Berhad's failure to respond to a complaint within sixty (60) days. The OFS contact details are as follows:

Email: enquiry@ofs.org.my
or
Facsimile Number: +603-2272 1577
or
Postal address:

Chief Executive Officer
Ombudsman for Financial Services
(Formerly known as Financial Mediation Bureau)
Level 14, Main Block
Menara Takaful Malaysia
No.4, Jalan Sultan Sulaiman
50000, Kuala Lumpur

Alternatively, the Claimant or Insured Person may file the dispute in person at the OFS office.

The OFS must be contacted within six (6) months from the date of the final decision from Etiqa General Insurance Berhad to the dispute of the Claimant or Insured Person.

For further details on the OFS, please obtain the information pamphlets from Etiqa General Insurance Berhad or visit the OFS website at www.ofs.org.my.

Engagement of the OFS is subject to the terms of reference pursuant to Section 126 of the Financial Services Act 2013. Contacting the OFS does not affect the Claimant's or Insured Person's right to take legal action against Etiqa General Insurance Berhad should they be dissatisfied with the outcome by the OFS.

PROCEDURE FOR COMPLAINT TO BNMLINK

Any Insured Person or Claimant who is not satisfied with the conduct of the Insurance Company may write to BNMLINK, giving details of the complaint, the name of the Insurance Company and the Policy number or the claim number.

Copies of the correspondence (if any) between the Insured Person or the Claimant and the Insurance Company may be sent to facilitate tracing the case file kept by the Insurance Company.

The contact details are as follows:

Director, Jabatan LINK dan Pejabat Wilayah
Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur, Malaysia
Telephone Number: 1300 88 5465
Facsimile Number: +603 2174 1515
E-mail: bnmlink@bnm.gov.my