



PROGRESSIVE INSURANCE BHD

Registration No.: 197401001891 (19002-P)

PROGRESSIVE INSURANCE BHD IMPLEMENTS SUPPORT MEASURES AMID TOWING SERVICE DISRUPTIONS

Kuala Lumpur, 14 April 2026 – Progressive Insurance Bhd is aware of the current challenges faced by tow truck operators, driven by increasing operating costs and broader economic factors. These circumstances may affect the availability of towing services, including possible delays or temporary interruptions.

Although the situation stems from factors outside our direct control, Progressive Insurance Bhd remains committed to ensuring that our policyholders continue to receive the necessary support. We are actively engaging with service providers and relevant stakeholders to manage the impact and maintain service continuity where possible.

To support our motor policyholders during this period, particularly in urgent or high-risk situations, the following measures have been implemented:

- i. Emergency Response Prioritisation**
Immediate assistance will be provided to policyholders involved in accidents, stranded on highways, or facing unsafe conditions.
- ii. Planned Assistance for Non-Urgent Cases**
For vehicles located in safe areas such as residences or designated parking spaces, policyholders are encouraged to schedule towing services in advance to help manage service capacity.
- iii. Expanded Support via Panel Workshops**
We are leveraging our panel workshop network to extend assistance where feasible.
- iv. Alternative Arrangements with Reimbursement Consideration**
Policyholders may opt to engage independent towing providers, with reimbursement, considered in accordance with the terms and conditions of their comprehensive motor policy.

Advisory to Motor Policyholders

We advise you to take the following steps to ensure a smoother experience during this period:

- i. Verify Coverage in Advance**
Confirm policy benefits, including reimbursement eligibility and required documentation, before making independent arrangements.
- ii. Contact Official Channels**
Reach out to us via our hotline, WhatsApp, or email for assistance and the latest updates



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iii. Retain Supporting Documents

Keep all receipts and service records to facilitate claims processing where applicable.

Contact Information

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For more updates, follow us on:

- LinkedIn: www.linkedin.com/company/progressive-insurance-bhd
- Instagram: www.instagram.com/progressiveinsurancebhd