



# SmartDrive Enhanced Private Car

## Product Disclosure Sheet

Date: as per quotation date

### Important Note

1. Read this Product Disclosure Sheet before you decide to take out the SmartDrive Enhanced Private Car Insurance Policy. Be sure to also read through the general terms and conditions.
2. You are advised to note the table of benefits for Death and Disablement in your insurance policy. You must nominate a nominee and ensure that your nominee is aware of the policy that you have purchased. You should read and understand the insurance policy and discuss with the agent or contact us directly for more information.
3. 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.

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

This policy indemnifies you against your liabilities to third parties for injury or death, damage to third parties' property, and accidental or fire damage to your vehicle or theft of your vehicle.

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

This policy covers:

A. Loss or damage to your own vehicle due to accidental fire, theft or accident.

B. Your liability or your authorized drivers liability to third parties for:

- bodily injury and death; and
- Property loss or damage.

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

- Breakage of glass in windscreen, window or sunroof
- Passenger liability cover
- Damage arising from flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip or sinking of the soil/earth or other convulsion of nature
- Strike, riot and civil commotion
- Compensation for Assessed Repair Time
- Current year NCD relief
- Vehicle accessories (Multimedia Player, Rooftop/Canopy)
- Waiver Of Betterment
- AXA FlexiDrive<sup>New</sup> (no additional premium)

*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. What is AXA FlexiDrive?

AXA FlexiDrive is the 1st Telematics Motor Insurance in Malaysia that rewards safe drivers with safe driving discount, enhanced road safety and vehicle security. It is an optional add on whereby you will be able to earn discount up to 20% and redeem your earned discount after completing the policy period of 12 months. This will result in a fairer way of pricing your motor insurance. In addition, AXA FlexiDrive comes with safety features in terms of emergency response in case of severe accidents and security features with Stolen Vehicle Tracking (SVT) service in case of theft

#### a) How Do I earn AXA FlexiDrive Discount?

Safe Driving Discount are earned based on your driving behavior in:

- Speed
- Mileage
- Harsh driving

Based on your scores, you will earn discounts according to the driver groups you are in:

- Red (Poor Performance driver)
- Yellow (Average driver)
- Green (Safe driver)

Risk Factor	Green (%)	Yellow (%)	Red (%)
Average Daily Mileage	6	3	0
Over-speed Distance Percentage	6	3	0
Harsh Driving Frequency (counts per 100km)	8	4	0
<b>Total Percentage</b>	<b>20</b>	<b>10</b>	<b>0</b>

#### b) When will I receive my Safe Driving Discounts?

The total Safe Driving Discounts accumulated during the previous Policy will be banked into your account within 14 days after completing the policy period of 12 months.

#### c) How is my safe driving discounts calculated?

The Safe Driving Discount will be calculated after your NCD is applied on the basic premium of the previous policy year

#### d) How much additional premium do I have to pay for AXA FlexiDrive?

There will be no additional premium for enrolling in AXA FlexiDrive. Just pay your standard comprehensive motor insurance premium and drive safely.

#### e) Will installing Telematics Device affect my vehicle warranty?

The telematics device is manufactured in accordance with international automotive standards and is SIRIM Certified. The telematics device will simply be connected to your vehicle, and will not affect your vehicle warranty. In the unlikely event that your vehicle warranty is proven to be affected due to the telematics device, AXA shall be fully responsible for the cost of repairs or warranty claims.

#### f) Will I need to pay for the Telematics device?

Refundable security deposit of RM70.00 will be collected from you by our service provider upon installation and will be refunded in full into your account within 30days upon returning of the telematics device to our service provider post cancellation or termination of AXA FlexiDrive policy. However, if the telematics device is not returned, damage due to misuse, tamper, or any unauthorized interfering and alteration by the insured, the RM70.00 security deposit will be forfeited.

#### g) Who shall I contact if I do not receive the refund after 30 days?

Should there be any dispute arising from the collection or refund of this RM70.00 device security deposit, customer can contact AXA in obtaining a resolution

#### h) How long is the warranty on the telematics device?

The device has a lifetime warranty valid throughout the terms, except in the event of loss or damage due to misuse, tampering, or unauthorized interfering and alteration by the insured



**i) How much do I need to pay for Telematics installation?**

The telematics device is installed at designated service provider's location nationwide free of charge. If you opt for non-designated locations, the following optional call-out charges will apply (to be paid directly to the Service Provider)

- Callout installation within 20km radius: RM50.00
- Callout installation above 20km radius: RM70.00

**j) How much do I need to pay for embedded installation?**

The telematics device is a standard battery fitment. If you prefer to hide the telematics device for theft prevention and opt for embedded installation, the optional charges will be as follows:

- Embedded Installation: RM70.00

**k) Are there any premium features being offered?**

For enhanced vehicle security, you can opt in for the Smart Track Security package for a monthly fee of RM19.90 made payable via payment gateway, directly to the Service Provider. This will activate detailed location and trip geo-coordinates to help you better locate your car in case of theft. **AXA FlexiDrive** Smart Track Security also allows you to stay connected to your vehicle with our smart lifestyle and tracking features, including a virtual alarm.

