



AIG Private Car Insurance – ‘Extra Mile Campaign’

Frequently Asked Questions

1. What is this ‘Extra Mile Campaign’?

This “AIG Private Car Insurance – ‘Extra Mile Campaign’” (“**Campaign**”) is a reward initiative organized by AIG Malaysia Insurance Berhad (“**Organizer**” or “**AIG**”) for selected AIG customers who purchase the AIG Private Car Insurance (Comprehensive Cover) policy (“**AIG Private Car Insurance**”) with the add-on of Personal Accident Protection (“**PPP**”) or Personal Accident Protection Plus (“**PPP+**”) based on the Campaign’ terms and conditions (“**Terms and Conditions**”) made available at <https://www.aig.my/content/dam/aig/apac/malaysia/campaigns/aigextramilecampaign-1-termsandconditions.pdf> .

2. Who is eligible for this campaign?

This Campaign is applicable to new and existing customers who purchase the AIG Private Car Insurance with the add-on of PPP or PPP+ for a policy period of at least one (1) year, subject to the fulfilment of certain criteria under the Terms and Conditions (“**Customer(s)**”).

3. How can I purchase the AIG Private Car Insurance that is eligible for this Campaign?

Customers must purchase the AIG Private Car Insurance policy with the add-on of PPP or PPP+ only via AIG’s affiliated partners and Agents. If you do not have existing AIG Agent, you can locate them at <https://www.aig.my/find-an-agent>.

4. How long will the Campaign last?

This Campaign will start on 9 June 2020 and will end on 30 June 2020 (“**Campaign Period**”) and with a policy coverage start date of 9 June 2020 to 28th August 2020.

5. What are the types of reward we can expect?

Each Customer who fulfils the Eligibility Criteria set out in the Terms and Conditions may receive one (1) or more Touch ‘n Go e-Wallet reload pin (“**Reward(s)**”), subject to the available denomination and reward entitlement amount. The Reward(s) may be subject to change without prior announcement and is subject to availability, on a first come, first serve basis while stock last.

6. How will I be notified if I am eligible for the Reward?

Results for the Campaign will be announced by AIG or by AIG’s appointed vendor (“**Reward Announcement**”) via email or SMS to the Customers within three (3) months from the date of purchase of the AIG Private Car Insurance policy based on the contact details provided in the AIG Private Car Insurance policy. In the event the Organizer is unable to reach the Customer via email or SMS within two (2) weeks from the date of the Reward Announcement for whatever reason, the Organizer reserves the right to withdraw the Rewards.

7. When must I redeem my Reward?

Rewards are to be redeemed within three (3) months from the Reward Announcement unless otherwise arranged with AIG. In the event a Customer fails to redeem the Reward within the stipulated period, the Reward shall be deemed to have lapsed.

8. Is providing my personal contact details necessary?

Yes. A valid mobile number and accurate email address of the Customer/vehicle owner must be provided to AIG. AIG may at any time, request for documentary evidence of such information. All personal information submitted must be accurate and complete. AIG reserves the right, at any time, to verify the validity of any information submitted and to disqualify any Customer that does not comply with the Terms and Conditions or that interferes with the process.



9. What are the Reward criteria for this campaign?

Eligible Customers will be entitled to the Reward based on the following add-on plan/sum insured for the PPP or PPP+:

Product	Plan/Sum Insured (RM)	Reward Entitlement (RM)
PPP	10,000	10
PPP+	60,000	20
PPP+	90,000	30
PPP+	120,000	40
PPP+	150,000	50
PPP+	180,000	50
PPP+	210,000	50
PPP+	240,000	50

10. Is the add-on protection of PPP/PPP+ offered by all affiliated partners?

The add-on protection of PPP/PPP+ is not offered via every affiliated partner. Please refer to your affiliated partner for further information.

11. How many Rewards can I be eligible for?

Each eligible Customer will be entitled to receive one (1) or more Reward (subject to the available denomination and reward entitlement amount) for one (1) AIG Private Car Insurance policy purchased with the add-on of PPP or PPP+. You can be eligible for more Rewards for any subsequent vehicle that also meets the Terms and Conditions.

12. Can I appeal if I do not qualify or am disqualified from this Campaign?

AIG's decision on any matter concerning the Campaign is final and binding, including the determination of the eligibility of the Customer. No correspondences or appeals will be entertained. AIG has the absolute discretion to change, amend, vary, delete or add to any of these Terms and Conditions and/or to terminate, suspend or cancel this Campaign at any time with or without prior notice. For the avoidance of doubt, the termination, suspension or cancellation of the Campaign shall not entitle the Customers to claim for compensation against AIG for any losses or damages suffered or incurred by the Customers as a direct or indirect result of the act of termination, suspension or cancellation of this Campaign.

13. What other important points should I be aware of?

The purchase of the AIG Private Car Insurance is subject to AIG's motor underwriting guidelines, which may be updated from time to time.

The AIG Private Car Insurance policy purchased with the add-on of PPP or PPP+ by the Customer pursuant to this Campaign must be subsisting for a minimum of six (6) months. If the AIG Private Car Insurance policy is cancelled by the Customer for whatever reason, the Organizer has the right to deduct all Reward(s) received by the Customer under this Campaign from the refund of premium for the cancellation of the AIG Private Car Insurance policy.

This is a summary of the Campaign and does not contain the full terms of the Campaign. Please refer to the Terms and Conditions for full details of this Campaign.



Still need help?

Please call your agent, AIG's affiliated partner or contact us at:

AIG Malaysia Insurance Berhad (795492-W)

Email: AIGMYCare@aig.com or

Call: 1800 8888 11 (Call support hours: Monday to Friday, 9:00am to 5:00pm excluding Public Holidays)

Website: www.aig.my