

Notice to Private Car Comprehensive Policyholders

We are pleased to advise that we have implemented the following initiatives with the aim to serve our policyholders better:

1) Direct Repairs Service Quality workshops (DRS Quality workshops)

In the unfortunate event that your car met with an accident which gives rise to a claim for repairs, you now have an additional choice of sending your car to our panel of DRS Quality workshops. These DRS Quality workshops are an addition to our current panel of collision repair workshops. These DRS Quality workshops are quality collision repair centres. Presently, our DRS Quality workshops are located at certain areas only and will be available nationwide in the near future.

Please note that you still have a choice of sending your car to our current panel of collision repair workshops, instead of these DRS Quality workshops, if that's more convenient for you. For more information on these DRS Quality workshops and their services as well as our current panel of collision repair workshops, please visit our website at www.berjaysompo.com.my.

2) Windscreen Repairs and Replacement Centres (WRRC)

For the benefit of our policyholders, we have also set up a panel of Windscreen Repairs and Replacement Centres to serve you in the unfortunate event that your car's windscreen or window glass is damaged. You are strictly required to carry out the repair or replacement of the damaged windscreen or window glass only at our panel of Windscreen repairs and replacement centres, collision repair workshops or DRS Quality workshop, and you are not required to make any payment (depending on whether the sum insured of your car's windscreen is adequate or not) or lodge a police report. There are 141 centres located throughout the country that provide these services. For more information on the locations of these centres, please visit our website at www.berjaysompo.com.my.

3) Rakan Auto

We provide Rakan Auto Services to our comprehensive motor insurance policyholders that offers 24-hour emergency roadside assistance. To enjoy our Rakan Auto benefits, you are required to contact our Rakan Auto 24-hour Call Centre at 1800 18 8033 for any emergency roadside assistance.

Benefits**24-hour Emergency Towing Services Following an Accident**

In the event of your car being immobilised following an accident, arrangements will be made by our Call Centre with a member of our approved panel workshop nearest to you to tow your car for repairs*. Towing charges will be imposed should your car be towed to any workshop other than our panel of approved workshops.

24-hour Emergency Breakdown and Minor Roadside Repair Services

Should your car break down, our Call Centre will arrange for roadside repairs and if that cannot be carried out, arrangements can be made to tow your car to an approved workshop for repairs. We will bear the cost up to RM300 per incident for towing and labour cost for roadside repairs. Cost of parts and toll charges are excluded, and must be settled by the policyholder directly with the workshop.

Important Notes:

- (i) You are advised to keep the Call Centre's telephone number handy by affixing Berjaya Sampo Rakan Auto sticker onto your car's windscreen.
- (ii) If you do not call Rakan Auto for assistance, you are deemed to have waived your right to such services offered by us and therefore you have to bear all charges and expenses incurred by using other service providers.

If you have any further queries, kindly contact us at 1800 889 933, or log on to www.berjaysompo.com.my, or visit any of our offices nationwide.

** Charges incurred for repairs will be claimed under your Private Car Comprehensive Policy.*

Thank you.