



Lonpac Road Assist

Membership Guide

Lonpac Road Assist Helpline

1300 88 1138

www.ezlonpac.com/road-assist

Welcome To The Family. Your Lonpac Road Assist Membership Is Confirmed.

Congratulations! You are now a member of **Lonpac Road Assist** and thank you for allowing us to be another step closer to you.

With **Lonpac Road Assist**, you can simply call us at **1-300-88-1138** or visit our website at www.ezlonpac.com/road-assist in the event you need assistance.

Our reliable and well trained customer service will assist you to get on your way.

Flip this sheet for the list of benefits and other additional info.



4 Steps To Follow When You Encounter A Car Breakdown Or An Accident

01.

Call

Call Lonpac Helpline to ask for assistance at **1300-88-1138** or visit our **Road Assist website** (ezlonpac.com/road-assist) for help.

02.

Describe Incident

Explain the problem you encounter and reveal your location. If you are using the **Lonpac Road Assist website**, it will automatically detect your location.

03.

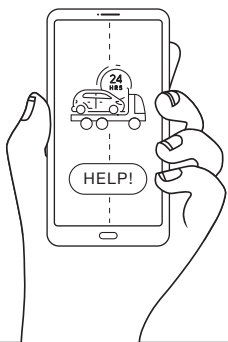
Confirmation

You will be informed of the tow truck's registration number and driver's name.

04.

Stay Safe & Wait

Prompt and reliable assistance will be on its way.



For 24-hour roadside emergency assistance,
please call 1300-88-1138 or visit our website at:

www.ezlonpac.com/road-assist

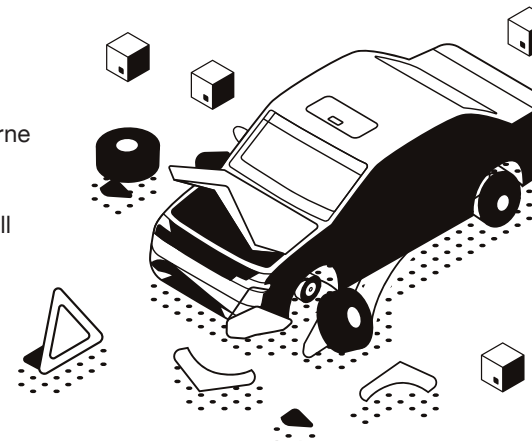


Scan This QR Code To
Save Our Road Assist Contact
Details In Your Mobile Phone

Charges

Should the total towing charges exceed RM400, the extra charges incurred shall be borne by your goodself.

All costs incurred in the workshop including replacement of car spare parts and road toll charges, if any, will be borne by your goodself, except for cases with accident claims.





Exceptions

Your Benefits

24-hour Minor Roadside Repairs*

In the event where your car is immobilised due to a breakdown, our mechanic will try to repair your car on the spot. Minor roadside repairs are any repairs that are deemed possible on the spot.

Labour will be provided for FREE for the minor roadside repairs.

24-hour Emergency Towing Services*

Lonpac E-Assist will provide free towing service up to RM400 (round trip) per event.

If it is due to breakdown, you may either tow your car to your preferred workshop or back to your home.

If it is due to accident, Lonpac E-Assist will tow your car to the nearest police station to lodge a police report and then to Lonpac's panel workshop/authorised franchise repairer/dealer for repairs.

Emergency towing services will be provided for FREE up to a maximum limit of RM400 (round trip) per event. However, any extra charges incurred will be borne by your goodself.

Car Rental Referral Service

In the event you require urgent use of another car following a breakdown or an accident, Lonpac E-Assist will assist you to arrange for car rental.

Services provided are purely on referral arrangement basis and all costs incurred will be borne by the member.

Arrangement for Hotel Accommodation

In the event where the breakdown or an accident happens late at night, Lonpac E-Assist will assist you with hotel reservation at a nearby hotel.

Services provided are purely on referral arrangement basis and all costs incurred will be borne by the member.

Panel Workshops Referral Services

Lonpac E-Assist will assist you to find your nearest panel workshop from our list of more than 350 workshops throughout Malaysia following a breakdown or an accident.

