

Loanstreet FAQ

Why is car insurance compulsory?

In Malaysia, car insurance is compulsory for every car owner because it covers the liability that you will have to pay to the third party in the event of accidental death, bodily injury or damages to the car. Besides that, it is compulsory to have at least a Third Party plan in Malaysia to be able to renew your annual road tax.

There has been an increase in the number of vehicles in Malaysia that is why it is important to have financial coverage when there is a damage to your vehicle or if any injury occurs. Any claims of property damage, physical injury, death, etc. will be made by a third-party will be covered by your car insurance policy. Depending on your preference you can expand your package with additional add-ons such as theft and fire coverage, special perils coverage and more.

What is the difference between car insurance and personal accident insurance?

- Car insurance is compulsory for drivers in Malaysia whereas personal accident insurance is not necessarily required.
- Car insurance provides coverage for any damages to your car, injuries or death of the third party, and damages to third party's property or car whereas personal accident insurance provides coverage for you if you face any injuries or death.

What is the add-on coverage available for car insurance?

If you want to insure your vehicle above than the standard policy there are a few add-ons coverages available. These are the ones that you can choose from:

- Any damages to your car's windscreen
- Any damages to your car audio and accessories
- Any damages to your car caused by natural disasters
- Any damages to your car in the event of a strike, riot or civil commotion
- Any liability claims from your passengers in the event of a car accident
- Any compensation for the time your car is being repaired in the workshop
- Complimentary car usage for as many times as you need, in the event of theft or accident.

However, not every insurance package will allow every one of these add-ons in coverage. If you require any add-on coverage, make sure that you choose an insurance policy that provides the ones that would fit your needs.

What types of car insurance are available?

These are the types of car insurance available in Malaysia:

- **Third Party**

Third Party Coverage only is the cheapest and most basic insurance as it provides very minimal coverage in the event of an accident such as injuries, deaths or damages to the car. This insurance coverage will not protect you but instead, it will only protect the third party involved in the accident. You will not be able to claim for any damages made to your car, but you can claim for any compensation needed to be made to the third party.

- **Third Party, Fire and Theft**

Like the Third Party Coverage, it covers any claims made against you by a third party in the event of an accident which causes bodily injuries, death, property loss or damage caused by your vehicle. Besides that, this insurance policy provides extra coverage on any damages made from a fire or theft of your vehicle.

- **Comprehensive Car Insurance**

A Comprehensive Car Insurance has a wider protection coverage compared to the other packages. It has all the coverage in the Third Party, Fire and Theft Coverage but instead of covering only the third party, this insurance covers your vehicle too. You will be protected for any damages or loss caused to your vehicle which covers more than just fire and theft. However, not every car is applicable to this insurance as it depends on the car age.

Bear in mind that all the packages available does not provide protection for any injury or death that has occurred to you (the driver or passenger of the policyholder).

What does motorcycle insurance normally cover?

Motorcycle insurance normally covers:

- Any bodily injury or death caused to the third party in the event of a motorcycle accident
- Any damages caused to the third party's motorcycle in the event of a motorcycle accident
- Any damages caused to your motorcycle in the event of a fire, explosion, or lightning
- Any damages caused to your motorcycle in the event of a burglary, housebreaking, or theft
- Any damages caused to your motorcycle in the event of a motorcycle accident

However, not every motorcycle insurance policy provides the same coverage. Some policies provide a wider coverage than others, so it is best to choose what coverage you want.

What does motorcycle insurance normally not cover?

Motorcycle insurance normally does not cover:

- Any consequential losses, loss of use and depreciation
- Any loss or damage to your motorcycle accessories
- Any mechanical, electrical or electronic breakdown, or any other failure or breakdown to your motorcycle
- Any loss or damage to your motorcycle caused by natural disasters
- Any loss or damage, including theft, caused by or attributed to the act of cheating or criminal breach of trust by any person
- Any bodily injury or death caused to you in the event of a motorcycle accident
- Any liability claims from your pillion passenger in the event of a motorcycle accident

However, some insurance policies provide these coverages as add-on coverage with an additional premium price.

What are the add-on coverages available for motorcycle insurance?

These are a few add-on coverages available:

- Any damages to your motorcycle caused by natural disasters
- Any damages to your motorcycle in the event of a strike, riot or civil commotion
- Any liability claims from your pillion passenger in the event of a motorcycle accident
- Any damages to your accessories fixed to your motorcycle

However, not every insurance package will allow all the following add-on coverage. Some may even provide a more add-on coverage than the ones listed above. If you require any add-on coverage, make sure to choose an insurance policy that provides the add-on coverage that you require.

When will I receive my road tax after I've renewed it?

Peninsular/West Malaysia: within 3-5 working days; Sabah & Sarawak currently not available for road tax renewal.

My motorcycle's engine capacity is above 500cc, am I able to renew on Loanstreet?

Unfortunately, we are unable to renew your motorcycle insurance if the engine capacity is 500cc and above. We only do insurance and road tax renewal for motorcycles below 500cc, regardless of whether your motorcycle is a scooter, sports bike, standard bike, dual sport or others. If the motorcycle's engine capacity exceeds 500cc, you must go to either JPJ or the post office for insurance and road tax renewal.