**l) Where can I get further information regarding AXA FlexiDrive?**

More information can be acquired on our **AXA FlexiDrive's** website, brochure, and FAQ

**4. What is AXA SmartDrive - Sharing?**

**AXA SmartDrive - Sharing** is an extension that provides you, your vehicle and other third party road users with an all-in-one protection under E-hailing usage. With **AXA SmartDrive - Sharing**, your vehicle is extended to cover:

- 1) Loss or Damage to your own car
- 2) Liability to Third Party
- 3) Legal Liability to/ of passenger
- 4) Driver PA with the following scale:

Schedule of Benefits	
Benefits Per Person	Limit (RM)
Accidental Death	10,000
Permanent Total Disablement	10,000
Loss of both hands or both feet	10,000
Loss of sight of both eyes	10,000
Loss of one eye and one hand or one foot	10,000
Loss of one hand or one foot	5,000
Loss of sight of one eye	5,000
Medical Expenses	500

**a) How much additional premium do I have to pay for AXA SmartDrive - Sharing if I am an existing SmartDrive - Private Car policy holder?**

The additional premium will be 50% of your existing base premium after NCD plus RM28.50

**b) If I have extended windscreen, radio/CD/multimedia system, strike/riot and flood/landslide coverage in my existing SmartDrive - Private Car policy, do I need to extend the coverage for e-hailing services under SmartDrive - Sharing?**

No, any benefit(s) that is opted in your **SmartDrive - Private Car** policy will be extended to E-hailing services automatically

**c) Can I increase the Sum Insured for Driver & Passenger Personal Accident?**

The Personal Accident limit is fixed under **AXA SmartDrive - Sharing**. However, if you need any additional insurance coverage, you may opt for our **Smart Protection** Personal Accident

**d) Where can I get further information regarding AXA SmartDrive - Sharing?**

More information can be acquired from our websites, brochure

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

The premium you have to pay may vary depending on you and your vehicle risk profile, no-claim-discount (NCD) entitlement, optional benefits required and our underwriting requirements.

### Example

Gross premium for a new private car with sum insured RM40,000

Comprehensive cover: RM1,287.80

NCD entitlement (25%) RM 321.95

Additional cover – Windscreen damage up to RM600 RM 90.00

} For actual amount, please refer to quotation.

The estimated gross premium which is including agent's commission but excluding Service Tax and stamp duty is RM1,055.85.

\* This sum insured is based on the current market value of the vehicle based on reference to vehicle valuation database system approved by PIAM.

## 6. What are the fees and charges I have to pay?

- |   |      |
|---|------|
| i. Commission to the insurance agent (if any) | 10%  |
| ii. Stamp duty                                | RM10 |
| iii. Service Tax                              | 6%   |

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

- Duty of disclosure - You must disclose all material facts which you know or ought to know such as your personal pursuits which could affect the risk profile. You must ensure that the proposal form is completed accurately as it forms the basis of the insurance contract.
- Cash before cover - Full premium must be paid to us or our authorized agent representing us before cover can be granted.
- Under/ Over Insurance - You must ensure that your vehicle is insured at the appropriate amount.
- Compulsory excess - if your car is driven by a person who is:
  - a) Under age 21 or
  - b) A "L" license holder or
  - c) A full license holder for less than 2 years or
  - d) Not named in your policyThe amount of loss you have to bear is RM400
- Claims - After an event which may become the subject of claims under the policy,
  - a) Please make a police report within 24 hours and immediately notify us in writing with full details
  - b) Betterment would be applied for your vehicle aged five years and above
  - c) You may not be entitled to a NCD on renewal of your policy

Note: The list is non-exhaustive. Please refer to the policy contract for the full list of terms and conditions under this policy.

## 8. How much should You insure Your vehicle under a Comprehensive or Third Party, Fire and Theft Policy?

The following are the Sum Insured values that You would need to take into consideration when insuring Your vehicle. This is to ensure Your vehicle is not over or under insured.

### • Market Value

We refer 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 You purchase / renew Your policy, as well as the Market Value at the time of loss. When a claim is made, the Market Value of Your vehicle would be determined by ISM and this value would be accepted as the cost of purchasing a replacement vehicle of the same make, model and age as Your vehicle at the time of loss.

### • Agreed Value

This value is the maximum amount paid for Your vehicle, based on Your vehicle's model and year if Your vehicle is stolen or declared total loss. 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 sum of payout as stated in Your policy.

