

# iCARE Insurance Programme

## PRODUCT DISCLOSURE SHEET

**Dear Customer,**

This Product Disclosure Sheet (PDS) provides you with key information on your motor insurance.

Other customers have read this PDS and found it helpful; **you should read it too.**

Date: 04/09/2025

### 1 What is iCARE Insurance Programme?

iCARE Insurance Programme is a Private Car Comprehensive Insurance policy which covers you for accidental or fire damage to your vehicle, theft of your vehicle and liability to other parties for injury or death as well as damage to other parties' property.

### 2 Know Your Coverage

**As an illustration, for RM 1,914.08 annually, you will receive the following coverage:**

Sum Insured	<b>RM 50,000.00</b>
No Claim Discount (NCD) Entitlement	<b>0%</b>
*Additional Coverage (This is purchased with an additional premium)	<ul style="list-style-type: none"> <li>Windscreen coverage (RM 1,000)</li> <li>Legal Liability of Passengers</li> </ul>

#### Your policy covers:

- Loss/damage to own vehicle due to accidental fire/theft.
- Liabilities to third party for injury, death & property loss/damage.
- Loss/damage to own vehicle due to accident.

#### Your motor policy excludes:

- Your own death or bodily injury due to motor accident.
- Your liability against claims from passengers in your vehicle.

#### Notes:

- Please scan the QR code below for the full list of basic coverage, exclusions and additional coverage.
- The benefits payable under eligible Policy is (are) protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Berjaya Sompo Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).
- You should read and understand the insurance policy and contact the agent or us to clarify any doubts before purchasing this Policy.
- It is important that you inform us of any changes in your contact/personal details to ensure that all correspondences reach you in a timely manner. You may inform at our branches or Customer Service Centre.
- It is an offence under the laws of the Republic of Singapore to enter the country without extending passenger liability cover to your motor insurance.

If you have any questions or require assistance on your motor insurance, you can:



#### Call our Customer Service

Within Malaysia (Toll-Free): 1-800-889-933  
Overseas: +603-2170 7300



#### Email us at:

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



Scan the  
QR Code above

### 3 Know Your Obligations

For this motor insurance policy, you must pay a premium of:	
Base premium	RM 1,914.08
(-) 0% NCD entitlement	RM 0.00
(+) Additional coverage	
(1) Enhanced Windscreen (RM 1,000)	RM 150.00
(2) Legal Liability of Passengers	RM 7.50
<b>(This list is non-exhaustive. Please scan the QR code above for the full list of additional coverage.)</b>	
Gross premium	RM 2,071.58
(+) 8% Service tax	RM 165.73
(+) Stamp duty	RM 10.00
(+) Commission / (-) Rebate for direct channel (if any)	10% or RM 207.16
<b>Total premium payable</b> <b>(Subject to any other additional coverage purchased by you)</b>	<b>RM 2,247.31</b>

## IMPORTANT INFORMATION YOU SHOULD KNOW

(Note: This list is non-exhaustive. Please refer to the Policy Contract for the full terms and conditions under this Policy.)

