

Dear Editor,
For immediate release:

Allianz General goes the extra mile for the “little guys”; talks free roadside assistance for motorcycles

Kuala Lumpur, 9 September 2021 – Motorcycle riders may at times feel like an afterthought. After all, everything from infrastructure and poorly maintained motorcycle lanes to a lack of roadside assistance appears to agree with that notion.

Well, not anymore. Last month, Allianz General Insurance Company (Malaysia) Berhad (Allianz General) introduced free roadside assistance for motorcycle comprehensive (below 250cc) policyholders via the Allianz Road Rangers, the Company’s free-of-charge accident assistance.

Allianz General Chief Executive Officer Sean Wang revealed that the Company’s introduction of the roadside assistance service for motorcycles means that riders have everything to gain with heightened value-added service.

The service, provided to Allianz Motorcycle Plus (Comprehensive) and Allianz Motorcycle (Comprehensive) (below 250cc) policyholders nationwide, includes emergency towing assistance (free for up to 50km, round-trip), fuel delivery, battery, and flat tyre service.

“We have all seen motorcycle riders left stranded or worse, involved in an accident, and every single time, it is fellow riders that are at the scene offering assistance. Now, with our roadside assistance services, our riders know that come rain or shine, we will be just a phone call away,” said Sean at the Crash, Boom, Bang! Part II #RogerAllianz Media Roundtable - The “Little Guys” and The Big Picture Behind Roadside Assistance for Motorcyclists.

“As an insurer, we should be there for our customers. It is as simple as that. While many operators have shunned away from such a service simply for not being financially lucrative, sometimes, there is no harm in giving a little more. This is our way of saying thank you to our customers and letting them know that we are here for them in times of need,” added Sean.

Allianz General introduced its Allianz Road Rangers service for motor comprehensive policyholders in the Klang Valley 2017, a first within the general insurance industry, before taking the service nationwide in 2018.

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Taking a leaf out of the existing Allianz Road Rangers service, Allianz General Head of Claims, Damian Williams said the Company outlined scenarios in which a rider can benefit from the roadside assistance prior to developing its customer journey for motorcycle riders.

The service features the following touchpoints:

- **24-hour helpline assistance**

In the event of an accident, Allianz Motorcycle Plus (Comprehensive) and Allianz Motorcycle (Comprehensive) customers can call 1-800-22-5542 to have a technician or tow truck dispatched to their location for assistance, repair work, or to provide towing services.

- **Allianz Road Rangers Tow trucks**

The Allianz Road Ranger will provide riders emergency towing assistance (free for up to 50km, round-trip), fuel delivery, battery, and flat tyre service.

- **E-hailing vouchers**

Customers will also receive e-hailing vouchers that they can use to get home from the accident site and back to their home (where the service is available).

According to Damian, it was crucial that the service was able to nullify a rider's pain points and offer flexibility in terms of towing options.

"Our goal was simple - provide quick solutions to common issues like fixing a flat tyre or delivering petrol that would allow riders to continue their journey and should the need arise, provide them with towing assistance to get them to a workshop or their preferred location and get them home safely," said Damian.

"Everything that we do at Allianz General, at the end of the day, is about our customers, and this service is solely about taking care of the rider. So we took extra care in ensuring that our touchpoints offer thoughtful assistance," added Damian.

"Plus, having an established towing assistance service in the Allianz Road Rangers meant we already have 190 tow trucks at our disposal and we could hit the ground running."

MIROS: Rider attitude and cultural change the best way to curb motorcycle accidents



On top of being grossly underserved, motorcyclists also suffer the most accidents and fatalities in Malaysia. According to the Royal Malaysia Police (PDRM) statistics for 2020, while road accidents dropped by 26 percent last year, largely due to COVID-19 movement restrictions, the [country still saw 418,237 road accidents and 4,634 fatalities](#), with most accidents involving motorcyclists with 3,118 deaths.

