

# PRODUCT DISCLOSURE SHEET

## for auto365 Comprehensive Plus Insurance

**IMPORTANT NOTE:** Please read this Product Disclosure Sheet before you decide to take out the auto365 Comprehensive Plus Enhanced Private Car Insurance Policy. Be sure to also read the general terms & conditions.

### 1. What is this private car insurance policy 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 and other related benefits such as all drivers, flood relief allowance, key care cover, window snatch theft and ambulance fees.

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

This insurance covers:

- loss or damage to your vehicle due to accidental fire, theft or an accident
- liability to third party for bodily injury, death and property damage
- all drivers
- flood relief allowance
- key care cover
- window snatch theft
- ambulance fees

Some of the popular optional covers with additional premium are:

- cover for windscreen, windows or sunroof
- legal liability to passenger(s) (LLP)
- legal liability of passenger(s) for negligent acts (LLOP)
- inclusion of special perils e.g. flood, landslide etc.
- compensation for assessed repair time (CART)
- strike, riot and civil commotion
- waiver of betterment
- private hire car (annual e-hailing)
- private car 365 plan

No	Benefits	Private Car 365 Plan				
		Plan 1	Plan 2	Plan 3	Plan 4	Plan Ezy
1	Accidental Death	RM15,000	RM30,000	RM75,000	RM120,000	RM10,000
2	Permanent Disablement	Up to RM15,000	Up to RM30,000	Up to RM75,000	Up to RM120,000	Up to RM10,000
3	Double Indemnity During National Public Holiday in Malaysia	RM30,000	RM60,000	RM150,000	RM240,000	Not Applicable
Medical Expenses, Corrective Dental and/or Cosmetic Surgery & Ambulance Fees						
4	a) Medical Expenses due to accident	RM1,500 Combined Limit	RM2,000 Combined Limit	RM3,000 Combined Limit	RM4,000 Combined Limit	RM1,500
	b) Corrective Dental and/or Cosmetic Surgery					Not Applicable
	c) Ambulance Fees					
5	Hospital Income (per day, up to 60 days)	RM30	RM50	RM75	RM100	
6	Bereavement Allowance	RM750				RM500
7	Flood Relief Allowance	RM1,500				
8	Compassionate Allowance for Total Loss of Vehicle (CALV) / Theft	RM6,000	RM8,000	RM12,000	RM18,000	Not Applicable

**Liberty General Insurance Berhad** 197801007153 (44191-P)

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P. O. Box 11228, GPO Kuala Lumpur, 50740 Kuala Lumpur.

(Service Tax Registration No.: B16-1808-31015443)

The benefit(s) payable under this eligible policy is protected by PIDM up to limits.

Please refer to PIDM's TIPS Brochure or contact Liberty General Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).



1 300 88 8990



[customer@libertyinsurance.com.my](mailto:customer@libertyinsurance.com.my)



[www.libertyinsurance.com.my](http://www.libertyinsurance.com.my)

No	Benefits	Private Car 365 Plan				
		Plan 1	Plan 2	Plan 3	Plan 4	Plan Ezy
9	Vehicle Breakdown Assistance and Towing Service (within Malaysia only)	Up to 600km per roundtrip	Unlimited			Up to 150km per roundtrip
10	Vehicle Accident Towing Service (within Malaysia only)	Not Applicable				Not Applicable
11	International Towing Assistance	Up to 60km from Malaysian border				Up to 100km from Malaysian border
12	Taxi and Car Rental Expenses – limited to 3 events during the Period of Insurance	Not Applicable	Taxi – RM60 per trip; Car Rental – RM150 per day, up to RM400 per event			Taxi – RM60 per trip; Car Rental – Not Applicable
13	Hotel Accommodation Expenses for Vehicle Breakdown in Malaysia (per day) – limited to 3 events during the Period of Insurance		RM150 per day, up to RM400 per event			Not Applicable
14	Hotel Accommodation Expenses for Vehicle Breakdown in The Republic of Singapore (per day) – limited to 3 events during the Period of Insurance		RM150 per day, up to RM300 per event			
15	Compassionate Cover for Smash and Grab	Damage to Window – RM1,000 Loss of Personal Effect/Cash – RM500				Damage to Window and/or Loss of Personal Effect/Cash – RM500 Combined Limit
16	Key Care Cover – limited to 1 event during the Period of Insurance	Not Applicable				RM500
17	Outstanding Credit Card Balance (due to Accidental Death or Permanent Disablement)	RM300	RM500	RM1,000	RM1,500	Not Applicable
18	Car Replacement Expenses (per day) - limited to 1 event during the Period of Insurance	RM150 (Up to RM450)	RM150 (Up to RM600)	RM150 (Up to RM750)	RM150 (Up to RM900)	
19	Car Loan Protection (due to Accidental Death or Permanent Disablement)	RM5,000				
20	Referral Assistance Program	Not Applicable	Included			Included for Benefit 13 arrangement

**Note: Benefit 1 to 6 and 15 include coverage for passengers under Plan 1, 2, 3 and 4 only.**

**Passenger(s) refer to a maximum of 4 person per vehicle. Additional premium apply for subsequent passenger(s).**

This list is non-exhaustive. Please refer to our branches or insurance intermediaries for all other optional covers that are available.

