

# Private Car Insurance

## Product Disclosure Sheet



### IMPORTANT NOTE

Read this Product Disclosure Sheet before you decide to take up a **Private Car Insurance**. Be sure to also read through the general terms and conditions.

#### Consumer Insurance Contract

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if the Insured Person applied for this Insurance wholly for **purposes unrelated to the Insured Person's trade, business or profession**, the Insured Person has a duty to take reasonable care not to make a misrepresentation in answering the questions in the proposal form and where required by the Company, fully and accurately. The Insured Person shall also disclose any other matter that he/she knows to be relevant to the Company's decision in accepting the risks and determining the rates and terms to be applied. If the Insured Person fails to make such required disclosure, the contract may be avoided, claim denied or reduced, terms changed or varied, or contract terminated. **This duty of disclosure continues until the time the contract was entered into, varied or renewed.**

#### Non-Consumer Insurance Contract

Pursuant to Paragraph 4(1) of Schedule 9 of the Financial Services Act 2013, if the Insured Person applied for this Insurance for **purposes related to the Insured Person's trade, business or profession**, the Insured Person has a duty to disclose any matter that the Insured Person knows to be relevant to the Company's 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 contract, claim denied or reduced, terms changed or varied, or contract terminated. **This duty of disclosure continues until the time the contract was entered into, varied or renewed.**

The Insured Person also has a duty to notify the Company immediately if at any time, after this Policy Contract has been entered into, varied or renewed with the Company, any of the information given for this Policy Contract is inaccurate or has changed.

#### 1. What is this policy about?

This policy provides insurance coverage for bodily injury and death and property loss or damage of third parties 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 Fire & Theft
<b>Liabilities to third party for:</b> • Injury • Death • Property loss / damage	√	√	√
<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:

- Cover for Windscreens, Windows and Sunroof (Windscreen damage)
- Passenger liability cover (LLOP)
- Legal Liability to Passengers (LLToP)
- AUTOBUDDY
- Inclusion of Special Perils / Inclusion of Special Perils On A First Loss Basis (Damage from flood, landslide; among others)
- Waiver of Betterment
- Motor Shield (Endorsement 121)

Optional benefits with NO additional cost:

- Pay-As-You-Drive (PAYD)

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 sum insured of vehicle, the No-Claim-Discount (NCD) entitlement and the underwriting requirements of the insurance company.

Premium payment can be made via cash, credit/debit card, online banking and cheque.

**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
Tax	8% of the premium
Stamp Duty	RM10.00
Agent commission 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?**

- **Duty of disclosure** – you must disclose to us/your intermediaries 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), an 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. *(For additional premium, your policy can be extended to waive your contribution towards betterment).*
- You should read the Tune Protect Privacy Policy (<https://www.tuneprotect.com/privacy-policy/>) and You shall agree that all personal data provided to the Company by You and/or the Insured and/or acquired by the Company from the public domain, as well as personal data that arises as a result of the provision of cover to You and/or the Insured is subject to said Privacy Policy as may be varied from time to time.

**6. 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 for the motor insurance policy. This value will be called the Sum Insured of your vehicle in your motor policy. You should understand the following when insuring your vehicle:

**Market Value**

Tune Insurance refers to the Motor Vehicle Market Valuation System provided by Insurance Services Malaysia Berhad (ISM) to determine the sum insured of your vehicle at the time of purchase/renewal of your policy. In the event of a claim, we will rely on ISM to determine the Market Value of your vehicle at the time of loss.

If no Market Value is available from ISM for your vehicle at the time of purchase/renewal of your policy, the Market Value of your vehicle would be determined by a Registered Adjuster at the time of loss.

**Agreed Value**

This value will be agreed at the commencement of your policy and will be used as the basis of settlement. In the event of a claim as a result of theft or total loss, this value will be the maximum payout for your vehicle as stated in your 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 want to insure your vehicle at a sum insured higher than the Market Value such as if required by your financier, please let us or your intermediary know. In the event we agree to accept it, we will grant you the Agreed Value basis on your policy.

**9. What are the major exclusions under this policy?**

This policy does not cover 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.

**10. 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 and subject to the minimum premium amount payable under the policy.