Car Locksmith Services

If you are locked out of your car, we will arrange for a Locksmith to assist and unlock your car for Free. If it is not possible to unlock your car, we will arrange for Free car towing to the nearest Lonpac's Panel of Workshop or your preferred workshop up to a Maximum Limit of RM400 per event (round trip).

Important: Services will be provided subject to Proof of Car Ownership Confirmation and the Member must be Physically Present with the car.

Transmission of Emergency Information

Upon request, we will send urgent messages (call or text message) to your family, friends and business colleagues during an emergency for Free.

**The 24-hour emergency towing services shall be made available by the Company in the event the Named Vehicle is immobilized at any place within the geographical areas of Peninsular Malaysia (excluding all islands, except for Penang and Langkawi). In East Malaysia, such services shall be made available within a radius of 25km from the city centre of Kota Kinabalu, Sandakan, Tawau, Labuan, Sibul, Bintulu, Miri, Kuching or along the Pan Borneo highway.*

Any attempt to supply or initiate any false, fraudulent or misleading information, or make any misrepresentation to us in order to take advantage of this service.

Service outside the territorial limits.

Towing from a repair facility when work on the vehicle has begun, or to tow the vehicle from a repair facility to another location or facility.

Cost of repair or replacement of parts and components in the workshop or service centre.

Petrol, toll charges, taxi fare, accommodation and telephone charges.

Towing if the vehicle has run out of fuel. For electric vehicle (EV), if the battery is empty charge, except where the battery is faulty or degraded.
Note: At the request of the Member, service provider may tow the vehicle to the nearest EV charging station for a quick recharge but the cost of towing shall be paid by the Member.

Towing for non-mechanical reasons including but not limited to, towing to/from storage locations, metal recycling facilities, or after the vehicle has been sent for a spray job.

Towing or breakdown assistance due to catastrophic events or Act of God such as earthquake, flood and windstorm.
Note: Where the motor policy has been extended to include special perils cover, towing due to breakdown arising from flood incident will be covered under the program, subject to availability of tow truck and accessibility of the breakdown location. During a disaster, the turnaround time for operations and services may experience delays.

Member or the authorised driver did not possess a valid driving license issued by a competent authority.

Where any such services are required and/or interrupted and/or delayed due to nationwide power failure, or in any way affected due to Events of Force Majeure.

Failure of the Member to take reasonable precautions or to follow warnings of any intended strike, riot or civil commotion via the mass media.

Any illegal or unlawful act by the Member or the use of the Named Vehicle for any unlawful or illegal purposes.

If the Named Vehicle appears to be configured for rally, racing, motoring competition, or performances, or if the Named Vehicle has been modified against government regulations.

When the Named Vehicle does not have an engine or mechanical parts.

When towing is for the reason to dispose the Named Vehicle

Towing for discovered stolen Named Vehicle, abandoned or vandalised vehicle

Vehicle that is left unattended.

The vehicle concerned is not in a road worthy condition.

When there is no valid road tax disc displayed on the Named Vehicle.

When special towing and/or special equipment is required during the course of providing the towing services for the Named Vehicle which, in the sole opinion of the Company, are considered high risk and/or reasonably impracticable.

The vehicle concerned was carrying more passengers or towing a greater weight than for which it was designed as stated in the manufacturer's specifications or arising directly from unreasonable driving of the vehicle on unsuitable terrain.

For any other reasons Lonpac is of the opinion that the request is not honest, genuine or appropriate.

Suspension or Termination

As this service is purely complimentary, Lonpac may suspend/ terminate the Lonpac Road Assist membership immediately and without notice for any reason whatsoever.

Subject to applicable laws, we will not be liable to you or any third party for any loss or damage whatsoever suffered as a result of any such suspension/ termination/exclusion.

Important Notice

Please do not make your own car assistance arrangement through a third party / other service provider (services not organised directly by Lonpac Road Assist), as Lonpac will not reimburse any costs incurred.

Services are not available to breakdown beyond gazetted roads e.g. jungle roads (Note: If the car is loaded with goods, arrangements can be made to transfer and transport the concerned goods but all costs will be borne by the member).

Programme terms and conditions apply. Lonpac Insurance Bhd reserves the right to change, alter or withdraw this programme as and when it deems fit or if it is required by regulatory agencies and no prior notice will be given to the member.