

PRODUCT DISCLOSURE SHEET (PDS)

(Read this Product Disclosure Sheet before you decide to take out this Product. Be sure to also read the general terms and conditions of this Policy)

RHB Insurance Berhad

Commercial Vehicle Policy

Date :

1. What is this product?

The Policy provides insurance coverage against loss or damage to your vehicle and against liabilities to other parties for injury or death and property damage.

2. What are the covers/benefit provided?

Section A – Loss or Damage to Your Vehicle

We will indemnify you if your vehicle is damaged or lost in the following circumstances:-

- By accidental collision or overturning
- By collision or overturning caused by mechanical breakdown
- By collision or overturning caused by wear or tear
- By impact damage caused by falling objects provided no flood, typhoon, hurricane, storm, tempest volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil/earth or other convulsion of nature is involved,
- By fire explosion or lightning,
- By burglary, housebreaking or theft,
- By malicious act,
- When transit (including its loading and unloading) by;
 - Road rail inland waterway
 - Direct sea route across the straits between the island of Penang and the mainland
- We will pay you up to a maximum of RM200.00 as towing charges for taking your vehicle to either the nearest repairer or towing the vehicle by returning it to your address as shown on the Schedule or towing it to a secure place for it to be garaged, provided your vehicle has been damaged by circumstances described in this section.

Section B - Liability to Third Parties

We will indemnify you or your authorized driver are legally liable to pay (including claimants’ costs and expenses) for:-

- a) Death or bodily injury to any person except those specifically excluded
- b) Damage to property as a result of an accident arising out of the use of your vehicle provided your authorized driver also complies with all the terms and conditions of the policy that you are subject to.

Limits or Our liability:

- Our total liability under Section B (a) is unlimited
- Our total liability under Section B (b) is limited to RM3 million

In respect of any one claim or series of claims arising out of one event

Optional benefit/coverage that you may wish to purchase by paying additional premium:

- Windscreen damage
- Passenger liability cover
- Damage arising from flood and landslide

Note: This is non-exhaustive. Please refer to policy documents for full details.

Duration of cover is **one (1) year**. You need to renew your insurance cover **annually**.

3. How much premium do I have to pay?

The total premium that you have to pay may vary depending on the no-claim-discount (NCD) entitlement and the underwriting requirements of the insurance company:

Costing	RM
Basic Premium	XXX
Less NCD (if any)	(XXX)
Plus Extension taken up	XXX
Plus Service Tax (8%)	XXX
Plus Stamp Duty	10.00
Total Payable	XXX

Rebate

Individuals who purchase general insurance covers directly from the insurance companies/or the branch office will be eligible to receive rebate of Gross Premium. For Motor Insurance the rebate are as follows:

- Individual
 - 5% premium rebate in the first year for new business and;
 - Renewal business and thereafter (renewal) 10%

No Claim Discount

If no claim is made or arises from your Policy and provided your vehicle is insured for a continuous period of 12 months in each of the following instances, you are entitled to a No Claim Discount on renewal of your Policy as follows:-

Period of Insurance	Discount
After the first year of insurance	15%
After the second year of insurance	20%
After the third or more years of insurance	25%

In the event that your vehicle is collided into by a Third Party vehicle, you may refer the claim for cost of repairs to us. Your NCD will continue unaffected if we decide that you are not at fault.

The Sum Insured is based on the current market value of the vehicle based on reference to NVIC system.

4. What are the fees and charges that I have to pay?

Type	Amount
a. Commission	10% of premium will be paid to insurance agent / RHB Bank
b. Service Tax	8%
c. Stamp Duty	RM10

5. What are some of the key terms and conditions that I should be aware of?

a) **Importance of Disclosure (Statement Pursuant to Schedule 9 of the Financial Services Act 2013)**

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

b) **Cash Before Cover (CBC)**

It is hereby declared and agreed that it is a fundamental and absolute special condition of this contract of insurance the premium due must be paid and received by us before cover commences.

c) **The Excess**

That is the amount of loss you have to bear if your vehicle is damaged due to accident (except fire, explosion, lightning burglary, theft or house breaking). The Insurer will pay the balance of your vehicle damage claim. You must pay the amount of the 'excess' direct to the repairer.

d) **Geographical Area**

Malaysia, Singapore and Brunei.

e) **Policy Issuance**

The Policy Contract will be delivered to you within 30 working days from the date of application.

f) **Accident & Claims Procedure**

In the event of an emergency, just call us at 1300-220-007 or visit our RHB Insurance branches (during office hour) nearest to you or visit to our [RHB Insurance Claims Portal](#).

In the event of any occurrence which may give rise to a claim under this Policy the Insured shall as soon as possible give notice thereof to the Company with full particulars.

Please refer to the Policy Contract for full details of claims procedure.