**11. 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.

**12. What services/benefits can I get from the Tune Insurance’s Private Car Comprehensive Policy?**

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

Tune Assist Services	Benefits
Towing Costs	Up to RM300

- Hassle-free accident repair with a list of Approved Repairers and windscreen repairers nationwide. Please visit our website at [www.tuneprotect.com](http://www.tuneprotect.com).

- **Towing due to Accident**  
In the event of accident, if you contact our Tune Assist Helpline, we will provide towing service up to RM300. If you opt for towing service(s) from other providers, the Policy shall cover for the towing cost up to RM200.
- **Towing due to Breakdown**  
Under breakdown event, we only offer this value-added service if you seek assistance from Tune Assist helpline up to RM300. This benefit is strictly non-reimbursable if you seek assistance from other providers.

**13. What are the differences between the Full Value and First Loss Special Perils covers?**

The example below illustrates the differences between the Full and First Loss Special Perils covers with their premium calculations and coverage based on a vehicle value of RM 50,000. If you decide to purchase First Loss Special Perils cover, please keep in mind that any repair cost that is greater than the sum insured will be borne by you.

	Full Special Perils Cover	First Loss Special Perils Cover
Vehicle Value	RM50,000	RM50,000
Coverage (x% of vehicle value)	100%	25%
Sum Insured	RM50,000	RM12,500
Premium Rate	0.20% of Sum Insured	0.40% of Sum Insured
<b>Annual Premium</b>	<b>RM100</b>	<b>RM50</b>
Repair Cost for Damage Caused by the Insured Special Perils	RM15,000	RM15,000
Maximum Claims Payout for Repair Cost (subject to excess, if any)	RM15,000	RM12,500
Balance of Repair Cost to be borne by the Policyholders	0	RM2,500

Note:

- Subject to terms and conditions of the policy.
- Full Special Perils cover and First Loss Special Perils cover refer to Endorsement 57: Inclusion of Special Perils and Endorsement 117: Inclusion of Special Perils on a First Loss basis (Non-Tariff) respectively.
- Premium shown are subject to applicable tax as imposed by the relevant authorities.

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

This is an optional benefit offered to eligible policyholders, typically suited 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:

- Age of insured: 28 to 65 years old
- Age of vehicle: 0 to 10 years
- Sum insured: RM 40,000 to RM 300,000
- Car type: Private car for private use
- 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 14(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 14(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 fourteen (14) days of this period; and
- iii. Policy expiry: Within fourteen (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 14(c) above; and
- iii. Drive low mileage during the policy period. Refund Table is per below:

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 14(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 14(e) above and the other criteria mentioned under item 14(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 14(e) above to identify the corresponding refund percentage. If the annual mileage driven does not fall within the refund scale in item 14(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.

**15. What should you know when making a claim?**

- Lodge a police report within twenty four (24) hours of the accident.
- Notify us in writing with full details within seven (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 an Approved Repairer selected and approved by us. For windscreen repair or replacement, please refer to our Authorised Panel Windscreen Repairer. Should you require assistance on panel workshops, please contact Tune Assist Helpline at **1800 22 8863**.

**NOTE:**

*Private Car Own Damage claim - It is important that all policyholders are made aware that insurance claims are only valid if their damaged vehicles have been sent to a panel workshop that has been approved by Us. All our panel workshops are approved under the Persatuan Insurans Am Malaysia Approved Repairers Scheme [called a PIAM Approved Repairers Scheme (PARS)]*

**16. 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.

If you have any enquiries, please contact us at:

Tune Protect Malaysia  
Tune Insurance Malaysia Berhad  
Company No: 197601004719 (30686-K)  
Level 9, Wisma Capital A,  
No. 19 Lorong Dungun, Damansara Heights,  
50490, Kuala Lumpur,  
Malaysia.  
Tel No: 1800 88 5753  
E-mail: [hello.my@tuneprotect.com](mailto:hello.my@tuneprotect.com)  
Website: [www.tuneprotect.com](http://www.tuneprotect.com)

**17. Other type of motor insurance cover available?**

Other type of motor insurance cover available are as follows:

- Commercial Vehicle
- Motorcycle

**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 Repairer selected and approved by us. 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 1<sup>st</sup> March 2024.*

The benefit(s) payable under eligible policy is(are) protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Tune Insurance Malaysia Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).