Notes:

- It is required under the laws of the Republic of Singapore to have insurance cover for legal liability to your passengers before entering the country.
- Duration of cover is for one (1) year. You need to renew the insurance cover annually.

### 3. How much premium do I have to pay?

The total premium that you have to pay may vary depending on your individual risk profile including but not limited to your No Claim Discount (NCD) entitlement, optional cover(s) you purchase, vehicle's sum insured and other underwriting requirements.

### 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	Subject to the prevailing rate as imposed by the Government of Malaysia
Stamp duty	RM10.00
Agent's commission or where there is an intermediary involved	10% of the premium

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

- Under-insurance clause will apply if your vehicle is under-insured for more than 10% of the market value at the time of loss. Therefore, it is important that you ensure that your vehicle is insured at an adequate market value to avoid under- or over-insurance.
- You have to bear the excess and the compulsory excess for loss or damage to your vehicle:
  - Excess is the first amount that you have to bear yourself for each and every claim arising out of one incident that we have approved. Please check your policy schedule to find out the excess amount that you are liable to pay for.
  - Compulsory excess is another RM400 in addition to the excess in your schedule that you have to bear yourself for each and every claim arising out of one incident that we have approved. However, it does not apply to loss or damage caused by fire, explosion, lightning, burglary,

housebreaking or theft. The compulsory excess will be applied if you or the person driving your vehicle:

- is under twenty-one (21) years old; or
  - holds a Provisional (P) or Learner (L) driver's licence.
- Betterment shall apply if new original parts are used to repair your vehicle (for vehicle aged five (5) years and above) which leads to your vehicle being in a better condition than it was before the damage. You would be required to contribute to its betterment a proportion of the costs of such new original parts.
  - If you have insured your vehicle for a continuous period of twelve (12) months and you or anyone else did not make any claim under this policy during that time, a NCD will be applied at each renewal. The applicable NCD will increase with each renewal if you continue to have claim free years. If you or anybody else meets with an incident which will give rise to a claim on this policy, the NCD entitlement that you have accumulated would drop to zero at the next renewal and your NCD will start all over again.

## **6. What is the importance of disclosure that I should be aware of?**

### **Consumer Insurance Contract**

Where you have applied for this insurance wholly for purposes unrelated to your trade, business or profession, you had a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you applied for this insurance) e.g. you should have answered the questions fully and accurately. Failure to have taken 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 in accordance with Schedule 9 of the Financial Services Act 2013. You were also required to disclose any other matter that you knew 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**

Where you have applied for this insurance for purposes related to your trade, business or profession, you had a duty to disclose any matter that you knew 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.

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.

## **7. At what value should I insure my vehicle?**

You are advised to insure your vehicle based on the market value of your vehicle at the point you apply this motor insurance policy based on the market value available in the ISM Automotive Business Intelligence System (ISM-ABI). Please review and ensure that the sum insured is adequate to avoid under/over insurance.

## **8. Why should I choose your recommended sum insured as the policy sum insured?**

The recommended sum insured is derived from ISM-ABI, the Market Valuation System approved by us and it is used as a guide to recommend your vehicle's sum insured when you purchase this insurance.

## **9. What is an "Agreed Value" Policy?**

In the event of total loss or theft, the maximum amount that we will pay is up to the sum insured as shown in the policy schedule.

## **10. What is a "Market Value" Policy?**

In the event of total loss or theft, the maximum amount that we will pay is up to the market value of the vehicle which will be determined at the time of loss or the sum insured as shown in the policy schedule; whichever is lesser.

It is important to insure your vehicle with the appropriate market value. Below are the effects of over-insurance and under-insurance when an incident happens and giving rise to a claim:

- Over-insurance: When a claim arises, the maximum amount that we will pay you is up to the market value of your vehicle even if your vehicle's sum insured is higher than the market value.
- Under-insurance: When a claim arises, we will only bear part of the loss in proportion to the difference between the market value and the sum insured. The balance has to be borne by you if the under-insured amount is more than 10% of the market value.

## **11. What are the major exclusions under this policy?**

This policy does not cover certain losses, such as:

- you or your authorised driver is under influence of any alcohol or intoxicating liquor, narcotics, dangerous drug or any deleterious drugs or intoxicating substance to such an extent as to be incapable of having proper control of your vehicle
- your vehicle was being used:

- for any unlawful purposes or any attempt of any unlawful purpose
  - to practise for or participate in a motor sport, competition, reliability trial, speed test or on any racetrack
  - loss, damage or liability caused by an unauthorised driver
  - loss, damage or liability connected to war, act of terrorism, strike, riots or civil commotion
  - loss, damage or liability arising from convulsions of nature i.e. flood, typhoon, storm, landslide etc.
- This list is non-exhaustive. Please refer to the policy wording for the full list of exclusions under this policy.