If your car is involved in an accident:

Make a police report within 24 hours and immediately notify Insurance company in writing with full detail If your vehicle is damaged, you may either make an own damage claim or a third party claim.

i) **Own Damage Claim**

Making a claim against your own comprehensive policy. However, you will lose your NCD. Call RHB Insurance Berhad immediately for advice.

If the Insurer recommends or requires that repairs be done at a panel/authorized workshop, then take your vehicle there as advised. Your claim will be rejected if your vehicle is sent to a workshop that is not authorized by RHB Insurance Berhad. Your insurance company will send an insurance loss adjuster to assess the damage to your vehicle before authorizing the repairs.

ii) **Third Party Claim**

- If you are not at fault in the accident, you can submit the claim either directly to the insurance company of the party at fault, or if you have comprehensive policy, to RHB Insurance Berhad, without losing your NCD entitlement. You are encouraged to submit your claim to your own insurance company to speedier claims processing.

- You are required to complete the Motor Accident or Loss Report Form. The form can be obtained from any nearest RHB Insurance branch. Document required:

Own Damage Claims	Theft and Total Loss
1) Claim forms fully completed and signed by the insured	1) Claim form fully completed and signed by the insured
2) Workshop's estimate of repairs	2) Workshop's estimate of repairs
3) Police report (original copy together with report payment receipt)	3) Police report (Original copy together with report payment receipt)
4) Photocopy of Log Book (Registration Card)	4) Photocopy of Log Book (Registration Card)
5) Photocopy of Driving License of the driver	5) Photocopy of Driving License of driver
6) Copy of Insured's and Driver's Identity Card (both sides)	6) Original Certificate of Insurance
	7) Form JPJ K3 (MV3) signed
	8) Original Registration Card

- 9) Letter of Release from Hire Purchase Owner
- 10) Copy of Insured's Identity Card (both sides)
- 11) Motor car keys
- 12) Letter of subrogation signed by Insured and Hire Purchase Owner/Discharge voucher

g) Importance of Keeping the Official Receipt

After the premium has been paid, please make sure you have been given an Official Receipt as a proof of payment. You are strongly advised to keep the Official Receipt for any future references.

h) Insured Value

You must ensure that your vehicle is insured at the appropriate amount.

New Vehicle : Sum Insured = Purchase price

Others : Sum Insured = market value of vehicle when policy is bought

- **Under-Insurance:** If Sum Insured is less than 90% of the market value, you are deemed as self-insuring the difference.
- **Over-Insurance:** If Sum Insured is higher than market value, maximum compensation is the market value of the vehicle.

You cannot profit from a claim (principle of indemnity)

i) Application of Betterment

It is applied when in the course of repairing an accident-damaged vehicle (age of vehicle is five years and above), an old part is replaced with a new franchise part. You will have to bear the difference in cost (depending on the age of your vehicle) as your repaired vehicle is in better condition than it was before the accident. However, the application of betterment is at discretion of the insurance company. If the insurance company applies betterment, it will be in accordance with the standard scale of betterment adopted by the industry as follows:-

Age of Vehicle (Year)	Rate for Betterment (Not to exceed following %)
Less than 5 years	0%
5	15%
6	20%
7	25%
8	30%
9	35%
10 and above	40%

Note: This is non-exhaustive. Please refer to policy documents for full details.

6. What are the major exclusions under this policy?

We will not pay for any liability under the following circumstances:-

- If You or any person with Your consent are not licensed to drive the vehicle except if You or any person with Your consent has held and is not disqualified from holding or obtaining such a license to drive Your vehicle under any required laws, by-laws and regulation.
- If You or Your authorized driver drives Your vehicle whilst under the influence of alcohol or drug to such extent as to be incapable of having control of Your vehicle.

Note: This is non-exhaustive. Please refer to policy documents for full details.

7. Can I cancel my policy?

You may cancel your policy at any time by giving written notice to the insurance company. In case of cancellation requested by You, you are entitled to a refund of the premium based on short-period rates. No refund of premium for any cancellation of policy if premium is charged on minimum premium of RM54 (inclusive of 8% service tax).

8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

9. Where can I get further information?

Should you require additional information about Insurance, please refer to our authorised intermediaries, RHB Insurance and Bank Branches, Customer Relationship Centre or visit our website at insurance.rhbgroup.com.

If you have any enquiries, please do not hesitate to contact us at:

RHB INSURANCE CUSTOMER RELATIONSHIP CENTRE

Level 1, Tower Three, RHB Centre,

Jalan Tun Razak,

50400 Kuala Lumpur.

Tel: 1300 220 007 ; Fax: 03-2163 7277

Email: rhbi.general@rhbgroup.com

WhatsApp number: 012-603 1978

IMPORTANT NOTE:

YOU MUST ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.