

PRODUCT DISCLOSURE SHEET	Etiqa General Insurance Berhad (“We/Us/Our”)
Read this Product Disclosure Sheet before you decide to take out the <b>Comprehensive Private Car Insurance</b> . Be sure to also read the general terms and conditions.	<b>Comprehensive Private Car Insurance</b> <b>Date : 11/05/2023</b>

**1. What is this product about?**

This policy provides insurance against liabilities to other parties for injury or death, damage to other parties' property, and accidental or fire damage to your vehicle or theft of your vehicle.

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

This policy covers:

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

Optional benefit that you may include with no additional premium:

- Drive Less Save More (DLSM) (Non-Tariff).

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

- Windscreen damage;
- Passenger liability cover;
- Damage arising from flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil / earth or other convulsions of nature;
- Compensation for Loss of Use;
- Current year No Claim Discount (NCD) relief;
- Vehicle accessories;
- Car Re-Spray Cover;
- Smart Key Replacement Cover;
- New Spare Part Replacement Cover; or
- Child Car Safety Seat (Non-Tariff).

**It is an offense under the law of Republic of Singapore to enter the country without extending passenger liability cover to your Private Car Insurance.**

Duration of cover is for one year. You need to renew the insurance cover annually.

**Note:** Please refer to the policy contract for more information.

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

The total premium that you have to pay may vary depending on the sum insured, 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 Private Car	
Make/Model	: Proton Gen-2
Age of Vehicle	: 5 years
Cubic Capacity	: 1597 cc
Sum Insured	: RM 30,000.00
NCD Entitlement	: 30%
Additional Cover	: Windscreen coverage with sum insured RM 500.00

The estimated total premium that you have to pay is RM 795.43 as stated below:

Base Premium	: RM 1,069.00
Less 30% NCD entitlement	: <u>RM 320.70</u>
	RM 748.30
Plus Additional Cover (Windscreen)	: <u>RM 75.00</u>
	RM 823.30
Less 10% Discount	: <u>RM 82.33</u>
	RM 740.97
6% Services Tax	: <u>RM 44.46</u>
Total Premium	: RM 785.43
Plus Stamp Duty	: <u>RM 10.00</u>
Total Premium Payable	: <u>RM 795.43</u>

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 paid to the customer	10% of the premium
Services Tax	6% 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**

- 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.
- 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.
- The above duty of disclosure shall continue until the time your contract of Insurance is entered into, varied or renewed with us.
- 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.
- 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 amount.

**Policy Excess** is the amount of loss you have to bear if your vehicle is damaged in the accident.

**Compulsory Excess** - Where you have to bear an additional excess of RM400 if you or the person driving your car is:

- Under age 21; or
- Holds a Provisional (P) or holds a Learner (L) driver's license.

**Cash Before Cover** - The premium due must be paid directly 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:

- Please make a police report within 24 hours of the incident.
- 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.
- Complete and submit the Claim Form as soon as possible together with related documents to support the claim.

**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 passengers in your vehicle;
- Loss, damage or liability arising from an act of nature i.e. flood, storm or landslide; and
- Consequential loss, depreciation, wear and tear, rust and corrosion, mechanical or electronic breakdowns, failures or breakdown, equipment or computer malfunction.

**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](mailto: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](http://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](mailto: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 [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@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 (Formerly known as Financial Mediation Bureau) via e-mail at [enquiry@ofs.org.my](mailto: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**

- Third party
- Third party, Fire and Theft cover.

**11. What is Drive Less Save More (DLSM)?**

This is a new add-on to Comprehensive Private Car that provides a cash rebate to low mileage drivers in accordance with the rebate table as stipulated below, if the insured opt for this optional additional benefit at the policy purchase date or renewal date. You may earn up to 30% cash rebate of your basic premium paid yearly, subject to your mileage driven. Basic premium paid is calculated based on basic premium less No Claim Discount (NCD) less discount for direct purchases (if any).

a) **Who is eligible to opt for DLSM?**

Those who purchase private car insurance with us and fall within the criteria set below will be invited to opt-in for DLSM:

- i. Age of insured: 25 to 80 years old
- ii. Age of vehicle: 0 to 20 years
- iii. Sum insured: RM 12,000 and above
- iv. Car type: Private car for private use

b) **Do I need to pay additional premium for DLSM?**

No additional premium required for DLSM

c) **How do I opt for DLSM?**

If DLSM is selected during the purchase of the private car insurance, our underwriting engine will identify your eligibility based on the criteria set in item 11(a) above. If you are eligible, your private car insurance will be issued with a DLSM endorsement. You will be notified via SMS (short message service) and/or email on your enrolment. Thereafter, you need to submit your mileage data the earliest possible.

d) **How do I submit my mileage data?**

Your Mileage Data shall be submitted to us upon activation of the DLSM coverage via our platform. Subsequent submission will be throughout the Period of Insurance where you will be receiving an SMS reminder from us.

e) **How am I eligible for the rebate?**

You will receive the cash rebate within 3 (three) days after the submission of your mileage data, provided your mileage driven during the period of insurance falls within the rebate table as per below. However, you will not be entitled to the rebate if:

- i. You are a high mileage driver and your daily mileage driven does not fall within the rebate table;
- ii. This policy has been cancelled by you or us at any time before the end of the period of insurance, however any eligible cash rebates prior to the cancellation will still be granted; or
- iii. There is unauthorized tempering / modification / replacement or malfunction of your car odometer.

The cash rebate is calculated on a daily basis, as a percentage of your net premium based on the variables in the Rebate Table below.

Tier	Kilometer range per day	Daily Rebate%	Total Rebate % for a Year
1	0 – 14	0.082%	30%
2	15 - 28	0.055%	20%
3	29 – 42	0.027%	10%

Note: Fractions of distance driven will be rounded up to the nearest km.

f) **When will I receive my cash rebate?**

Your cash rebate will be credited into your bank account within 3 (three) days upon receipt of your mileage data. Payment of the cash rebate shall be subject to the rebate table provided in item 11(e) above and the other criteria mentioned under item 11(a) above.

g) **How is the cash rebate calculated?**

The cash rebate is calculated based on the average daily mileage, which is computed using mileage data for every subsequent uploads against the mileage data captured upon activation.

- i. First submission of mileage driven: The cash rebate is calculated based on the average daily mileage driven during the period between the first activation of DLSM add-on and 1<sup>st</sup> subsequent submission of mileage data.
- ii. Second submission and subsequent submission of mileage driven: The cash rebate is calculated based on the average daily mileage driven during the period between the first activation of DLSM add-on and 2<sup>nd</sup> and every subsequent submission of mileage data.
- iii. The calculated average daily mileage is then applied to the Rebate Table to identify the corresponding Rebate percentage.

You may obtain further information about the cash rebate sample illustration in the DLSM FAQ from our website at [www.etiqa.com.my](http://www.etiqa.com.my)

**IMPORTANT NOTE:**

**YOU MUST ENSURE THAT YOUR VEHICLE IS INSURED AT THE APPROPRIATE AMOUNT AS IT WILL AFFECT THE AMOUNT YOU CAN CLAIM. IN THE EVENT OF AN ACCIDENT, YOU ARE ADVISED TO ENGAGE WITH APPROVED WORKSHOPS. 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 11/05/2023.