



# FAQs ON ACCIDENT ASSIST

## 1. What is Accident Assist and how will it benefit me?

- Accident Assist is a nationwide call centre established by the insurance and takaful industry to immediately connect road accident victims to credible roadside assistance providers and to answer questions which you may have regarding motor insurance/ takaful claims in general.
- Accident Assist may also connect you to the relevant insurer/ takaful operator to answer any in-depth questions you may have.
- A customer service officer is available to speak to you and guide you 24 hours, day or night, 7 days a week
- Accident Assist is part of a collective effort to pool together individual insurers'/ takaful operators' resources to serve the Malaysian public more effectively.

## 2. What are the services provided by Accident Assist?

- Accident Assist helps to immediately connect you to a road assistance provider appointed by your insurer/ takaful operator.
- Accident Assist is dedicated to guide you to obtain towing services and basic roadside assistance from approved workshops.
- It also provides information and answer basic or common enquiries which you may have on making a motor insurance/ takaful claim.

## 3. If I choose to make a claim directly with the insurer/ takaful operator, will Accident Assist be able to guide me in making a claim?

- Accident Assist would be able to answer basic or common enquiries relating to your motor claims. However, if you wish to obtain guidance specific to your motor insurance/ takaful policy/ certificate or claim, Accident

Assist will connect you to the relevant insurer/ takaful operator who will be able to provide in-depth guidance to you.

## 4. If I'm not involved in an accident but I have a problem with my car such as a flat tyre or a dead battery, can I call Accident Assist?

- As a value-added service to policyholders/ certificateholders, most insurers/ takaful operators have arrangements with 24-hour roadside assistance service providers. Thus, you are encouraged to contact your insurer's/ takaful operator's roadside assistance provider in cases such as a flat tyre or a dead battery.
- Nevertheless, you may also contact Accident Assist who will then transfer your call to your own insurer's/ takaful operator's roadside assistance provider. In cases where your insurer/ takaful operator does not have a roadside assistance provider, Accident Assist may provide you with the contact number of approved repairers. However, in such cases, you will have to bear any charges on your own.

## 5. If I need an ambulance, can Accident Assist assist me as well?

- If you are dealing with an emergency situation and are in need of urgent medical assistance following a road accident, you must contact MERS999 immediately.
- Nevertheless, if you have contacted Accident Assist instead, Accident Assist operators will be able to advise you on the nearest hospital to your accident location as well as help to connect you to the MERS999 emergency services hotline.

**Note:** You also have the right at any point in time to seek advice from or appoint a lawyer who will be able to assist you in making your claim.