

## FAQ for Tesla Ensure

### 1. What is the benefit coverage for 'EV home wall charger coverage'?

The Etiqa EV Home Charger insurance/takaful coverage add-on provides reimbursements of up to RM12,000 to replace or repair your EV home charger in the event of loss or damage due to:

- Theft
- Fire
- Flood
- Lightning
- Explosion
- Hurricane, cyclone, typhoon, windstorm, earthquake
- Aircraft and aerial devices or articles dropped therefrom
- Impact damage by road vehicles
- Burst or overflowing water tanks, apparatus or pipes

### 2. What is the benefit coverage for 'Special Relief Allowance due to total loss and theft'?

Provides lump sum payment of RM1,500 for the loss of use in the event of TOTAL LOSS or THEFT to your vehicle.

### 3. What is the benefit coverage for 'Personal Accident Coverage'?

Provides coverage for accidental bodily injury resulting in Death and Permanent Disability whilst the insured/participant is driving or riding as passenger, boarding or alighting from your car.

Table of Benefits	Sum Insured/Covered
1. Accidental Death	18,000
2. Loss of both hands or both feet or sight of both eyes	18,000
3. Loss of one hand and one foot	18,000
4. Loss of either hand or foot and sight of one eye	18,000
5. Total paralysis (from neck down)	18,000
6. Loss of four fingers and thumb in one hand	9,000
7. Loss of hearing of both ears	9,000
8. Loss of speech	9,000
9. Loss of sight of one eye	9,000
10. Loss of all toes in one foot	9,000

- Loss of hand or foot means complete through or above the wrist or ankle joint, within 180 days after the date of accident.
- Loss of eyes means the entire and irrecoverable loss of sight.

Conditions:

- Benefits payable under this coverage shall not exceed 100% of the sum insured/covered.
- This cover is automatically terminated once the claim become payable.
- No reinstatement.

**4. What is the benefit coverage for 'Flood Relief Allowance'?**

Provides lump sum payment of up to RM1,500 for damage to your vehicle which require repairs and/or cleaning due to flood.

**5. What is the benefit coverage for 'Compassionate Benefit'?**

Provides lump sum payment of RM1,000 in the event of accidental death of the insured/participant.

**6. What is the benefit coverage for 'Key Care Cover'?**

Provides reimbursement of the actual expenses incurred to repair or replace the car key due to theft, attempted theft, robbery or house break-in.

**7. What is the benefit coverage for '24/7 Emergency and Unlimited Towing Mileage'?**

Provides entitlement of Etiqa Auto Assist Program Benefits by Etiqa service provider:

- 24 hours a day, 7 days a week.
- In Malaysia, Singapore, Thailand and Brunei (excluding all islands except Penang, Langkawi and Labuan).

Features of the Etiqa Auto Assist program benefits including:

a) 24 hours Breakdown Assistance (Repair on site)

- Free labour cost for roadside assistance up to maximum of 2 hours per event.
  - Jump Start / Replace 12V battery
  - Assist to replace your tyre (s)
  - Towing to the nearest EV charging station
- Cost for spare parts shall be borne by driver.

b) Unlimited 24 hours towing Assistance

- Assist to tow your vehicle if it suffers a breakdown or accident to:
  - A panel repairer
  - A franchise repairer
  - An approved repairer
- All toll charges shall be borne by driver.

#### Conditions for 24 hours towing assistance

- Within Malaysia – Etiqa service provider will assist to tow Your Car to our approved repairers or franchise repairers if suffers a breakdown or accident.
- While in Singapore, Thailand or Brunei – Etiqa service provider will assist to tow Your Car to the nearest franchise repairers.
- Repatriation - Service provider may assist driver in organizing the repatriation of Your Car to Malaysia border. However, all repatriation cost to Malaysia border shall be by driver.