### • Sum Insured

If no Market Value is available from the Insurance Services Malaysia Berhad (ISM) for Your vehicle at the time You purchase / renew Your Policy, the Market Value of Your vehicle would be determined by a Registered Adjuster. That value will be agreed to by both You and Us to be the sum insured. The Sum Insured must be sufficient to cover the cost to replace Your vehicle in the event of theft or total loss.

**9. My bank requires me to insure my vehicle with a sum that is higher than the recommended sum insured in view of my loan amount. Am I allowed to do so?**

You are allowed to insure Your vehicle at a sum insured value higher than the recommended Market Value if Your bank insisted. However, in the event of a claim, You will only be paid up to the Market Value of the vehicle at the point of loss.

**10. Can I choose to insure my vehicle at any value I find suitable? I expect the insurance company to pay me the amount I have insured for my vehicle when I make a claim.**

To be safe, You should insure Your vehicle at its current market value. In the event of a claim, You will only be paid the market value of Your vehicle at the point of loss and not be paid the amount determined by You. If You over-insure Your vehicle, You are at the risk of paying higher but unnecessary premiums. If You under-insure Your vehicle, it will result in a penalty where You have to bear a portion of the loss in proportion to the Under-Insurance Rules.

**11. Can I choose where to send my car for repairs after an accident?**

After an accident, you may send your car to any of the following motor repairer workshops:

- A repairer workshop approved by us
- A repairer workshop which we have granted special approval (other than our approved Panel Workshop)
- A repairer workshop approved by Persatuan Insurans Am Malaysia (PIAM) under the PIAM Approved Repairers Scheme (PARS)

However, we would encourage you to send your car to our Panel Workshop to enjoy the following benefits:

- **Speed:** Repairs for damage up to RM 10,000 will be completed in 5-10 working days
- **Hassle-free:** Repair status updates, assistance in collection of documents, free ride to police station/workshop, pick up and car delivery services
- **Safety:** Dedicated AXA Road Rescue Trucks providing safety and convenience
- **Quality:** High quality repair and workmanship
- **Assurance:** Original parts guaranteed with 12-months warranty period

*Note: This list is non-exhaustive. Please refer to the policy contract for the terms and conditions under this policy.*

Should you prefer sending your car to a motor repairer workshop that is not in our approved Panel Workshop, please take note of the following:

- You will have to bear full potential risk and consequences of having your car repaired at the said repairer (if any)
- We have no control on charges imposed by the Non-panel Workshop. AXA will only pay up to the equivalent sum of repair at the Panel Workshop
- You will not be able to enjoy the abovementioned value-added services and benefits supported by our Panel Workshops.

A list of the Panel Workshop can be obtained from our webpage: [www.axa.com.my/contact-us](http://www.axa.com.my/contact-us)

**12. 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 motor accident
- Your liability against claims from passengers in your vehicle
- Loss, damage or liability arising from an act of nature i.e. flood, storm or landslide.

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

**13. Can I cancel my policy?**

You may cancel the policy by giving written notice and your original Certificate of Insurance to us. Upon cancellation, any refund of the premium would be based on the conditions stipulated in the policy contract.

If the cancellation requested by You is made within the first twelve (12) months of Your Policy Your refund will be the difference between the total premium and Our customary short-period rates calculated for the time We were on risk until the date We received the Certificate of Insurance or Statutory Declaration.

<b>Period of Insurance</b>	<b>Refund of Premium</b>
Not exceeding 1 week	87.5% of the total premium
Not exceeding 1 month	75.0% of the total premium
Not exceeding 2 months	62.5% of the total premium
Not exceeding 3 months	50.0% of the total premium
Not exceeding 4 months	37.5% of the total premium
Not exceeding 6 months	25.0% of the total premium
Not exceeding 8 months	12.5% of the total premium
Exceeding 8 months	No refund of premium allowed

If the cancellation requested by You is made after Your Car has been insured continuously with Us (including renewals) for a period of not less than twelve (12) months under this Policy, You will be entitled to a refund premium for the unexpired period calculated on a pro-rata basis from the date We receive the Certificate of Insurance or Statutory Declaration from You to the expiry date of the Policy.

**14. 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 correspondences reach you in a timely manner.

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

If you have any enquiries, please contact us at:

**Customer Service Centre**  
**AXA Affin General Insurance Berhad** (23820-W)  
Ground Floor, Wisma Boustead,  
71 Jalan Raja Chulan,  
50200 Kuala Lumpur, Malaysia  
Tel: (603) 2170 8282  
Fax: (603) 2031 7282  
E-Mail: [customer.service@axa.com.my](mailto:customer.service@axa.com.my)  
Website: [www.axa.com.my](http://www.axa.com.my)

**Authorized agent:**

**16. Other types of Insurance cover available**

Please refer to our branches and agents for other similar types of cover available.

