



# PRODUCT DISCLOSURE SHEET

## for auto365 Comprehensive Premier Insurance

**IMPORTANT NOTE: Please read this Product Disclosure Sheet before you decide to take out the auto365 Comprehensive Premier Enhanced Private Car Insurance Policy. Be sure to also read the general terms and conditions.**

### 1. What is this private car insurance policy about?

This policy provides insurance coverage against loss or damage to your vehicle due to accidental damage, collision, fire, theft, attempted theft, liabilities to third party for bodily injury or death, third party property damage and other related benefits such as all drivers, towing assistance, compassionate allowance for loss of vehicle (CALV), flood relief allowance, key care cover, window snatch theft and ambulance fees.

### 2. What are the covers/benefits provided?

This insurance covers:

- loss or damage to your vehicle including accidental damage, collision, impact damage due to falling trees, fire, theft etc
- liability to third party for bodily injury, death and property damage
- all drivers
- towing assistance
- compassionate allowance for loss of vehicle (CALV)
- flood relief allowance
- key care cover
- window snatch theft
- ambulance fees

Some of the popular optional covers with additional premium are:

- full or partial limit for convulsion of nature e.g. flood, landslide etc.
- cover for windscreen, windows or sunroof
- legal liability to passenger(s) (LLP)
- compensation for assessed repair time (CART)
- strike, riot and civil commotion
- waiver of betterment
- private hire car (e-hailing)

This list is non-exhaustive. Please refer to our branches or insurance intermediaries for all other optional covers that are available.

Notes:

- i) It is required under the laws of the Republic of Singapore to have insurance cover for legal liability to your passengers before entering the country.
- ii) Duration of cover is for 1 year. You need to renew the insurance cover annually.

### 3. How much premium do I have to pay?

The total premium that you have to pay may vary depending on your individual risk profile including but not limited to your No Claim Discount (NCD) entitlement, optional cover(s) you purchase, vehicle's sum insured and other underwriting requirements.

**Liberty General Insurance Berhad** 197801007153 (44191-P)  
(Formerly known as AmGeneral Insurance Berhad)

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P. O. Box 6120 Pudu, 55916 Kuala Lumpur, Malaysia.

(Service Tax Registration No.: B16-1808-31015443)

The benefit(s) payable under this eligible policy is protected by PIDM up to limits.

Please refer to PIDM's TIPS Brochure or contact Liberty General Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).



1 800 88 6333



[customer@amassurance.com.my](mailto:customer@amassurance.com.my)



[www.amassurance.com.my](http://www.amassurance.com.my)

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

The fees and charges that you will have to pay are:

Type	Amount
Service tax	6% of the premium
Stamp duty	RM10.00
Agent's commission where there is an intermediary involved	10% of the premium

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

- Under-insurance clause will apply if your vehicle is under-insured for more than 10% of the market value at the time of loss. Therefore, it is important that you ensure that your vehicle is insured at an adequate market value to avoid under- or over-insurance.
- You have to bear the excess and the compulsory excess for loss or damage to your vehicle:
  - Excess is the first amount that you have to bear yourself for each and every claim arising out of one incident that we have approved. Please check your policy schedule to find out the excess amount that you are liable to pay for.
  - Compulsory excess is another RM400 in addition to the excess in your schedule that you have to bear yourself for each and every claim arising out of one incident that we have approved. However, it does not apply to loss or damage caused by fire, explosion, lightning, burglary, housebreaking, theft or attempted theft. The compulsory excess will be applied if you or the person driving your vehicle:
    - is under 21 years old; or
    - holds a Provisional (P) or Learner (L) driver's licence.
- Betterment shall apply if new original parts are used to repair your vehicle (for vehicle aged 5 years and above) which leads to your vehicle being in a better condition than it was before the damage. You would be required to contribute to its betterment a proportion of the costs of such new original parts.
- If you have insured your vehicle for a continuous period of 12 months and you or anyone else did not make any claim under this policy during that time, a NCD will be applied at each renewal. The applicable NCD will increase with each renewal if you continue to have claim free years. If you or anybody else meets with an incident which will give rise to a claim on this policy, the NCD entitlement that you have accumulated would drop to zero at the next renewal and your NCD will start all over again.

