



## **ITEMS/SERVICES THAT ARE NOT COVERED UNDER THE ETIQA AUTO ASSIST CARE PROGRAMME**

Our Call Centre shall not be required to provide its services for the following:

1. Services which are not organised or pre-approved directly by Our Call Centre;
2. Cost of services which are claimable under the Motor Insurance Policy (e.g. towing cost in the event of an Accident);
3. Any cost on parts and cost of repairs at the workshop or service centre;
4. Service provision outside the territorial limits stated;
5. Any commercial vehicle;
6. When the car keys are not available or locked inside the Named Vehicle;
7. Towing of a Named Vehicle for the purpose of disposing the vehicle;
8. Towing of a Named Vehicle for the purpose of transferring the vehicle from one workshop to another;
9. When there isn't a valid road tax disc displayed on the Named Vehicle;
10. Named Vehicle that has been dismantled fully or partly in a workshop;
11. Towing a Named Vehicle of which the registration number does not match the number registered with Our service provider;
12. If the Named Vehicle suffers a mechanical breakdown and is immobilised on an unpaved road surface or on a road that is not a gazetted road under the Malaysia, Singapore, Thailand, Brunei Road System; and
13. If the Named Vehicle requires the use of special equipment during its recovery process.