

# Benefit and Services

## 6 Months Warranty

The panel workshops under Progressive Auto Assist provides quality repairs to your vehicle. A 6 Months Warranty Certificate is issued to guarantee the repaired works.

## 24 Hour Hotline

A dedicated tele-service hotline, 1-300-881-238, is available to you to call anytime.

## Roadside Assistance

Our Panel workshops will provide 24 hour towing or breakdown and minor on the spot repairs. All charges to be borne by you.

## Alternative Travel Assistance Referral

If your car cannot be repaired on time for you to reach your planned destination, Progressive Auto Assist will assist in organising alternative transport for you to continue your journey. All expenses and related cost shall be borne by you.

## Hotel Accommodation Assistance Referral

When your car breaks down and you require hotel accommodation, Progressive Auto Assist may at your request assist in providing information on hotel accommodation. All expenses and related cost shall be borne by you.

## Interpreter Services

Interpreter services is also provided for medical reasons.

## Medical Referral

Upon your request Progressive Auto Assist will make appointment on your behalf or refer you to any clinic or medical centre of your choice.

## Transmission of Information

In the event of an emergency, Progressive Auto Assist will relay all necessary information to your immediate family or employer.

## Chauffeur Assistance Referral

If you are not able to drive your car home after an accident or you do not want to leave your car at the place of accident, Progressive Auto Assist will organise a chauffeur to drive your car home. All expenses and related cost shall be borne by you.

## Legal Assistance Referral

If a civil prosecution proceeding is brought against you by a Third Party due to an accident, Progressive Auto Assist will assist you to obtain legal representation. All expenses and related cost shall be borne entirely by you.

## I. WHAT TO DO AFTER AN ACCIDENT

- Be calm, polite and courteous.
- Immediately call customer service 24 hours toll free hotline 1-300-881-238. Our claims assistants will arrange for a panel tow truck to assist you and to tow your vehicle to the nearest panel workshop, if necessary.
  - o Note down the following:
    - a. Registration number(s) of all vehicles involved in the accident.
    - b. Name of the Insurers (Insurance Company) and their policy number(s), if possible.
    - c. Name and address of witnesses, if any.
    - d. Make a rough diagram of the accident scene.
      - Note down the extent of the damages and/or injuries of parties involved.
      - Do not admit liability or offer any settlement.
      - You must lodge a police report within 24 hours of the accident.
      - You must notify us by completing the Claim/Notification Form immediately upon making the Police Report even if you do not intend to make a claim to protect both yourselves and us for any liability that may arise out of the accident. The form is to be accompanied with copies of the following documents: -
        - a. Police Report.
        - b. Policy/Cover note.
        - c. Vehicle Registration Card.
        - d. Photograph Road Tax disc.
        - e. Your Identity Card and Driving License.
        - f. Your driver's Identity Card and Driving License.

- g. Any correspondence that you receive from Third Party.
- h. The Claim/Notification Form will be available at any of our offices or will be handed to you by our adjusters during survey of your vehicle at our panel workshops.

Please do not hesitate to contact us if you need any assistance and you may do so by calling the Claims Department, Head Office or any of our Branch Offices.

**NOTE:** It is a condition of the policy of insurance afforded to you that all accidents be reported to the insurance company within 14 days of the occurrence. Failure to do so will constitute a breach of the policy condition and will entitle the Insurers to repudiate all liabilities that may arise out of the accident or recovery of any monies paid as a result.

Please call **Progressive Auto Assist Toll Free Line 1-300-881-238**

For latest update of the workshop list please refer to our website: <http://progressiveinsurance.com.my/home/panel-workshops/>

## **BENEFITS OF USING OUR PANEL WORKSHOPS**

- Located strategically nationwide.
- Faster approval of repairs.
- Repairs to your vehicles are given the highest priority.
- Our panel workshops provide a 6 months warranty on repairs and after repairs, a Certificate of Warranty is issued by our workshops.

### **II. COMPREHENSIVE POLICY**

This is applicable where you are insured with a comprehensive cover and wish to claim for loss/damage to your own vehicle.

Please follow the simple procedures as stated below:

#### **A. OWN DAMAGE CLAIM**

- Call customer service 24 hours toll free hotline 1-300-881-238 to notify us of the accident.
- Send your vehicle only to "Our Panel Workshop" for immediate attention.
- Please contact us immediately for assistance if you need to know the names of panel workshops or to confirm if any is or is not in our Panel.
- In order to get prompt attention to your claim, please collect the Claim Form from us and return the same to us duly completed and signed together with the relevant documents as stated hereunder:
  1. Claim Form.
  2. Original Police Report.
  3. Repairer's Estimate of damages.
  4. Copies of:
    - a. Policy/Cover note.
    - b. Vehicle Registration Card.
    - c. Your Identity Card and Driving License.
    - d. Your driver's Identity Card and Driving License.
    - e. Your Hire Purchase Agreement.

You are advised to submit your claim with full documentation as prescribed above direct to the Head Office or any of our Branch Offices, as soon as possible.

#### **B. THEFT CLAIM**

- You are to lodge a police report immediately upon knowledge of the loss.
- Please render your full cooperation to the Adjuster/Investigator or Company personnel who may be appointed to conduct the investigations into the theft.
- Please note that in the event the vehicle is recovered, you are to notify us immediately of the same as it is important that we reinstate your policy, which will be cancelled automatically upon notification of the theft.
- You are to complete the Claim Form, which can be collected from any of our offices and return the same to us duly completed and signed together with all the relevant documents; as outlined in the own damage claim section above.

### **C. WINDSCREEN CLAIM**

If you are making a claim under your windscreen cover, please enclose the following documents:

1. Claim Form.
2. Photos of Damaged Windscreen.
3. Copies of :
  - a. Registration Card.
  - b. Insured's Identity Card
  - c. Driver's Identity Card
  - d. Insurance Policy/Cover note
  - e. Photos of repaired Windscreen
  - f. Cash Bill / Final Bill