## 12. What are the services/benefits I get from this policy?

- **Liberty Auto Assist**

24-hour breakdown services/towing up to 100km (West Malaysia) / 60km (East Malaysia) per round trip including toll charges incurred in any one incident your vehicle cannot be driven as a result of any breakdown within Malaysia.

Please download the Liberty One Touch App to reach us or dial 1 300 88 8990 for assistance.

Notes:

- Round trip is defined as a trip by the tow truck from its starting location to the scene of the incident, then towing your vehicle to an approved repairer requested by you or your authorised driver or to a safe place of storage, then the tow truck's return trip to its starting location.
- If the towing trip exceeds the mileage limit as stated above, additional costs will be borne by you or your authorised driver based on the prevailing market rates for towing.

- **Liberty Express Claim**

For speedy hassle-free process of Own Damage claim in "CASH", payment will be made to your bank account.

- **SMS Reminder**

SMS alert on policy renewal and claims status.

- **Approved Repairer**

Hassle-free damage repair with more than four hundred (400) approved repairers nationwide.

## 13. What should I know when making a claim?

- Report to the police for all incidents. For a road accident, you have to report to the police within twenty-four (24) hours.
- Notify us in writing within seven (7) days after the incident. Complete the claim form in full and return it to us with the related documents within twenty-one (21) days from your notification's date.
- In the event your car meets with an accident, you will need to send your car to any of the motor repair workshops as listed below:
  - motor repair workshops which are on our panel of approved workshops; or
  - motor repair workshops registered with Jabatan Pengangkutan Jalan (JPJ); or
  - any other repairer that we have given you special permission to use. The circumstances under which a special permission may be granted by us includes:
    - no approved repairer described in (a) and (b) above is available at the location of your car, and we are unable to assist you in accessing the nearest workshop on our panel or the nearest workshop registered with Jabatan Pengangkutan Jalan (JPJ);
    - repairs that require special expertise from specific repairers which cannot be provided by an approved repairer; and
    - franchise repairers.

Please download the Liberty One Touch App to reach us or dial 1 300 88 8990 for assistance pertaining to items above.

## 14. What is the approved repairer refers to?

Approved repairer refers to any of the following:

- motor repair workshops which are on our panel of approved workshops; or
- any other repairer that we have given you special permission to use.

## 15. Can I cancel my policy?

You may cancel your policy at any time by giving a written notice to us. Upon cancellation, you are entitled to a refund of the premium if no prior claim was incurred, based on short-period rates, and any minimum premium paid under the policy is not refundable.

## 16. If I add Private Hire Car endorsement to my private car policy,

- **Am I entitled to a premium refund if I want to cancel this endorsement?**

- upon cancellation of Private Hire Car endorsement, you are entitled to a refund of the premium on pro rata basis, if no prior claim was incurred under this endorsement.

- **What will happen to my NCD entitlement if I make an own damage claim under this endorsement?**

- your NCD entitlement will drop to zero (0) if you make an own damage claim under this endorsement.

**17. 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 correspondence reaches you in a timely manner.

**18. What are the other options of motor insurance cover available?**

Below are other options of motor insurance cover available:

- Motor insurance – Comprehensive Premier cover
- Motor insurance – Comprehensive Lite cover
- Motor insurance – Comprehensive cover
- Motor insurance – Third Party, Fire and Theft Premier cover
- Motor insurance – Third Party, Fire and Theft cover
- Motor insurance – Third Party<sup>Tariff</sup> cover

**19. Where can I get further information?**

Should you require additional information about motor insurance, please refer to the *insuranceinfo* booklet on “Motor Insurance” available at all our branches or you can obtain a copy of the booklet from your insurance intermediary to find out more.

If you have any enquiries, please contact us at:

**Liberty General Insurance Berhad**

Liberty Insurance Tower,  
CT9, Pavilion Damansara Heights,  
3, Jalan Damanlela,  
Pusat Bandar Damansara,  
50490 Kuala Lumpur.

Toll Free : 1 300 88 8990

Email : [customer@libertyinsurance.com.my](mailto:customer@libertyinsurance.com.my)

Website : [www.libertyinsurance.com.my](http://www.libertyinsurance.com.my)

**IMPORTANT NOTE:**

**YOU MUST ENSURE THAT YOUR VEHICLE IS INSURED AT AN APPROPRIATE AMOUNT AS IT WILL AFFECT THE AMOUNT YOU CAN CLAIM. IN THE EVENT OF AN INCIDENT, YOU MUST DEAL WITH OUR PANEL APPROVED REPAIRERS ONLY OR ANY OTHER REPAIRER THAT WE HAVE GIVEN YOU SPECIAL PERMISSION TO USE. IF YOU ARE NOT AT FAULT, YOU ARE ADVISED TO SUBMIT YOUR CLAIM TO US. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT US DIRECTLY FOR MORE INFORMATION.**

Liberty General Insurance Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this disclosure sheet is issued on 23/05/2025 and will be valid until the next periodical review.