

## AUTO ASSIST

### Breakdown Assistance for Members

If the vehicle registered with **Etiqa Auto Assist (EAA)** experiences breakdown, members are entitled for the following assistances:

#### 24 hour Towing and Emergency Roadside Assistance

- Towing services will be organized and provided up to the maximum distance of 50 kilometers in the event of vehicle breakdown and is immobilized in Malaysia (excluding all islands except Penang, Langkawi and Labuan). Coverage is limited only to the vehicle(s) registered with EAA. If the towing services exceeds the coverage at the rate of (maximum distance) limit, the member shall bear additional charges at the rate of RM1.00 per kilometer (between 7am to 7pm) or (between 7pm to 7am).
- Minor roadside repair will be provided up to maximum labor costs of RM300.00. **EAA** shall not be responsible for any costs incurred for any spare parts required during minor roadside repairs.

#### Alternative Accommodation Assistance

- Assistance in organizing hotel accommodation will be available for the member in distress. Members are also entitled for reimbursement of accommodation costs up to RM100.00 provided the stranded member's vehicle is 100 kilometers from his/her place of residence and repairs to the vehicle will take more than 48 hours. (limited to 3 times a year)

#### Alternative Travel Assistance

- Assistance in organizing some other means of transportation to assist the member to continue his/her journey. Members are also entitled for reimbursement of transportation costs up to RM100.00 provided the stranded member's vehicle is 100 kilometers from his/her place of residence and repairs to the vehicle will take more than 48 hours. (limited to 3 times a year)

#### Battery Delivery Service

- Delivery of the new battery will be arranged to the place of incidence (during office hours only). Delivery and installation charges are free. Members only need to pay for the cost of the new battery.

#### Privileged Car Rentals

- Up to 30% discount on car rentals from Avis Rent-A-Car on condition that the member is above the age of 23, a valid credit cardholder and possesses a valid driving license. All rentals and other costs incurred will be borne totally and directly by the member.

#### Privileged Hotel & Resorts

- Special discount up to 50% at selected hotels and resorts. Please call **EAA 24 Hours Helpline** for the updated list of participating hotels and resorts. All costs incurred will be borne totally directly by members.

#### Emergency Message Transmission

- Emergency Message Transmission (via SMS services) to the next-of-kin in the event of
- breakdown and accident. This benefit is at no cost.

#### Emergency Evacuation Assistance

- In the event of an accident **EAA** shall arrange on service basis an ambulance or other means of transportation to send the member to the nearest medical centre or hospital.

## ADDITIONAL SERVICES

### Discount on selected GPS TECH products

- Members are entitled to enjoy attractive discounts on selected GPS TECH products.

### Special Periodical Promotional Benefit

- From time to time, members are entitled to enjoy period promotional benefits and offer packages from a wide range of products, services centre and many more.

### Discounts on Motor Vehicle Inspection at Puspakom

- Members are entitled to special discounts for Motor Vehicle Inspection at Puspakom, and in the GPS TECH smart-partnership program for both normal.

### Home Assistance Services

- **Members are entitled to request for assistance in the organizing of :-**
  - a. **Plumbing Repairs** – Arrangement for a competent plumber to repair the faulty water apparatus ie clogging or any other home water works.
  - b. **Air-Condition Service & Repairs** – Arrangement for a competent service provider to repair and rectify the unit.
  - c. **Electrical Wiring Repairs** – Organize and dispatch a competent electrician to effect repair work.
  - d. **Locksmith** – If the member is unable to access their place of residence for reason of not being in possession of their home keys or accidentally locked themselves out, we will organize and arrange for a Locksmith to assist the members to resolve the problem.
  - e. **Cleaning of Carpets** – In the event of the member's carpet is stained or requires spring cleaning, **EAA** shall arrange a specialist to assist the problem.

\*\* Please note that home Assistance Services shall be arranged by us request by member. However, all expenses and related cost shall be borne by the members.

All listed above are subjected to terms & conditions

**Etiqa Insurance Berhad (9557T)** (Formerly known as Malaysia National Insurance Berhad)

**Etiqa Takaful Berhad (266243D)** (Formerly known as Takaful Nasional Berhad)

**Mayban General Assurance Berhad (4157A)**

**24-hour breakdown and emergency helpline  
1 800 88 6811**

**For claim assistance  
1 300 88 1007**