<b>A</b>	The duration of coverage is one (1) year. You need to renew the insurance cover annually.
<b>B</b>	You must answer the questions that we ask fully and accurately. Failure to take reasonable care in answering the questions may result in rejection of your claim or cancellation of your Policy.
<b>C</b>	If there are any changes that materially vary any of the facts provided at the date of the proposal, you shall give notice in writing to us within seven (7) days from the date of change, and shall pay additional premium if it is required.
<b>D</b>	Full premium must be paid before the effective date of the Policy (Cash Before Cover).
<b>E</b>	Payment can be made by Cash, Cheque, Debit Card, Credit Card or Online Payment to Berjaya Sampo Insurance Berhad. Please keep a receipt of the premium paid as the proof of payment for future reference.
<b>F</b>	You must ensure that your vehicle is insured at the appropriate amount as it will affect the amount you can claim.
<b>G</b>	<p>In the event of an accident, you should notify us the soonest possible. You may do so by:</p> <ol style="list-style-type: none"> <li>1. Calling our <b>24-hour Call Centre</b> at 1800 18 8033, or</li> <li>2. Requesting for immediate road assistance via MySOMPO mobile application.</li> </ol> <p>If the accident occurs outside of Malaysia (e.g., Brunei or Singapore), please contact us at +603 6419 2556.</p> <p><b>What should you know when making a claim?</b></p> <ul style="list-style-type: none"> <li>• Report to the police within 24 hours and immediately notify us in writing with full details.</li> <li>• Repairs must be conducted by our <b>Approved Repairer</b> if you make an own damage claim against your own comprehensive Policy.</li> <li>• If you are not at fault in the accident, you can submit the claim either directly to us or the party at fault, or if you have a comprehensive Policy, you are encouraged to submit to us for speedier claims processing without losing your NCD entitlement.</li> <li>• You will lose your entire NCD entitlement once an own damage or a third-party claim is made against your Policy.</li> <li>• At the time of accident, if your car is still under a Hire Purchase agreement/Employer's Loan agreement with the Hire Purchase company/employer who is named in the Schedule as the owner, the loss or damage to your car shall be payable to the owner (Hire Purchase company/employer). Otherwise, the claim shall be payable to you.</li> </ul>
<b>H</b>	<p>You are required to repair your car at any of our <b>Approved Repairer</b> which are committed to provide speedy and quality repair with a warranty period up to 12 months. <b>Approved Repairer</b> refers to any of the following:</p> <ol style="list-style-type: none"> <li>1. Motor repair workshops which are on our panel of approved workshops; We will ensure there are adequate number of Our panel of approved workshops to provide reasonable and convenient access to You. A list of our <b>Approved Repairer</b> can be obtained from our webpage: <a href="https://www.berjaysampo.com.my/">https://www.berjaysampo.com.my/</a>. Where there are no panel of <b>Approved Repairer</b> at any nearby locations in the event of an Incident, We may at Our discretion choose to either: <ol style="list-style-type: none"> <li>i. assist You in accessing the nearest workshop on Our panel and arrange for towing services to such selected workshop at no cost to You; or</li> <li>ii. allow the damaged vehicle to be repaired at a nearby accident repair workshop registered with Jabatan Pengangkutan Jalan (JPJ), as may be determined by Us.</li> </ol> </li> <li>2. Any other repairer that We have given You special permission to use. The circumstances under which a special permission may be granted by Us includes: <ol style="list-style-type: none"> <li>i. no <b>Approved Repairer</b> described as above is available at the location of Your Car, and We are unable to assist You in accessing the nearest workshop on Our panel or that is registered with JPJ;</li> <li>ii. repairs that require special expertise from specific repairers which cannot be provided by an <b>Approved Repairer</b>; and</li> <li>iii. franchise repairers.</li> </ol> </li> </ol> <p>Failure to send your car as explained above would constitute a breach of the policy conditions and we reserve the right to reject your claims.</p>
<b>I</b>	<p><b>Compulsory Excess</b> Compulsory Excess of RM 400 for Private Car Policy is the amount of loss you have to bear if your vehicle is driven by a person who is under the age of twenty-one (21) years old or the holder of a Provisional (P) or Learner (L) driver's license.</p> <p><b>Excess</b> This is the amount of loss, as stated in your Policy Schedule, that you have to bear on top of the compulsory excess (if applicable), while we will pay the balance of your claim.</p>

## Can I cancel my Policy?

Yes, you may cancel your policy at any time by giving a written notice to us. Upon cancellation, we will refund premium according to \*Customary Short Period Rate subject to a minimum premium of RM 50.00 payable under the Policy and provided that no claim has been made on the Policy. (**\*Please scan the QR code in page 1 for the Customary Short Period Rate table.**)

### Other similar types of General Insurance products available?

Private Car Comprehensive Policy.

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