

ROADSIDE ASSISTANCE

TERMS AND CONDITIONS

BENEFITS	DESCRIPTION	VALUE	
		COVERAGE	TERRITORIAL LIMITS
24-Hour Breakdown/ Accident Towing	Cover towing distance up to the respective km in One-way (additional km in One-way will be charged RM3.00/km).	100km One-way	Anywhere in Malaysia. But, in East Malaysia, coverage will only be within 25km from KK, Sandakan, Lahad Datu, Tawau, Sibul, Bintulu, Miri, Kuching & Labuan (exclude Islands).
Minor Roadside Repair	Due to breakdown, cover unlimited labour cost up to	Unlimited	Anywhere in Malaysia. But, in East Malaysia, coverage will only be within 25km from KK, Sandakan, Lahad Datu, Tawau, Sibul, Bintulu, Miri, Kuching & Labuan (exclude Islands).

- 12 months coverage
- All toll charges and cost of spare parts to be borne by the Customer.
- Applicable to Only applicable for private vehicles, exclude commercial vehicles.

Non Covered Events

- No roadside repair will be provided in case of legal or warranty-related restrictions
- The service shall only be provided on roads open to the public (incl. racetracks) and at home
- For off-road Vehicles the service shall also be provided off the road where accessible and compatible with the law
- Services which are not organized or pre-approved directly by the AWP Services.
- Service provision outside the territorial limits stated.
- If the Vehicle is or has been modified for participation in rally, racing, speed or duration tests or modified against government regulations.
- Towing of a Vehicle for the purpose of disposing the Vehicle.
- No valid road tax
- Towing a stolen Vehicle which has been discovered or abandoned
- Vehicle that has been dismantled fully or partly in a workshop.
- Towing a Vehicle which registration number does not match with the number registered with the AWP Services
- An unregistered Vehicle
- An unattended Vehicle
- Loss or damage to any property carried in or on the Vehicle.
- Loss or damage directly or indirectly as a result of wars, invasion, act of God, act of foreign enemies, hostilities whether declared or not, civil war, rebellion, insurrection, terrorism, military, usurped power, riot or commotion.
- Consequential loss arising directly or indirectly from the Vehicle becoming immobile
- If the driver operates the Vehicle under influence of alcohol, solvent abuse, drugs, or other illegal substances.
- Any criminal act or offence by the driver and/or passengers of the Vehicle for any unlawful or illegal purpose
- Nuclear radio activity, epidemic or pandemic
- Suicide or attempted suicide or accident due to mental illness

EMERGENCY HOME ASSISTANCE

TERMS & CONDITIONS

EHA Scope of Assistance		
Services	Description	Exclusions
24/7 Assistance Hotline (Local)	<ol style="list-style-type: none"> 1. 24/7 assistance hotline 2. 24/7 Call center to answer calls and arrange for the emergency service 3. 24/7 Call center to answer general enquiries related to the EHA program 	<ol style="list-style-type: none"> 1. Property that has been left unoccupied for more than 90 days
Emergency Plumbing Assistance	<ol style="list-style-type: none"> 1. Broken or leaking water pipes 2. Choke-age of sinks, waters pipes and toilet bowls 3. Broken or leaking cistern 4. Broken or leaking water taps / faucets 	<ol style="list-style-type: none"> 1. This Service shall not extent to a leaking water tap which requires re-washing 2. Water leaking from ceiling 3. Leaking gas stove or water heater 4. The cost of replacement parts which need to be replaced as a consequence of natural wear and tear and/or gradual deterioration 5. Concealed water pipe(s) within walls of toilet or kitchen only
Emergency Air Conditioning Assistance	<ol style="list-style-type: none"> 1. Gas leakage repair 2. Repair faulty compressor motor or fan due to mechanical malfunction. 	<ol style="list-style-type: none"> 1. Air conditioner unit not older than 3 years old 2. Air conditioner unit that has not been regularly serviced (at least once a year) 3. The cost of replacement of any items or parts 4. The service costs (other than call out fees) for repairs outside of the covered benefits
Emergency Electrician Assistance	<ol style="list-style-type: none"> 1. Blackout due to lightning and circuit overload 2. Repair of burnt fuse inside Main Electrical Circuit Board (ELCB) as a result of circuit overload 3. Malfunction of power supply socket 	<ol style="list-style-type: none"> 1. This service does not extend to failure or malfunction of electrical appliances like televisions, refrigerators, ovens, water heaters, etc. caused by the emergency event 2. Does not extend to food spoilage in the refrigerator
Emergency Locksmith Assistance	<ol style="list-style-type: none"> 1. Locked out of house 2. Broken key stuck in the lock 3. Faulty lockset 4. Locked out of bedroom due to malfunctioning or broken locking mechanisms 	<ol style="list-style-type: none"> 1. This service shall not extent to broken lock or lockset due to force entry, actual or attempted theft
Emergency Pest control Assistance	<ol style="list-style-type: none"> 1. Pest infestation by bees, wasps, hornets, rodents and termites only. (For termite infestation, the service does not cover recurring termite infestation) 	<ol style="list-style-type: none"> 1. This service shall not pay for such services made within the first three (3) months from the first inception date of cover 2. This service does not cover recurring termite infestation 3. This service does not extend to ants or cockroaches infestation

- 12 months coverage
- Maximum 2 call out per customer per period of coverage, up to MYR 200 per call out