

24-Hour Roadside Assistance Frequently Asked Questions (FAQ)

Q: How can I request this service?

You may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 or access our digital web solution by clicking [here](#).

Q: Is Roadside Assistance available 24 hours?

Yes. Roadside Assistance is available 24 hours a day, 7 days a week including weekends and public holidays.

Q: What services and coverage are available under Roadside Assistance?

The service includes minor roadside repair as well as accident and breakdown towing. The services and coverage available may vary depending on your policy and entitlement. Our call agent will verify your eligibility, advise you on the applicable coverage and assist with your request accordingly.

Q: What should I do if I am involved in a road accident?

If anyone is injured or immediate emergency assistance is required, please contact the relevant emergency services. Where it is safe to do so, please take photographs of the accident scene and vehicle damage. You may then contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 or access our digital web solution by clicking [here](#) for towing assistance and guidance on the next steps.

Q: What happens if my policy or vehicle information cannot be verified?

You may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622. Our call agent will assist with the necessary verification and advise you accordingly.

Q: What information should I have ready when requesting assistance?

To facilitate assistance, please have the following information ready where applicable:

- Vehicle registration number
- Your name and contact number
- Vehicle location
- Nature of the breakdown or incident
- Vehicle make and model
- Preferred destination or workshop, where applicable

- Additional information may be requested depending on the nature of the incident.

Q: Where should my vehicle be sent after an accident?

You may send your vehicle to the nearest GEGM panel workshop.

Q: Can I search for my nearest panel workshop?

You may use our digital web solution, which can identify your current location and show nearby panel workshops. Alternatively, you may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622, and our call agent will help you locate the nearest suitable panel workshop.

Q: How do I check the status of my service request?

The tracking link will be sent to the mobile phone number registered during the call subject to availability. Please ensure that your contact details are provided accurately to receive service updates.

Q: Can I request service for another vehicle when I have an on-going case?

Yes. You may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 or access our digital web solution by clicking [here](#) for assistance if you require service for another vehicle while an existing request is in progress.

Q: What should I do while waiting for assistance?

Where possible, remain at a safe location away from moving traffic. If your vehicle is stopped in a dangerous or unsafe location, please inform our call agent so that the circumstances can be communicated to the service provider.

Q: What if I want to change the destination location?

You may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 to discuss, and our call agent will update the location on your behalf.

Q: What if I want to cancel the request?

You may cancel the request by calling our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 and provide a brief reason for the cancellation. Our call agent will verify the request and proceed with the cancellation on your behalf.

Q: Who should I contact if I encounter difficulty using the digital web solution?

If you are unable to submit your request, access the tracking page or encounter any other difficulty with the digital web solution, you may contact our 24-Hour Roadside Assistance Helpline number at 03-6416 9622 for assistance.

Q: I received a notification that indicates case completion, what should I do?

Upon completion of the case, a survey invitation will be sent to you. We would appreciate your feedback.

Q: Will I be informed if towing service cannot be arranged?

Yes. If towing service cannot be provided, you will be informed promptly by our call agent, together with a brief explanation.

Q: What will happen if the towing cost exceeds the maximum limit covered?

You will need to bear the additional cost incurred.

Q: What will be the maximum towing cost covered when Accident or Breakdown?

The towing limit is up to RM300 per event, provided that the towing service is arranged through our 24-Hour Roadside Assistance provider and the vehicle is involved in an accident or breakdown within the geographical areas of Peninsular Malaysia (excluding its islands save and except for Penang and Langkawi), East Malaysia and on the island of Labuan.

Q: What will be the maximum towing cost covered if I sign up for the Easi-Drive 3?

The towing limit is unlimited, provided that the towing service is arranged through our 24-Hour Roadside Assistance provider and the vehicle is involved in an accident or breakdown at any place within the geographical areas of Peninsular Malaysia (excluding its islands save and except for Penang and Langkawi), East Malaysia and on the island of Labuan.

Q: Will there be any additional costs incurred by me?

Yes. Additional costs may apply in certain situations, such as toll and levies, parking charges, the usage of special equipment and cranes. These will need to be borne by you.