

What is not covered under Tele Bantuan Services?

The following events will not be covered under the Tele Bantuan Services:

- a. Services which are not organized or pre-approved directly by our Tele Bantuan service provider;
- b. Any costs or expenses not expressly covered under the program;
- c. Cost of services which are claimable under the Comprehensive Private Motor Takaful certificate;
- d. If the covered vehicle is or has been modified for participation in rally and racing or modified against government regulations;
- e. Any private vehicle used for commercial or business purposes or registered other than private motor vehicle (excluding motorcycle);
- f. When the car keys are not available, damaged or locked inside the covered vehicle;
- g. Towing of a covered vehicle for the purpose of disposing the vehicle;
- h. Towing of a covered vehicle for the purpose of transferring the vehicle from one workshop to another;
- i. No valid road tax displayed on the covered vehicle; or
- j. If the covered vehicle suffers a breakdown and is immobilized on an unpaved road surface or on a non-gazetted road in Malaysia.