

## **Frequently Asked Questions (FAQs) from HSBC Bank Malaysia Berhad**

**Q: Who is the underwriter for “Car Insurance” from HSBC (“Car Insurance”)?**

A: AXA Affin General Insurance Berhad.

**Q: How do I pay for “Car Insurance”?**

A: You can purchase/renew your “Car Insurance” online using either a HSBC or non-HSBC credit card.

**Q: What is the information required before making an online purchase/renewal of “Car Insurance”.**

A: Prepare the following information prior to applying for “Car Insurance” online:

- i) Vehicle Registration Number
- ii) Vehicle Registration Card Number
- iii) Engine Number
- iv) Chassis Number

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**Q: Does “Car Insurance” cover private car only?**

A: Yes.

**Q: Can I buy a Third Party cover under the “Car Insurance”?**

A: No. Only Comprehensive cover is available under “Car Insurance”

**Q: When is the policy ready?**

A: Upon successful payment of the “Car Insurance” premium with credit card, customers will receive AXA’s official payment e-receipt and policy. Both can be viewed online and downloaded immediately for safekeeping.

Note: You must have an Adobe Reader to view and download AXA’s official payment e-receipt and policy. You can download the Adobe Reader software for free at <http://get.adobe.com/reader/> if you do not have the program yet.

**Q: How is my “Car Insurance” premium calculated?**

A: Motor insurance premium in Malaysia is calculated according to the Motor tariff prescribed by Persatuan Insurans Am Malaysia (‘PIAM’), and all companies are required to use the same basis of pricing. This price is governed by several factors such as the type of coverage, use of vehicle, cubic capacity / carrying capacity,, age of vehicle, sum insured, extended coverage and number of authorized drivers..

**Q: How do I decide what value to insure my car for?**

A: For a new vehicle, the value chosen should be the purchase price. For older vehicles, you should insure for the 'market value'. Car magazines or your local dealer are a good source of information on this. If you need any help, please contact AXA Customer Service at 03-2170 8282.

**Q: What is a "No Claim Discount" (NCD)?**

A: If you are insured under a comprehensive coverage for a continuous 12 month period and there is no claim made on your policy, you will be entitled to a No Claim Discount ('NCD') on renewal of your policy. The percentage of NCD increases with the number of claim free years. You will lose your NCD entitlement if a claim is made, or can potentially be made by a third party in future against the policy. If you wish to transfer your insurance but continue to receive a NCD that you had with a previous insurer, you can ask for a letter proving your NCD status from your previous insurer. If you change your car, your NCD can be transferred. If you buy an additional car, however, you cannot apply your NCD to both cars - you will need to build up a new NCD on one of the cars. You cannot transfer your NCD to any other person. If you have an accident and you are certain that the other party was entirely at fault, you can make a claim under your policy without loss of your NCD under certain circumstances. Please check with your insurer in case you need to claim against your policy in such circumstances. The final decision on whether the NCD can be allowed is at the discretion of your insurer.

**Q: Why should I insure my vehicle with 'comprehensive' cover even after my car loan is settled?**

A: Even though the lender may no longer require it, it is a good idea to buy 'comprehensive' cover after you have paid off your loan. With this cover, you can be sure that an unfortunate incident, be it accident or theft of the vehicle will not cause financial hardship. Without it, you may face a substantial bill following the incident.

**Q: What is an 'excess'?**

A: The 'excess' is the amount of loss you have to bear before your insurance company will pay for the balance of your vehicle damage claim.

For example, if your "Car Insurance" excess is RM 200, you will have to pay the first RM 200 of any claim and will not be entitled to claim for an accident that results in damage below this amount. Excesses help to keep insurers administration costs lower by reducing the number of small claims handled. In this way they allow insurers to offer lower premiums to their clients.

**Q: How is my 'excess' level decided?**

A: There are two types of excess, a 'Compulsory Excess' of RM400 is applicable if your vehicle is driven by a person :

- (a) who is under the Age of 21 years
- (b) who is the holder of a Provisional Driving Licence (L-Licence)
- (c) who is the holder of a Probationary Driving Licence (P-Licence)
- (d) who is not named in the Schedule
- (e) named in the Schedule who is less than the age of 21 years and/or the holder of a Provisional Driving Licence (L-Licence) and/or the holder of a Probationary Driving Licence (P-Licence).

Apart from this, 'Other Excess' is the amount applicable at the discretion of the insurance company.

