

### Campaign Information

Campaign Name	<b>Motorcycle FREE Towing Assistance Campaign</b>
Campaign Description	Providing additional complimentary Etiqa Auto Assist Care services (Towing Assistance) to Etiqa Comprehensive Motorcycle customers
Campaign Period	11 May 2022 – 11 August 2022
Campaign Eligibility	<ul style="list-style-type: none"> <li>▪ Renewing Etiqa Comprehensive Motorcycle Insurance/Takaful customers</li> <li>▪ New Etiqa Comprehensive Motorcycle Insurance/Takaful customers</li> </ul>
Offerings	<ul style="list-style-type: none"> <li>▪ FREE coverage up to 50km* (one way) Towing Assistance per accident/breakdown</li> <li>▪ Subsequent towing mileage charged at RM3 per km</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>▪ Purchase/sign-up of an Etiqa Comprehensive Motorcycle Insurance/Takaful policy/certificate during the campaign period will automatically entitle the policyholder/certificate owner to a 50km* one way free towing assistance during the customer's policy/certificate period of insurance/takaful</li> <li>▪ Only open for Customers residing in Peninsular Malaysia</li> <li>▪ Applicable for comprehensive coverage policies/certificates for motorcycles below 250cc</li> <li>▪ Applicable for All-Riders and Single Rider coverages</li> </ul>

### Campaign Terms & Conditions

General Information	<ul style="list-style-type: none"> <li>▪ The 'Motorcycle Free Towing Assistance' campaign applies to all Comprehensive Private Motorcycle policies/certificates (Etiqa Motorcycle Insurance/Takaful plans) under Etiqa General Insurance Berhad and Etiqa General Takaful Berhad</li> <li>▪ This campaign shall commence from 11 May 2022 to 11 August 2022 ("Campaign Period")</li> <li>▪ Etiqa reserves the right to terminate the campaign at any time</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>▪ Customers who purchase/sign up for an Etiqa Comprehensive Motorcycle Insurance/Takaful plan during this campaign period will enjoy FREE towing assistance of up to 50km* (one way) during the period of insurance/takaful of the policy/certificate (New Auto Assistance Service for Motorcycles)</li> <li>▪ 24-hour towing assistance to the nearest motorcycle workshop, Etiqa Panel Workshop or customer's preferred motorcycle workshop</li> <li>▪ The 50km* (one way) towing service is covered by the insurance policy/takaful certificate and is provided for motorcycles that cannot be ridden or pushed as a result of any damages suffered</li> <li>▪ All other benefits will be as stated on the insurance policy/takaful certificate</li> </ul>
Contact Point	For any enquiries related to this campaign, please contact: Etiqa Oonline: 1-300-13-8888 Etiqa Live Chat: <a href="http://www.eti.qa/livechat">www.eti.qa/livechat</a> Etiqa Auto Assist Care: 1-800-88-6491
Channel of Purchase	This campaign is applicable for purchases/ sign-ups made via the following channels: <ul style="list-style-type: none"> <li>▪ Maybank Branches/Auto Finance Centres</li> <li>▪ Etiqa Branches</li> <li>▪ Etiqa Agents</li> <li>▪ Etiqa Oonline Telesales centre</li> <li>▪ Etiqa's Digital Platforms at <a href="http://www.etiqa.com.my">www.etiqa.com.my</a> and <a href="http://www.motortakaful.com">www.motortakaful.com</a></li> </ul>

## Frequently Asked Questions

**1. What is the 'Motorcycle FREE Towing Assistance' campaign?**

It is a campaign to provide motorcycle towing assistance to Etiqa policyholders/certificate owners who renew or purchase/sign up for a Comprehensive Etiqa Motorcycle Insurance/Takaful plan under Etiqa General Insurance Berhad and Etiqa General Takaful Berhad.

**2. When is the campaign period?**

The campaign will run from 11 May 2022 to 11 August 2022.

**3. What is the campaign offer?**

Customers who renew or purchase/sign up for an Etiqa Comprehensive Motorcycle Insurance/Takaful plan during this campaign period will enjoy up to 50km\* (one way) FREE towing assistance within the period of insurance/takaful of the policy/certificate.

**4. Who can participate in this campaign?**

This campaign is open to all Etiqa and non-Etiqa customers who renew or purchase/sign up for a Comprehensive Etiqa Motorcycle Insurance/Takaful plan under Etiqa General Insurance Berhad and Etiqa General Takaful Berhad.

**5. Where can I purchase/sign up an Etiqa Motorcycle Insurance/Takaful plan?**

You may purchase/sign up directly from Maybank Branches/Auto Finance Centres, Etiqa Branches, Etiqa Agents, Etiqa Online Telesales centre, and Etiqa's Digital Platforms at [www.etiqa.com.my](http://www.etiqa.com.my) and [www.motortakaful.com](http://www.motortakaful.com)

**6. Am I eligible for this campaign if my motorcycle insurance/takaful plan was not previously provided by Etiqa?**

Yes, Etiqa will accept customers who renew or purchase/sign up for a new Etiqa Comprehensive Motorcycle Insurance/Takaful plan.

**7. Will I be able to enjoy the 50km\* (one way) FREE towing assistance under this campaign if I renew or purchase/sign up for an Etiqa Comprehensive Motor Insurance/Takaful plan on 12 August 2022?**

No, this campaign is only valid until 11 August 2022.

**8. My Etiqa Motorcycle Insurance policy/Takaful certificate will only be expiring on 12 August 2022 (or after the campaign period has ended). If I renew my policy/certificate within the campaign period (11 May - 11 August 2022), will I be eligible for the 50km\* (one way) FREE towing assistance under this campaign?**

Yes, you will be able to enjoy the 50km\* (one way) FREE towing assistance.

**9. Who can I contact if I require more information about this campaign?**

If you have additional questions or concerns regarding the campaign, please contact your insurance/takaful advisor or reach out to us via the Etiqa Customer Service touch points as stated below:

Etiqa Online: 1-300-13-8888

Etiqa Live Chat: [www.eti.qa/livechat](http://www.eti.qa/livechat)

Etiqa Auto Assist Care: 1-800-88-6491