



## MOTOR Easy Product Disclosure Sheet



### IMPORTANT NOTE

Please read this Product Disclosure Sheet before you decide to take out the **Tune Protect Motor Easy** policy. Be sure to also read the general terms and conditions stated in the Policy.

### Consumer Insurance Contract

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.

### Non-Consumer Insurance Contract

Pursuant to **Paragraph 4(1) of Schedule 9** of the Financial Services Act 2013, if you are applying for this Insurance **for a purpose related to your trade, business or profession**, you have a duty to disclose any matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it 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.

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.

**1. What is this product about?**

This policy provides insurance coverage against liabilities to third party for bodily injury and death, third party property loss or damage and loss or damage to your own vehicle due to accidental fire, theft or an accident.

**2. What are the covers / benefits provided?**

This policy covers:

Coverage	Comprehensive	Third Party	Third Party Plus (Third Party Fire & Theft)
<b>Liabilities to third party for:</b> <ul style="list-style-type: none"><li>• Injury</li><li>• Death</li><li>• Property loss / damage</li></ul>	√	√	√
<b>Loss / damage to own vehicle due to accidental fire / theft</b>	√	x	√
<b>Loss / damage to own vehicle due to accident</b>	√	x	x

Optional benefits that you may wish to purchase by paying additional premium:

- Windscreen damage
- Passenger liability cover (LLOP)
- Damage arising from flood and landslide
- Legal Liability to Passengers (LLP)

Add-on benefits with NO additional cost:

- Pay-As-You-Drive (PAYD), subject to terms and conditions sets out under PAYD section in policy wording.

These benefits are non-exhaustive. Please refer to our branches or agents for other extensions that are available.

**NOTE: It is an offence under the laws of the Republic of Singapore to enter the country without extending passenger liability cover to your motor insurance.**

Duration of cover is for one year. You need to renew the insurance cover annually.

**3. How much premium do I have to pay for my private car insurance and how do I make the premium payment?**

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. Sum insured is based on the current market value of the vehicle based on reference to ISM Insurance Services Malaysia Berhad vehicle valuation database system.

Premium Payment can be made via Credit/Debit Card or Online Banking.

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

The fees and charges that you will have to pay are:

Type	Amount
Service Tax	6% of the premium
Stamp Duty	RM10.00

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

- **Duty of disclosure** – you must disclose all material facts such as previous claim history and any modification made to the engine capacity.
- Average Clause will apply if vehicle is under insured for more than 10% of the market value at the time of loss. Therefore, it is important that you must ensure that your vehicle is insured at adequate market value to avoid under or over insurance.
- **The excess**, that is the amount of loss you have to bear if your vehicle is driven by a person not named in your policy: RM400.00.
- Betterment will apply when in the course of repairing an accident-damaged vehicle (age of vehicle is five years and above), and 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 a better condition than it was before the accident.

**6. At what value should I insure my vehicle?**

You need to insure your vehicle based on the market value of your vehicle at the point you apply for the motor insurance policy. This value is also called Sum Insured of your vehicle in your motor policy.

**7. What will happen if I under insure my vehicle?**

You will be deemed as self-insured for the difference, i.e. in the event of loss or damage, you will be partially compensated (up to the proportion of insurance) by the insurance company.

**8. What will happen if I over insure my vehicle?**

If you insure your vehicle at a higher sum insured than market value, the maximum compensation you will receive is the market value of the vehicle, as you cannot “profit” from a motor insurance claim.

**9. Why should I choose the recommended market value as the policy sum insured?**

If you have chosen the recommended market value guide i.e. based on ISM Automobile Business Intelligence System (ISM-ABI), your policy will be printed with Endorsement 87 (Agreed Value). In the event you make a theft/total loss claim, your claim settlement shall be based on your policy sum insured. Average clause shall not be applied if you make an own damage claim.

#### 10. What are the major exclusions under this policy?

This policy does not cover certain losses, such as:

- Your own death or bodily injury due to a motor accident;
- Your liability against claims from passengers in your vehicle; and
- Loss, damage or liability arising from an act of nature i.e. flood, storm or landslide.
- Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown failures or breakages.

*(Note: This list is non-exhaustive. Please refer to the sample policy contract for the full list of exclusions under this policy).*

#### 11. Can I cancel my policy?

You may cancel your policy at any time by giving written notice to the insurance company. Upon cancellation, you are entitled to a refund of the premium based on short-period rates, where any minimum premium paid under the policy is not refundable.

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

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

#### 13. What services/benefits can I get from the Tune Insurance Private Car Comprehensive Policy?

- **Tune Assist**

24-hours Breakdown/Accident Services/Towing. Save 1800-22-8863 into your mobile phone today.

	<b>Tune Assist Services</b>	<b>Benefits</b>
1	Towing Costs	<b>RM300.00</b>
2	Towing Mileage	<b>200KM</b>

- Hassle-free accident repair with a list of panel workshops nationwide. Please visit our website at [www.tuneprotect.com](http://www.tuneprotect.com)

#### 14. What you should know when making a claim?

- Report to the police within 24 hours upon accident.
- Notify us in writing with full details within 7 days after an event which may become the subject of a claim under this policy.
- In the event of own damage claim, repairs must be conducted by Authorized Panel Workshop selected and approved by us.

