

PRODUCT DISCLOSURE SHEET	Etiqa General Insurance Berhad (“We/Us/Our”)
Read this Product Disclosure Sheet before you decide to take out the Comprehensive Motorcycle Insurance . Be sure to also read the general terms and conditions.	Comprehensive Motorcycle Insurance Date : 01/03/2024

1. What is this product about?

This policy provides insurance against loss or damage to your motorcycle, liability to third parties for bodily injury or death and damage to third parties' property.

2. What are the covers/benefits provided?

This policy covers:

- Loss or damage to your motorcycle due to accidental fire, theft or accident;
- Third party bodily injury or death; and
- Third party property loss or damage.

Optional benefits that you may wish to purchase by paying additional premium:

- All Riders
- Damage arising from Flood and Landslide
- Strike, Riot and Civil Commotion.

Note:

1. These benefits are non-exhaustive. Please refer to the policy contract for more information.
2. Duration of cover is for one year. You need to renew the insurance cover annually.
3. It is an offence under the laws of Republic of Singapore to enter the country without extending passenger liability cover to your motor insurance.
4. The benefits payable under eligible product are protected by Perbadanan Insurans Deposit Malaysia (PIDM) up to limits. Please refer to PIDM's Takaful and Insurance Benefits Protection System (TIPS) Brochure or contact us or PIDM (visit www.pidm.gov.my).

3. How much premium do I have to pay?

The total contribution that you have to pay may vary depending on the sum covered, make and model of your vehicle, your age, past claim experience, No-Claim-Discount (NCD) entitlement, optional benefits selected and our underwriting requirements.

Example:

For Motorcycle	
Age of Vehicle	: 5 years
Cubic Capacity	: 98 cc
Sum Insured	: RM5,000.00
NCD Entitlement	: 20%
Additional Cover	: Passenger Liability

The estimated total premium that you have to pay is RM139.50 as stated below:

Base Premium	: RM147.78
Less 20% NCD entitlement	: <u>RM 29.56</u>
	RM118.22
Plus Additional Cover (Passenger Liability)	: <u>RM 15.00</u>
	: RM133.22
Less 10% Discount	: <u>RM 13.32</u>
	RM119.90
8% Services Tax	: <u>RM 9.60</u>
Total Premium	: RM129.50
Plus Stamp Duty	: <u>RM 10.00</u>
Total Premium Payable	: <u>RM139.50</u>

*This sum insured is based on the current market value of the vehicle based on reference to Insurance Services Malaysia Berhad's ("ISM's") Automotive Business Intelligence ("ABI") vehicle valuation database system.

All premiums (if applicable) will be subjected to relevant charges or taxes, as deemed necessary by the Malaysia tax authorities. It is important to keep any receipt that you receive as proof of payment of premiums.

4. What are the fees and charges that I have to pay?

Type	Amount
Discount to the customer	10% of the premium
Services Tax	8% of the premium
Stamp duty	RM10.00

5. What are some of the key terms and conditions that I should be aware of?

Importance of disclosure

- a. Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Application Form (or when you apply for this insurance). You must answer the questions fully and accurately.
- b. Failure to take reasonable care in answering the questions 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.
- c. The above duty of disclosure shall continue until the time your contract of Insurance is entered into, varied or renewed with us.
- d. In addition in answering the questions in the Application Form (or when you apply for this Insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.
- e. 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 Application Form (or when you applied for this Insurance) is inaccurate or has changed.

Under/Over Insured Insurance - You must ensure that your vehicle is insured at the appropriate market value amount.

Excess – The excess, that is the amount of loss you have to bear in the event of claim as stated in your policy schedule.

Cash Before Cover – The premium due must be paid to us before the effective date of the policy.

Claim - If you wish to make a claim, here are the basic guidelines on what you need to follow:

- a. Please make a police report within 24 hours of the incident;
- b. Notify us immediately for any event that may give rise to a claim under your policy. Notification can be done in writing or via Claim Assist line 1300 88 1007;
- c. Complete and submit the Claim Form as soon as possible together with related documents to support the claim; and
- d. You may send your car to any of the following approved repairer:
 - Motor repair workshops which are on Our panel of approved workshops; or
 - Motor repair workshops approved by Persatuan Insurans Am Malaysia (PIAM) under the PIAM Approved Repairers Scheme (PARS); or
 - Any other repairer that We have given You special permission to use.

Please refer to the policy wording for further details on the Approved Repairer.

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of terms and conditions.

6. What are the major exclusions under this policy?

This policy does not cover certain losses, such as:

- Your own death or bodily injury due to a motor accident;
- Your liability against claims from your pillion;
- Loss, damage or liability arising from an act of nature i.e. flood, storm or landslide; and
- The loss of use of your vehicle.

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.

7. Can I cancel my policy?

You may cancel your policy at any time by giving written notice and returning your original Certificate of Insurance to us. Upon cancellation, any refund of the premium would be based on the conditions stipulated in the policy.

8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any changes in your contact details to ensure that all correspondences reach you in a timely manner.

9. Where can I get further information?

If you have any enquiries, please contact us via e-mail at info@etiqa.com.my, by calling Etiqa Online 1300 13 8888 or +603 2297 3888, by facsimile to +603 2297 3800, or by post to Etiqa General Insurance Berhad (197001000276), (Licensed under Financial Services Act 2013 and regulated by Bank Negara Malaysia), Level 13, Tower B, Dataran Maybank, No. 1, Jalan Maarof, 59000 Kuala Lumpur or visit our homepage at www.etiqa.com.my.

If you have a complaint, dispute or feedback in connection with this application, please contact our complaints unit via e-mail at complaint_cmu@etiqa.com.my, by calling 1300 13 8888 within Malaysia or +603 2780 4500 from overseas, by facsimile to +603 2297 1919, or by post to Complaints Management Unit, Level 6, Tower B, Dataran Maybank, No. 1 Jalan Maarof, 59000 Kuala Lumpur.

If you are dissatisfied with our conduct, you may refer to Bank Negara Malaysia via e-mail at bnmlink@bnm.gov.my, by calling 1300 88 5465, by facsimile to +603 2174 1515, or by post to Director, Jabatan LINK & Pejabat Wilayah, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur.

If you dispute a decision made by us, you may refer to the Ombudsman for Financial Services via e-mail at enquiry@ofs.org.my, by facsimile to +603 2272 1577, or by post to 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.

10. Other types of similar cover available

- a. Third party
- b. Third party, Fire and Theft.

IMPORTANT NOTE:

YOU MUST ENSURE THAT YOUR VEHICLE IS INSURED AT THE APPROPRIATE MARKET VALUE AMOUNT AS IT WILL AFFECT THE AMOUNT YOU CAN CLAIM. IN THE EVENT OF AN ACCIDENT, YOU MUST ENGAGE WITH OUR APPROVED REPAIRER. IF YOU HAVE A COMPREHENSIVE COVER AND YOU ARE NOT AT FAULT, YOU ARE ADVISED TO SUBMIT YOUR CLAIM TO US. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND CONTACT US DIRECTLY FOR MORE INFORMATION.

The information provided in this disclosure sheet is valid as at 01/03/2024.