**Q: Can I extend “Car Insurance” to cover windscreen, radio cassette, strike/riot, flood and others?**

A: Yes, you can cover the following extensions provided under the Motor  
Tariff:

- i) Riot, Strike and Civil Commotion;
- ii) Windscreen cover;
- iii) Additional named drivers;
- iv) Radio/Cassette/CD player; and/or
- v) Car phone etc.

**Q: Are there any vehicle that require special consideration for acceptance?**

A: Yes. There are different terms that may apply to some vehicles such as 4 wheel drives (4WD), luxury vehicles and sports/coupe models. Different terms would be higher loading and/or higher excess.

**Q: Can I still enjoy no loading/ no excess if I have made claims before?**

A: It depends. Different terms may have to be applied if you have made claims during the past 3 years. The most commonly used loading factors are your age, cubic capacity (engine CC), specific claims experience of your vehicle and re-conditioned vehicles. The insurance company can apply a loading on you to ensure that the amount charged commensurates with the risk borne.

**Q: What is “Car Insurance” Assistance Plan?**

A: It is a roadside assistance program that provides a host of free benefits and services when you insure your car with “Car Insurance”, as follows:

i) 24 hours hotline service:

You can call 1-300-880-980 for immediate advice, assistance and general claim information

ii) Interpreter Services

Interpreter services are also provided for medical reasons.

iii) Transmission of Information

In the event of an emergency, “Car Insurance” Assistance Plan will relay all necessary information to your immediate family or employer.

iv) Legal Assistance Referral

If a civil prosecution proceeding is brought against you by a Third Party due to an accident, “Car Insurance” Assistance Plan will assist you in obtaining legal representation.

v) Medical Referral

Upon your request, “Car Insurance” Assistance Plan will make an appointment on your behalf or refer you to any clinic or medical centre of your choice.

vi) Emergency Medical Evacuation Assistance

If medically necessary, “Car Insurance” Assistance Plan will evacuate you from the place of injury to the nearest and most appropriate medical centre or hospital.

vii) Free Towing Service

“Car Insurance” Assistance Plan pays for your towing charges when your car meets an accident or breaks down, up to RM200. To enjoy this benefit, please call the AXA 24-hour hotline. If you are involved in an

accident and towing is required, "Car Insurance" Assistance Plan pays the towing fee for you up to RM200.

viii) 6 Months Repair Warranty

The Panel Repairers under AXA "Car Insurance" Assistance Plan provide quality repairs to your vehicle. A 6-Month Warranty Certificate is issued to guarantee the repaired works.

ix) Alternative Travel Assistance Referral

If your car cannot be repaired on time for you to reach your planned destination, "Car Insurance" Assistance Plan will assist in organising alternative transport for you to continue your journey.

x) Hotel Accommodation Assistance Referral

When your car breaks down and you require hotel accommodation, Car Insurance Assistance Plan may, at your request, assist in providing information on hotel accommodation.

xi) Chauffeur Assistance Referral

If you are not able to drive your car home after an accident or you do not want to leave your car at the place of accident, "Car Insurance" Assistance Plan will organise a chauffeur to drive your car home.

xii) Repatriation of Vehicle Assistance Referral

Your car will be sent to your home if repair works cannot be carried out locally.

Note: All expenses and related charges in item (i) to (xii) above are to be borne by you unless stated otherwise.

**Q: How may I know more about “Car Insurance” Assistance Plan?**

A: Please contact AXA Customer Service at 03-2170 8282 from 9am to 5pm, Monday to Friday (excluding Public Holidays)

**Q: Which are AXA’s Panel Repairers?**

A: Please click here for the list of AXA’s Panel Repairers

**Q: What should I do if I have a car accident?**

A: You should take down the vehicle registration number(s) of vehicle(s) involved and the name(s) of other person(s) involved in the accident. Do not admit liability or make any offer to a third party. If you have a camera with you, it is a good idea to take photographs of the accident scene. A police report must be immediately lodged preferably within the next 24 hours at the nearest police station of the accident site. You should notify your insurer immediately (Please see How to Make a Claim). You can also register your claim online or click here to download report form and here for windscreen claim.

In the event of an accident to your vehicle, you can call AXA’s nearest panel repairer for immediate assistance. The accident breakdown services of AXA’s panel repairers are available 24x7.

**Q: How long will my claim take to process?**

A: Once all the necessary documentation has been obtained and there are no outstanding matters, AXA aim to provide payment within 10 working days.

**Q: Who should I contact for further assistance?**

A: For further assistance, please call AXA Customer Service at 03-2170 8282 from 9am to 5pm, Monday to Friday (excluding Public Holidays) or email AXA. Please expect a reply within 1 working day