

ROADSIDE ASSIST HELPLINE

1300 80 8800

DIGITAL ROADSIDE ASSIST

www.poi2u.com

TERMS & CONDITIONS

1. 24-hour Roadside Assistance ("Roadside Assist") is a specifically service for Pacific & Orient Insurance Co. Berhad ("P&O") Comprehensive Private Car and Motorcycle Policyholders only. The service value for Roadside Assist is limited to a maximum value of RM350 (Private Car) & RM150 (Motorcycle), any excess charge will be borne by the Policyholder.
2. 24-hour Roadside Assist will only be provided to Policyholders who contact the Roadside Assist Call Centre at 1300-80-8800 or through digital channels at www.poi2u.com and use the services of the appointed service provider.
3. Roadside Assist is 24 hours and is limited to vehicle mechanical breakdown and is subject to vehicles weighing 2 tons or less. Excess charges must be borne by the Policyholder if the maximum value of RM350 (Private Car) & RM150 (Motorcycle) is exceeded.
4. In the event of an accident, the Policyholder is advised not to accept any towing services offered by private towing companies. But need to call helpline 1300-80-8800 or get help digitally immediately for help like
 - i. tow the vehicle to the police station and
 - ii. then to the Pacific & Orient Insurance Co. Panel Workshop. Berhad or any workshop registered with PIAM for the purpose of making a claim as a result of an accident. This service is limited to a maximum value of RM200 (Private Car), any excess charge will be borne by the Policy Holder.
5. The cost of using consumables such as batteries, engine oil, petrol or any spare parts must be borne by the Policyholder.
6. Vehicle Towing Services are only allowed for mechanical breakdown of the vehicle, where on-site assistance cannot get the vehicle moving again.
7. The benefit of this towing service does not include toll charges (if applicable) and the toll charges shall be borne by the Policyholder - paid directly to the towing service operator.
8. 24-hour towing service can be obtained in situations where the vehicle cannot move anywhere in Peninsular Malaysia. This service is not available for all islands except Penang and Langkawi.
9. In East Malaysia, 24-hour towing assistance is only available in major cities such as; Kuching, Sibul, Bintulu, Miri, Kota Kinabalu, Kudat, Sandakan, Lahad Datu, Tawau, Labuan.
10. If the location is outside East Malaysia as mentioned above or a remote area, the service may not be available immediately due to limited service operators. You can call the helpline 1300-80-8800 and we will try to find a service operator to help you. If we are unable to provide towing assistance, we will advise you accordingly of the permitted reimbursement arrangements up to a maximum value of RM350 (Private Car) / RM150 (Motorcycle). This refund is only allowed if you have contacted our Call Centre, and we have confirmed for the refund.

GENERAL EXCLUSIONS

1. Flood and Storm.
2. War, riots, strike, civil commotion, and act of terrorism.
3. Driving under influence or drunk driving.
4. Incident due to unlawful use of vehicle i.e., vehicle use for criminal activity.
6. Incident due to racing or participation in motorsport.
7. Unauthorized driver i.e., driver without license.
8. Vehicle without valid road tax and Pacific & Orient Insurance Co. Berhad Comprehensive Policy.
9. Commercial Vehicle.
10. Towing vehicle out of any workshop.