



## Home Assist Services

- Electrical wiring repairs**  
 In the event of any electrical wiring or device failure at the Insured's place of residence, Tokio Marine Home Assist shall organize and despatch for a competent electrician to effect repair work.
- Locksmithing**  
 If an Insured is unable to access their place of residence by reason of not being in possession of their home keys or accidentally locked themselves out, Tokio Marine Home Assist shall organize and arrange for a Locksmith to assist the Insured to resolve the problem. This service also covers inaccessibility to drawers, cupboards, etc in the Insured's home.
- Plumbing Repairs**  
 Tokio Marine Home Assist shall arrange for a competent plumber to repair the faulty water apparatus in the event of:
  - Clogging of water supply or
  - Clogging of drainage system or
  - Leakage of a water pipe (not water tap) or
  - Any other home water works problem
- Cleaning & restoration of carpets & furniture**  
 In the event of the Insured's carpets or furniture is stained or requires spring cleaning, Tokio Marine Home Assist shall arrange a specialist to assist in resolving the problem.
- Air-condition service & repairs**  
 In the event the air-conditioning unit in the Insured's place of residence malfunctions, Tokio Marine Home Assist shall arrange for a competent service provider to repair and rectify the unit. This service also includes regular maintenance job.
- Roof repairs**  
 If the Insured's home roof is leaking and requires urgent repair, Tokio Marine Home Assist shall arrange for a competent provider nearest to the Insured's home to attend to the leakage and repairs.

Dear Customer,

Thank you for insuring your vehicle with Tokio Marine.

As a comprehensive motor insurance policyholder, you'll receive our complimentary Tokio Marine Auto Partner in the unfortunate event when your vehicle breaks down, have a flat tire, needs a battery change, locked out or meet with an accident – just to name a few. You'll be glad to know with Tokio Marine Auto Partner, help is just a call away at a time when you need it most.

To request for assistance, all you need to do is call our 24-hour Toll-Free Line at 1800 88 1301 or (03) 2053 5800 and state your vehicle registration number. This service is available to you 24 hours a day, 365 days a year within Malaysia.

Please read this pamphlet to fully understand how Tokio Marine Auto Partner can render the assistance that you may require and we suggest to have it kept in a handy place in your vehicle for easy reference if the need arises.

Thank you for putting your trust in us.

**The Management**  
Tokio Marine Insurans (Malaysia) Berhad  
198601000381 (149520-U)

Help is just a few clicks away



Download the new **Tokio Marine AutoPartner** mobile app now.



Download on the App Store



GET IT ON Google play

Alternatively, call us at  
Emergency Assistance Number  
**1800 88 1301**  
or (03) 2053 5800

**When calling, kindly ensure to have the following information ready :**

- Name
- Vehicle registration number
- Contact number
- Nature of call
- Particulars of incident or enquiries



Comprehensive Motor Insurance



Road Assist



Home Assist Services

AUTOPARTNER-ENG82022

Agent stamp

**Tokio Marine Insurans (Malaysia) Berhad**  
198601000381 (149520-U)

Level 20, Menara Hap Seng 3, Plaza Hap Seng,  
No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur, Malaysia.  
T: (03) 2027 8200 / 2789 8800 F: (03) 2022 2295  
**Customer Service Hotline:** 1800 88 0812

[tokiomarine.com](http://tokiomarine.com)

Tokio Marine Insurans (Malaysia) Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

## Auto Partner

Roadside Assistance & Home Assist Guide



**TOKIO MARINE**  
INSURANCE GROUP



Tokio Marine  
Insurans (Malaysia) Berhad  
198601000381 (149520-U)

[tokiomarine.com](http://tokiomarine.com)  
Life & Health | Property & Casualty



## The Benefits and Services

Emergency Assistance service means in the event your vehicle is immobilized due to a Breakdown or an Accident, Tokio Marine Auto Partner will offer you the below mentioned services provided you have a comprehensive insurance policy.

Benefits and Services	Accident	Breakdown
<b>Towing and Emergency Roadside Repair</b>	We shall pay towing charges or emergency roadside repairs up to: Private Car - <b>RM200.00</b> • Comprehensive Cover Only	a) We shall pay towing charges or emergency road repairs up to: Private Car - <b>RM250.00</b> • Comprehensive Cover Only  b) The costs and related charges of all spare parts shall be borne by you entirely.  This service is only available through: <b>Toll Free Line</b> : 1 800 88 1301 or <b>Hotline Number</b> : (03) 2053 5800
<b>Transmission Of Information During Emergency</b>		Provided to you free of charge
<b>Medical Referral Assistance</b>		
<b>Repatriation Of Vehicle</b>		
<b>Hotel Accommodation</b>		
<b>Alternate Travel Assistance</b>		Tokio Marine Auto Partner shall arrange the service. All expenses and related costs shall be borne by you.
<b>Emergency Evacuation Assistance</b>		
<b>Legal Assistance</b>		

## Explanation Of Benefits And Services

### Towing and Emergency roadside repair service to your vehicle available only for Comprehensive Motor Insurance Policyholder.

- **Accident**  
We shall pay towing charges or emergency roadside repairs up to:  
Private Car - **RM200.00**

- **Breakdown**  
a) We shall pay towing charges or emergency road repairs up to:  
Private Car - **RM250.00**

- b) The costs and related charges of all spare parts shall be borne by you entirely.  
  
This service is only available through:  
**Toll Free Line** : 1 800 88 1301 or  
**Hotline Number** : (03) 2053 5800

### Transmission of Information during emergency

In the event of an emergency Tokio Marine Auto Partner will upon request keep your immediate family members informed of any urgent situation. However, Tokio Marine Auto Partner shall not be liable for non-delivery of message if the recipient cannot be located.