#### 6. What is the importance of disclosure that I should be aware of?

##### Consumer Insurance Contract

Where you have applied for this insurance wholly for purposes unrelated to your trade, business or profession, you had a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you applied for this insurance) e.g. you should have answered the questions fully and accurately. Failure to have taken 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 in accordance with Schedule 9 of the Financial Services Act 2013. You were also required to disclose any other matter that you knew to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

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 Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

##### Non-Consumer Insurance Contract

Where you have applied for this insurance for purposes related to your trade, business or profession, you had a duty to disclose any matter that you knew to be relevant to our decision in accepting the risks and determining the rates and terms to be applied, and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it 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.

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 Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

#### 7. At what value should I insure my vehicle?

You need to insure your vehicle based on the market value of your vehicle at the point you apply for this motor insurance policy. This value will be the "sum insured" of your vehicle in your motor policy.

## 8. Why should I choose your recommended sum insured as the policy sum insured?

The recommended sum insured is derived from an approved Market Valuation System and it is used as a guide to recommend your vehicle's sum insured when you purchase this insurance.

## 9. What is an "Agreed Value" Policy?

In the event of total loss or theft, the maximum amount that we will pay is up to the sum insured as shown in the policy schedule.

## 10. What is a "Market Value" Policy?

In the event of total loss or theft, the maximum amount that we will pay is up to the market value of the vehicle which will be determined at the time of loss or the sum insured as shown in the policy schedule; whichever is lesser.

It is important to insure your vehicle with the appropriate market value. Below are the effects of over-insurance and under-insurance when an incident happens and giving rise to a claim:

- Over-insurance: When a claim arises, the maximum amount that we will pay you is up to the market value of your vehicle even if your vehicle's sum insured is higher than the market value.
- Under-insurance: When a claim arises, we will only bear part of the loss in proportion to the difference between the market value and the sum insured. The balance has to be borne by you if the under-insured amount is more than 10% of the market value.

## 11. What are the major exclusions under this policy?

This policy does not cover certain losses, such as:

- you or your authorised driver is under influence of any alcohol or intoxicating liquor, narcotics, dangerous drug or any deleterious drugs or intoxicating substance to such an extent as to be incapable of having proper control of your vehicle
- your vehicle was being used:
  - for any unlawful purposes or any attempt of any unlawful purpose
  - to practise for or participate in a motor sport, competition, reliability trial, speed test or on any racetrack
- loss, damage or liability caused by an unauthorised driver
- loss, damage or liability connected to war, act of terrorism, strike, riot or civil commotion
- loss, damage or liability arising from convulsions of nature e.g. flood, typhoon, storm, landslide etc.

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

## 12. What are the services/benefits I get from this policy?

- **Am Auto Assist**
  - 24-hour towing assistance within 365km per round trip including unlimited toll charges incurred in any one incident your vehicle cannot be driven or is unsafe to be driven as a result of any damage covered by this policy and it needs to be towed within Malaysia
  - 24-hour breakdown services/towing up to 365km per round trip including unlimited toll charges incurred in any one incident your vehicle cannot be driven as a result of any breakdown within Malaysia

Please download the AmAssurance One Touch App to reach us or dial 1 800 88 6333 for assistance.

Notes:

- i) Round trip is defined as a trip by the tow truck from its starting location to the scene of the incident, then towing your vehicle to our approved repairer requested by you or your authorised driver or to a safe place of storage, then the tow truck's return trip to its starting location.
- ii) If the towing trip exceeds the mileage limit as stated above, additional costs will be borne by you or your authorised driver based on the prevailing market rates for towing.

