

Motorcycle Road Side Breakdown Assistance

As part of your Motorcycle Comprehensive Policy and/or Motorcycle Plus Comprehensive ("Policy") with Allianz General Insurance Company (Malaysia) Berhad ("Us" or "We"), We are also offering you the additional services listed below:

- (i) Complimentary 24-hour breakdown towing of up to 50km (round trip)
- (ii) Petrol Delivery
- (iii) Assistance on Flat Tyre
- (iv) Battery Jumpstart and Delivery

Territorial Limits: Within Malaysia only

Important notes and exclusions:

1. The road side assistance services mentioned above is limited to three (3) service call-outs for the period of insurance of your Policy.
2. This service is only applicable to motorcycles with a cubic capacity below 250cc.
3. Where the breakdown towing service required exceeds 50km, you shall be responsible for paying the additional costs calculated at a rate of RM1.30 per additional KM. This rate may change according to prevailing market rates subject to Our discretion.
4. Toll charges are excluded in the towing service.
5. You/The Authorised Driver shall be responsible for bearing the following costs:
 - (a) any cost incurred for spare parts required during the minor road side repairs;
 - (b) the cost of the petrol delivered to you pursuant to the petrol delivery service; and
 - (c) the cost of repairs (including the cost of new or replacement parts) carried out at the workshop or service centre.
6. We or Our service provider shall not be required to provide the road side assistance services under the following circumstances:
 - (a) Where services are not organized or pre-approved directly by Us or Our service provider;
 - (b) If Your motorcycle is or has been modified for participation in rallies and racing or modified against government regulations;
 - (c) Where services are provided outside the stipulated territorial limits;
 - (d) Where You/the Authorised Rider and/or Pillion Rider of Your motorcycle fail to take reasonable precautions against or to follow warnings of any intended strike, riot or civil commotion as may be disseminated via the mass media;
 - (e) While You/the Authorised Rider and/or Pillion Rider of Your motorcycle is committing or attempting to commit any unlawful or illegal act or where Your motorcycle is used for any unlawful or illegal purposes;
 - (f) Where there is no mechanical part in Your motorcycle, for example, if there is no engine or transmission;
 - (g) Where towing of Your motorcycle is for the purpose of disposing it;
 - (h) Where towing of Your motorcycle is for the purpose of transferring Your motorcycle from one workshop to another;
 - (i) When there is no valid road tax disc displayed on Your motorcycle;
 - (j) Where towing is sought for Your motorcycle which was stolen but is subsequently discovered or found abandoned or where towing is sought for due to vandalism to Your motorcycle;
 - (k) Where Your motorcycle has been dismantled partially or fully in a workshop;
 - (l) Towing of Your motorcycle where the weight of Your motorcycle is greater than the weight capacity it was designed to accommodate as stated in Your motorcycle's manufacturer's specifications;
 - (m) Towing of Your motorcycle where the registration number does not match the number registered with Us or Our service provider;
 - (n) If Your motorcycle suffers a mechanical breakdown and is immobilized on an unpaved road surface or on a road that is not a gazetted road of the Malaysia road system; and
 - (o) If Your motorcycle requires the use of special equipment during the recovery.

Allianz Customer Service Centre