### Medical Referral Assistance

While driving if you meet with an accident that requires medical treatment, you can call the Tokio Marine Auto Partner's doctor at any time for medical referral. When treatment is required, Tokio Marine Auto Partner shall also make arrangements for appointments, if necessary. Referrals can also be made to hospitals, private clinics or dentists, such telephone advice shall not be construed as a diagnosis.

### Repatriation Of Vehicle

If the vehicle repair cannot be carried out locally or in a workshop, Tokio Marine Auto Partner shall tow the vehicle to your house / residence. All expenses and related costs shall be borne entirely by you.

### Hotel Accommodation

While travelling especially outstation if the vehicle is immobilized and circumstances require that you have to stay until the completion of repairs, Tokio Marine Auto Partner shall assist you by providing information on hotel accommodation, if necessary. You shall be responsible for all costs and related charges.

### Alternate Travel Assistance

If you are stranded and the vehicle cannot be repaired on time and the travel schedule might be delayed, Tokio Marine Auto Partner shall assist in organizing some means of transport for you to carry on with the journey. All expenses and related charges shall be borne by you.

### Emergency Evacuation Assistance

If medically necessary, Tokio Marine Auto Partner shall organize the medical evacuation of the insured from the place of injury by road ambulance or any appropriate means of transportation to the nearest and most appropriate medical center or hospital. All such costs shall be borne by you.

### Legal Assistance

In case of prosecution against you by a third party in connection with an accident involving the insured, Tokio Marine Auto Partner will assist in referring the case to a lawyer. All expenses and costs shall be borne entirely and directly by you.

## What Documents Are Required In The Event Of An Accident

- Duly completed Accident Notification Form.
- Certified copy of the Police Report.
- Repairer's Estimate of Damages.
- Photocopies of your Identity Card or Passport & Driving Licence.
- Photocopies of the Driver Identity Card or Passport & Driving Licence.
- Clear copy of the Registration Card (both side).
- Photocopy of the Road Tax Disc
- Copy of Hire Purchase Agreement (if applicable).
- Additional documents required for Windscreen Claim:  
- Original photo of damaged windscreen before repair.  
- Original Cash / Final Repair Bill or Receipt.
- Our authorized workshop will assist you in preparing all necessary documents.

## What To Do After An Accident

- Be calm, avoid argument or dispute.
- Note down the following:  
- Registration number(s), make and model of the other vehicle(s) involved in the accident.  
- Name of the Third Party and the Insurer (Insurance Company) concerned.  
- Name, address and contact number of witnesses, if any.  
- The extent of the damages and/or injuries of parties involved.
- Do not allow any tow truck operator to tow your vehicle other than the one called by our 24 Hours assistance service. (The Call Center will give you the name of Towing Company)
- Do not sign any authorization to tow your vehicle other than the one called by our 24 Hours assistance service.
- Do not admit liability or offer any settlement to any party involved, as this will constitute a breach of the policy condition. You may direct the party concerned to contact us.
- Lodge police report within 24 hours.
- You must notify Tokio Marine Insurans (Malaysia) Berhad (even if you do not intend to make a claim) to protect both yourself and your insurer against any liability that may arise out of the accident.
- Our call center will forward basic information to Tokio Marine's Claims Dept when you call the center. However it is advisable to contact the Claims Department Tel. (03) 2026 9808 (Ext. 7000) to check on the status of your claims.

### Note:

It is a condition of the policy of insurance that all accidents must be reported to Tokio Marine Insurans (Malaysia) Berhad within a reasonable period of time. Failure to do so will constitute a breach of the policy condition and will entitle Tokio Marine Insurans (Malaysia) Berhad to repudiate all liabilities that may arise out of the accident or recovery of any monies paid as a result.

## Why Use Tokio Marine Auto Partner Panel Workshops

Using Tokio Marine Auto Partner's panel workshops will ensure you get maximum benefits as listed below:

- Hassle free claims submission.
- Workshops located strategically nationwide.
- Faster approval of repairs.
- Priority repairs given to your vehicle.
- 6 months repair warranty to vehicle after repair.

## Terms And Conditions

- The services and benefits set forth in this leaflet is exclusively for Comprehensive Private Motor Policyholders of Tokio Marine Insurans (Malaysia) Berhad.
- East Malaysia – Federal Territory of Labuan and within 25 KM radius of all major towns in Sabah and Sarawak.
- The services and benefits offered hereto are valid for the full duration of the Comprehensive Private Motor policy.
- The services and benefits offered hereto excludes:
  - vehicle used for reward and / or carrying goods.
  - certain motor policies under our motor franchise agencies / dealers.
 Kindly contact Tokio Marine Customer Service for further details or clarification.
- Tokio Marine Auto Partner services and benefits shall be provided in the following areas:
  - Throughout the whole of Peninsular Malaysia excluding all islands except Penang and Langkawi Island, and
- Tokio Marine Insurans (Malaysia) Berhad reserves the right to amend or change the benefits, services and/or information provided under the Tokio Marine Auto Partner services stated in this leaflet without prior notification to any of the policyholders. Tokio Marine Insurans (Malaysia) Berhad through Tokio Marine Auto Partner shall not be held liable for any changes made thereafter which may cause losses or injury to the Policyholders in any way whatsoever.
- Tokio Marine Insurans (Malaysia) Berhad through Tokio Marine Auto Partner reserves the right to amend, alter or delete any of the information set forth hereto without having to assign any reasons or to give prior notice to such effect.