

## **IMMEDIATE MEASURES IMPLEMENTED TO SUPPORT MOTOR POLICYHOLDERS DURING TOWING DISRUPTIONS**

**Kuala Lumpur, 13 April 2026** – The general insurance industry is closely monitoring recent developments regarding the rising operational costs and external economic pressures currently affecting tow truck operators. These unexpected challenges have led to potential service disruption or temporary suspensions within the towing industry.

Although these developments arise from external factors beyond the general insurance industry's immediate control, we are committed to addressing them in a unified approach. The industry will work collaboratively with our service partners, regulators, authorities and key stakeholders to navigate these pressures and find a sustainable and balanced way forward.

While the discussions are ongoing, our member companies have activated several measures to support customers, especially for urgent situations like accidents and breakdowns.

**i. Priority dispatch:** Emergency assistance will be prioritised for motor policyholders stranded on highways, involved in accidents, or in hazardous situations.

**ii. Scheduled non-critical services:** For towing from residences or safe locations, motor policyholders are encouraged to schedule appointments in advance to manage available capacity effectively.

**iii. Panel Workshop support:** To increase reach, some of our insurers are utilising their panel workshops to assist stranded drivers.

**iv. Flexible reimbursements:** As an alternative, some of our insurers may facilitate reimbursement for independent towing services, subject to the terms and conditions of the individual comprehensive motor policy.

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### Guidance for Motor Insurance Policyholders

The industry is focused on minimising inconvenience during this interim period. We recommend all motor policyholders to take the following steps:

- 1. Contact Your Insurer Directly:** Use your **insurer's 24-hour helpline** or official channels to receive real-time updates and announcements regarding service availability.
- 2. Verify Coverage:** Before engaging an independent tow truck operator, consult your insurer to **verify your policy coverage**. This includes confirming if reimbursement options are available and understanding the necessary documentation required for a claim.
- 3. Keep Records:** If an alternative arrangement is approved by your insurer, ensure you **retain all official receipts and service reports** to facilitate a smooth reimbursement process.