Guest panellist for the media roundtable, Malaysian Institute of Road Safety Research (MIROS) Director of Road User Behavioural Change Research Centre Azhar Hamzah, revealed that on average, motorcycle accidents stood at around 20 percent, but motorcyclists and pillion passengers were most affected in terms of injuries, with more than 60 percent deaths each year. Azhar also quoted a recent PDRM statistic which indicated that the highest percentage of motorcycle deaths at 36 percent, involved riders aged 16-25 years old.

Azhar also shared how riders can minimise the probability of getting into an accident using basic practical guides.

Safe Ride Tips for Motorcycles

- Be fit to ride. Refrain from riding when you are tired, and if you are unwell, opt for other modes of transportation.
- Observe the appropriate speed limit and traffic rule. Stop at red lights.
- Be aware of possible hazards at junctions or curves.
- Use a daytime running lamp (DRL) in the daytime and a reflective vest during the night.
- Avoid blind spots the best you can.
- Use the special or designated motorcycle lanes whenever possible. Keeping apart from other road users have proven to work in lowering the probability of accidents.
- Keep to your service schedule. A well-maintained motorcycle is key to keeping the rider safe.
- Ride carefully when on highways and trust in your riding skills.

“While users (80.6 percent), the environment (13.2 percent), and vehicle (6.2 percent) are the three main factors involved in accidents. The changing of behavioural habits and heighten awareness of safety is the quickest way to get rides to be safer on the roads. Simple, doable changes such as speed control,



adhering to traffic rules like stopping at red lights, and just overall riding etiquette can make a huge difference,” said Azhar.

“Motorcycles provide very little physical protection. So, for injury prevention, personal protective equipment (PPE) like wearing a proper-fitting, SIRIM-approved helmet can safeguard the head on impact while, riding jackets and closed-toe footwear can help reduce injury risks such as abrasion. These are readily available items that riders should consider incorporating into their ride to keep themselves safer,” added Azhar.

To learn more about the new Allianz General’s motorcycle roadside assistance service, visit allianz.com.my/road-rangers. *Terms and conditions apply.



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About Allianz in Malaysia

The investment holding company, Allianz Malaysia Berhad, a subsidiary of Allianz SE, has two insurance subsidiaries - Allianz General Insurance Company (Malaysia) Berhad ("Allianz General") and Allianz Life Insurance Malaysia Berhad ("Allianz Life").

Allianz General is one of the leading general insurers in Malaysia and has a broad spectrum of services in personal lines; small to medium enterprise business and large industrial risks. The GWP for general insurance business for financial year 2020 reached a mark of RM2.36 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2020, Allianz Life recorded a GWP of RM2.95 billion and is one of the fastest growing life insurers in Malaysia. Allianz Malaysia has 32 branches nationwide.

In 2020, Allianz Malaysia was awarded the Industry Excellence Award for financial services at the MSWG-ASEAN Corporate Governance Awards. The Company also ranked seventh amongst the Top 100 Companies for Overall Corporate Governance and Performance (by Rank) and 16th amongst the Top 100 Companies for Corporate Governance Disclosure (by Rank). In 2019, Allianz Life was named The BrandLaureate's Iconic Brands of the Decade Award 2019 for Life Insurance.

To learn more about Allianz Malaysia, visit allianz.com.my

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About Allianz

The Allianz Group is one of the world's leading insurers and asset managers with more than 100 million* private and corporate customers in more than 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 790 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage 1.7 trillion euros of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are amongst the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2020, over 150,000 employees achieved total revenues of 140 billion euros and an operating profit of 10.8 billion euros for the group.

*Includes non-consolidated entities with Allianz customers.


About Malaysian Institute of Road Safety Research (MIROS):

The Malaysian Institute of Road Safety Research (MIROS) was established in 2007 as an agency under the Ministry on Transport Malaysia to serve as a central repository of knowledge and information on road safety. The findings derived from research and evidence-based intervention programmes provide the basis for the formulation of new strategies, legislations, policies, and enforcement measures, governing road safety at the national level.

Principally engaged in research, MIROS collaborates closely with local and international government agencies and private bodies to further the cause of road safety, serving as a one-stop centre for the generation and dissemination of road safety information and data.



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