



## ANNOUNCEMENT:

### Notice of Service Disruption Due to Severe Weather Conditions

29 November 2024

Dear Valued Customer,

As of midnight, November 28, 2024, the East Coast states of Kelantan and Terengganu have been severely impacted by unprecedented flooding and harsh weather conditions.

**Kelantan:** The situation has rendered most of the state inaccessible, making it extremely challenging for us to deploy tow trucks to affected areas for vehicle rescues. Consequently, our towing services will be disrupted or completely halted throughout most of Kelantan until floodwaters subside.

**Terengganu:** The district of Besut has been particularly affected, with weather forecasts indicating that conditions are expected to worsen over the coming days. While towing services in most areas of Terengganu remain unaffected, we regret to inform you that services in the Besut district are currently suspended.

We sincerely appreciate our customers' patience and understanding as we navigate these unprecedented circumstances. We remain committed to resuming full services as soon as weather conditions allow.

You may call our claims hotline at 1300 880 881 for motor claims and 03-7989 0310 for non-motor claims. Alternatively, you may WhatsApp us at [012-603 1978](https://wa.me/012-6031978).

Thank you for your understanding and cooperation during this challenging time.

Thank you.

Regards,

RHB Insurance Berhad (197801000983 (38000-U))

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