

# INTRODUCTION: ACCIDENT ASSIST

## If you are involved in an accident we are here to help

Introducing **Accident Assist**, a new public service provided by the Malaysian insurance and takaful industry to members of the public who are seeking immediate roadside assistance in event of a road accident. Accident Assist will also respond to basic or common enquiries relating to motor policies/ certificates. It is a dedicated tele-service line manned by customer service officers operating 24 hours daily.

**Accident Assist** aims to improve the overall process following a road accident by providing road accident victims with timely roadside assistance and objective guidance on making a motor insurance/ takaful claim.

**Accident Assist** is managed by general insurers and takaful operators. It is operated by Telekom Malaysia.

### Accident Assist can help you with these:

- 24 hours / 7 days a week, helpline
- Guide you to obtain towing services to approved workshops
- Provide information and answer basic or common enquiries which you may have on making a motor insurance/ takaful claim

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**Note:** These services are presently only offered to those within **Kuala Lumpur and Selangor**. The towing services are presently provided only to private cars.  
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