

ROADSIDE ASSISTANCE



MPI Generali Roadside Assistance is a complimentary roadside breakdown and accident assistance programme provided to our Comprehensive Private Car policyholders.



1800 22 2262*



Why Choose Us?

Let us protect what's precious to you! MPI Generali Roadside Assistance is here for you, 24 hours, nationwide.



24-hour Customer Service Hotline

In the event of a breakdown or an accident, help is only a phone call away. Just contact our 24-hour toll-free customer service hotline at 1800 22 2262.



Free 24-Hour Nationwide Accident / Breakdown Towing

Towing services up to a value of RM300 available to your preferred workshop or for accident cases, to the police station, and subsequently to MPI Generali Authorised Partner Repairer.

SOS

Emergency Battery Delivery

Free delivery and installation of battery for immobilized registered vehicles due to battery failure (subject to battery model availability).



Insurance Claims Assistance

Hassle-free insurance claims submission through our insurance claims support services for registered vehicles repaired by MPI Generali Authorised Partner Repairer.



Others

Should you need any information on emergency message transmission, stolen car recovery assistance, alternative travel assistance and accommodation, we are here to assist!

* This is MPI Generali Roadside Assistance Hotline. Please call 1800 22 2262 to get directly in touch with us.

Alternatively, there is Accident Assist Hotline @15-500; a service provided by the Malaysian General Insurance and Takaful industry, who will forward your call to MPI Generali's Roadside Assistance and any other emergency contacts.

TERMS & CONDITIONS

1. The 24-hour Roadside Assistance is a complimentary service to our MPI Generali Private Car - Comprehensive Policyholders only. Value of Roadside Assistance provided is limited to RM300, any additional charges will be borne by the policyholder.
2. The complimentary 24-hour Roadside Assistance is only provided to Policyholder contacting the Roadside Assistance toll-free hotline 1800 22 2262 and utilises the services by the appointed authorised service provider.
3. The free 24-hour nationwide accident towing service is restricted to vehicle's mechanical breakdown and is limited to vehicles weighing is 3 tonnes and below, under the MPI Generali Private Car - Comprehensive policy cover.
4. In the case of accident, policyholders are advised not to accept any towing services offered by unauthorised service providers and to call 1800 22 2262 immediately to request for assistance such as i) tow vehicle to police station and ii) subsequently to the nearest MPI Generali Authorised Partner Repairer or any PIAM authorised workshops. Services rendered is limited to RM300, any additional charges will be borne by the Policyholder.
5. Costs for non-vehicle related assistance such as taxi fare or accommodation shall be borne solely by the Policyholder. Policyholder may request for taxi or accommodation assistance if required (referral basis). The actual taxi fare and accommodation cost will be borne by Policyholder.
6. The cost of consumables such as battery, engine oil, fuels or any other vehicle spare parts shall be borne by Policyholder.
7. Towing is permitted for verified vehicle mechanical breakdown where on-site assistance is not able to restore the vehicle to moving condition.
8. Towing benefit of RM300 will exclude toll charges (if applicable) and such toll charges shall be borne by Policyholder - paid directly to the towing provider.
9. Cost for repatriating the vehicle to the Customs of Malaysia shall be borne by Policyholder.
10. Reimbursement is only applicable for services arranged through our Roadside Assistance hotline (1800 22 2262).
11. Every incident is subject to cooling off period of fourteen (14) calendar days or cumulative claim up to RM300 each for every 2 weeks period.
12. The 24-hour emergency towing services shall be available in the event the vehicle is immobilized anywhere in Peninsular Malaysia. The 24-hour emergency towing is not available to all islands except Penang and Langkawi.
13. In East Malaysia, the 24-hour emergency assistance / towing shall be available in major towns namely; Kuching, Sibiu, Bintulu, Miri, Kota Kinabalu, Kudat, Sandakan, Lahad Datu, Tawau, Labuan and 35km radius along the Pan Borneo Highway.
14. If outside the above mentioned locations in East Malaysia, the service may not be provided swiftly due to limited service providers. You may contact 1800 22 2262 and we shall attempt to locate a service provider to assist you. If we are unable to provide the towing assistance, we shall advise you accordingly for allowable reimbursement arrangement up to RM 300. This reimbursement is only permissible if you have contacted 1800 22 2262 and have obtained confirmation of reimbursement arrangement.
15. Policyholder of commercial vehicles insured under MPI Generali Insurans Berhad may request services from Roadside Assistance at Policyholder's own cost. This arrangement will be handled between the Service Provider and Policyholder with no involvement from MPI Generali Insurans Berhad.

GENERAL EXCLUSIONS

1. Flood and Storm (unless vehicle has Special Perils Add-On)
2. War, riots, strike, civil commotion and act of terrorism
3. Driving under influence or drunk driving
4. Fire explosions or lightning
5. Incident due to unlawful use of vehicle i.e. vehicle use for criminal activity
6. Incident due to racing or participation in motorsport
7. Unauthorized driver i.e. driver without license
8. Vehicle without valid road tax and MPI Generali Insurans Berhad's Private Car Comprehensive Motor Policy.
9. Commercial Vehicle
10. Immobilised vehicle outside the territorial limits stated
11. Towing vehicle out of any workshop

Ease Your Mind With
UNLIMITED Towing!

Get **PA Coverage** for
all your passengers
and **UNLIMITED towing**
when you purchase our
Multi Drive Protector Plus!
Call us at 03-2034 9888 or
contact our authorized agents!

