



ANNOUNCEMENT:

RHB Insurance Roadside Assistance – Potential Towing Service Disruptions and Measures

10 April 2026

Dear Valued Customer,

We have been informed of recent developments relating to increased cost pressures faced by tow truck providers and note of recent communications and social media postings indicating the possibility of a protest by tow truck providers and temporary suspension of towing operations.

Your safety and peace of mind remains our top priority. RHB Insurance have put in place the following measures to ensure continued support during this period:

1. Priority for Urgent Assistance

Our Roadside Assistance service will continue to operate. Priority will be given to urgent cases, such as road accidents and breakdowns, where immediate assistance is required for your safety.

2. Scheduled Towing for Non-Urgent Cases

For non-urgent situations (e.g. vehicles at home or parked locations), towing services will be arranged by appointment to better manage availability during this period.

3. Alternative Arrangement & Reimbursement

If you are able to arrange your own towing service, please first notify and obtain approval from our Roadside Assistance team. Upon approval, we will facilitate reimbursement of the towing fees, subject to policy terms and conditions.

We encourage you to contact our Roadside Assistance or Customer Relationship Centre should you require any support or guidance. Our team is ready to assist you throughout this period.

Roadside Assistance:

Hotline: 1300-880-881

Customer Relationship Centre:

Hotline: 1300 220 007 *

WhatsApp: [012-6031978](https://wa.me/012-6031978) *

Email: rhbi.general@rhbgroup.com

* Monday to Thursday (8:45am – 5:45pm) and Friday (8:45am – 4:45pm)

We appreciate your understanding and patience as we work to ensure continuous service. Thank you.

Regards,

RHB Insurance Berhad (197801000983 (38000-U))