#### 15. Other type of motor insurance cover available?

Other type of motor insurance cover available are as follows:

- Commercial Vehicle
- Motorcycle

## **16. What is Pay-As-You-Drive (PAYD)?**

This is a motor insurance product offered to those who fall within our underwriting criteria stated in item 16(a) below and targeted to those who drive low mileage during the policy period. This product is an optional opt-in benefit to your private car insurance and you may earn up to 20% refund of your basic premium paid, subject to your mileage driven, upon completion of twelve (12) months policy period. Basic premium paid is calculated based on basic premium less NCD less discount for direct purchases (if any).

### **a) Who is eligible to opt for PAYD?**

Those who purchase private car insurance with us and fall within the criteria set below will be invited to opt-in for PAYD:

- i. Age of insured: 28 to 60 years old
- ii. Age of vehicle: 0 to 3 years
- iii. Sum insured: RM 40,000 to RM 300,000
- iv. Car type: Private car for private use
- v. Other underwriting criteria determined by us

### **b) How do I opt for PAYD?**

If PAYD is selected during the purchase of the private car insurance, our underwriting engine will identify your eligibility based on the criteria set in item 16(a) above. If you are eligible, your private car insurance will be issued with a PAYD endorsement. You will be notified via SMS (short message service) and/or email on your enrolment.

Thereafter, you need to submit your mileage data within the stipulated period, please refer to Item 16(c) below.

### **c) How do I submit my mileage data?**

For every PAYD policy, you are required to submit your mileage data on three (3) occasions:

- i. Policy inception: Within 14 days upon our confirmation of your PAYD enrolment;
- ii. 180 days of your Policy inception: Within 14 days of this period; and
- iii. Policy expiry: Within 14 days of your Policy expiry at the end of the 12<sup>th</sup> month.

If your mileage data is not received on the three (3) occasions stated above and not within the stipulated period, the refund entitlement will be forfeited.

The mileage data shall be submitted by you via platform provided and notified by us. Information required are your Name, NRIC number and vehicle registration number.

Any policies cancelled will not be entitled for refund. For policies extended, mileage data is still required to be submitted at the 12th month and the extended period of your private car insurance will not be calculated for refund.

Note: Mileage data is collected via odometer reading of your vehicle. Please refer to the sample of mileage reading in the PAYD FAQ section of our website at [www.tuneprotect.com](http://www.tuneprotect.com). You may also contact your agent, visit any of our branches or contact our customer service for assistance.

### **d) Do I need to pay additional premium for PAYD?**

No additional premium required for PAYD.

**e) How am I eligible for refund?**

Those who have opted for PAYD must fulfill all of the following criteria to be eligible for the refund:

- i. Complete 12 months policy period;
- ii. Submit mileage data in accordance with item 16(c) above; and
- iii. Drive low mileage during the policy period. Refer to "Refund Table" below for policies purchased via agency channel and walk-in customers:

Tier	Annual mileage driven (kilometres driven)	Percentage refund
Tier 1	From 0 km to 6,000 km	20%
Tier 2	From 6,001 km to 8,000 km	15%

There is no impact to your refund entitlement should you make any claims during the policy period.

You will not be entitled to the abovementioned refund if:

- i. You do not submit your mileage data to us in accordance with item 16(c) above;
- ii. This policy is cancelled by either you or us at any time during the policy period
- iii. There is unauthorized tempering / modification / replacement or malfunction of your car odometer
- iv. There is modification of your mileage data visuals submitted to us
- v. Your mileage data uploaded into our platform is unclear and we are not able to capture the readings

**f) When will I receive my refund?**

Refund will be credited into your bank account within thirty (30) days upon receipt of your final mileage data. Payment of the refund shall be subject to the refund scale provided in item 17(e) above and the other criteria mentioned under item 16(e) above.

**g) How is the refund calculated?**

The refund is calculated based on the following formula:

$$Y - X = \text{Annual mileage driven}$$

X = the mileage data submitted upon our confirmation of your PAYD enrolment

Y = the mileage data submitted upon policy expiry at the end of the 12th month

Total annual mileage driven is then applied to the refund scale in item 16(e) above to identify the corresponding refund percentage. If the annual mileage driven does not fall within the refund scale in item 16(e) above, you will not be entitled for a refund.

**h) Where can I get further information on the PAYD endorsement?**

You may obtain further information from our website at [www.tuneprotect.com](http://www.tuneprotect.com), at PAYD section comprising brochures and FAQ.

## 17. Where can I get further information?

Should you require additional information about Motor insurance, please refer to the insuranceinfo booklet available at all our branches or visit [www.insuranceinfo.com.my](http://www.insuranceinfo.com.my).

If you have any enquiries, please contact us at:

### **Tune Protect Malaysia**

### **Tune Insurance Malaysia Berhad**

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### **IMPORTANT NOTE**



You must ensure that your vehicle is insured at the appropriate amount as it will affect the amount you can claim. In the event of an accident, you are advised to deal with approved workshops. If you have a comprehensive cover and you are not at fault, you are advised to submit your claim to your insurance company. You should read and understand the insurance policy and discuss with the agent or contact the insurance company directly for more information.

The information provided in this disclosure sheet is a summary for quick and easy reference. The exact terms and conditions that apply are stated in the policy contract.

*Tune Insurance Malaysia Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia. The information provided in this Product Disclosure Sheet is valid as at 31<sup>st</sup> March 2020.*