- **AmAssurance Express Claim**

For speedy hassle-free process of Own Damage claim in "CASH", payment will be made to your bank account.

- **SMS Reminder**

SMS alert on policy renewal and claims status.

- **Our Approved Panel Repairer**

Hassle-free damage repair by any of our appointed motor panel repairers nationwide. Please contact us for the list of our approved panel repairers and the benefits of using them.

## 13. What should I know when making a claim?

- Report to the police for all incidents. For a road accident, you have to report to the police within 24 hours.
- Notify us in writing within 7 days after the incident. Complete the claim form in full and return it to us with the related documents within 21 days from your notification's date.

- In the event of an Own Damage claim, repair must be made by our approved repairer. Kindly note that this provision is set out in the terms and conditions of the policy, which you would breach if the repair is not made by our approved repairer. We will ensure there are approved repairers to provide reasonable and convenient access to you. Where we have not appointed any approved repairer at a certain location, we shall in the event of an incident:
  - make the necessary arrangements to assist you to access our approved repairer at another location including arranging for towing service at no cost to you; or
  - if the above is not feasible, we will permit the damaged vehicle to be repaired at a non-panel repairer as determined by us, provided that the non-panel repairer is approved by Persatuan Insurans Am Malaysia (PIAM) under the PIAM Approved Repairer Scheme (PARS).

**14. Can I have my vehicle be repaired at a non-panel repairer?**

Yes, you may send your vehicle to be repaired at a non-panel repairer as long as you have obtained our prior approval. However, please note that there will be more benefits applicable to you if you opt to go to our panel repairer instead. Please contact us for more details.

**15. Can I cancel my policy?**

You may cancel your policy at any time by giving a written notice to us. Upon cancellation, you are entitled to a refund of the premium if no prior claim was incurred, based on short-period rates, and any minimum premium paid under the policy is not refundable.

**16. If I add Private Hire Car endorsement to my private car policy,**

- **Am I entitled to a premium refund if I want to cancel this endorsement?**
  - upon cancellation of Private Hire Car endorsement, you are entitled to a refund of the premium on pro rata basis, if no prior claim was incurred under this endorsement.
- **What will happen to my NCD entitlement if I make an own damage claim under this endorsement?**
  - your NCD entitlement will drop to zero if you make an own damage claim under this endorsement.

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

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

**18. What are the other options of motor insurance cover available?**

Below are other options of motor insurance cover available:

- Motor insurance – Comprehensive Plus cover
- Motor insurance – Comprehensive cover
- Motor insurance – Third Party, Fire and Theft Premier cover
- Motor insurance – Third Party, Fire and Theft cover
- Motor insurance – Third Party<sup>Tariff</sup> cover

**19. Where can I get further information?**

Should you require additional information about motor insurance, please refer to the *insuranceinfo* booklet on “Motor Insurance” available at all our branches or you can obtain a copy of the booklet from your insurance intermediary to find out more.

If you have any enquiries, please contact us at:

**Liberty General Insurance Berhad**

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Pavilion Damansara Heights,  
3 Jalan Damanlela,  
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Toll Free : 1 800 88 6333

Email : [customer@amassurance.com.my](mailto:customer@amassurance.com.my)

Website : [www.amassurance.com.my](http://www.amassurance.com.my)

**IMPORTANT NOTE:**

**YOU MUST ENSURE THAT YOUR VEHICLE IS INSURED AT AN APPROPRIATE AMOUNT AS IT WILL AFFECT THE AMOUNT YOU CAN CLAIM. IN THE EVENT OF AN INCIDENT, YOU ARE ADVISED TO DEAL WITH APPROVED REPAIRERS. IF YOU ARE NOT AT FAULT, YOU ARE ADVISED TO SUBMIT YOUR CLAIM TO US. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT US DIRECTLY FOR MORE INFORMATION.**

Liberty General Insurance Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this disclosure sheet is issued on 01/09/2023 and will be valid until the next periodical review.