

# Roadside assistance services

*We're caring for customers — and their vehicles — from the start of the claim through resolution*

## Comprehensive accident management

Sedgwick supports policyholders with a wide range of emergency road and breakdown assistance services through our call center, MI Call Center Sdn Bhd (MICC), a Sedgwick company.

## Our services

Throughout Malaysia, we offer the following motor assistance services:

### 24/7/365 towing assistance

- For any minor mishaps or vehicle breakdowns

### Free jump-start and battery delivery and installation

- Insured pays the cost of a new battery, if necessary

### Free petrol delivery

- The insured only covers the cost of the petrol

### Free tyre change

- Or, if necessary, we'll transport the car to the nearest tyre center

### Panel workshop locator

- We'll confirm location and contact details via text

### Emergency assistance

- In the event of a serious incident, our response specialists can dispatch any appropriate emergency services

### Claims assistance

- To advise on insured accidents, windscreens and theft procedures

## Alternative transport arrangements

- Longstanding relationships with Orix, Hertz, Avis and Mayflower, with exclusive car rental rates for policyholders

## Arrangement of hotel accommodations

- In the event of a breakdown or accident, we will arrange hotel accommodations at a special rate

## Locksmith services

- Insured pays the fee for unlocking
- **Please note:** Insured will need to provide proof of car ownership, and must be physically present with the car

## Stolen vehicle recovery, towing and repair

- We'll advise on theft procedures, including filing a police report and assistance with notifying insurance

## Customer service satisfaction follow-up call

- Customers can provide feedback and assess our performance

To learn more about Sedgwick's roadside assistance services, please contact:

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*To learn more about Sedgwick's roadside assistance services, visit: [SEDGWICK.COM](https://www.sedgwick.com)*