

Ultimate Toll Savings (Free PA) Terms & Conditions

1. The Ultimate Toll Savings Campaign (“**the Campaign**”) is organised by TNG Digital Sdn Bhd (1256651-M) (“**TNG Digital**”).
2. The Campaign shall run from 7 September 2019 to 31 December 2019, both dates inclusive (“**the Campaign Period**”). Eligible Touch ‘n Go eWallet users (“**Eligible Users**”) will get free Personal Accident coverage (“**Free PA**”) worth RM10,000 when they make toll payments with the Touch ‘n Go eWallet (“**eWallet**”) via PayDirect and/or RFID within the Campaign Period.
3. Eligible Users will be covered by Allianz General Insurance Company (Malaysia) Berhad (735426-V) Free PA worth RM10,000 until 31 December 2019.
4. Users who pass toll via PayDirect or RFID from 7 September 2019 – 30 September 2019 will be covered from 7 September 2019 onwards until 31 December 2019 and users who pass toll via PayDirect or RFID from 1 October 2019 – 31 October 2019 will be covered from 1 October 2019 onwards until 31 December 2019, and so on until December 2019.
5. The Free PA coverage shall only be applicable to toll transactions via PayDirect and/or RFID at participating highways during Campaign Period. The list of PayDirect and RFID participating highways can be found <https://www.tngdigital.com.my> or <https://rfid.touchngo.com.my> . PayDirect participating highways can also found in the eWallet app under “PayDirect” and “TNG Card” page.
6. Each individual eWallet account will be entitled to ONE (1) Free PA coverage.
7. Eligible Users will be notified via email from TNG Digital on the Free PA coverage.
8. Any user who terminates their account during the Campaign Period shall be automatically disqualified and shall not continue to enjoy the coverage.
9. This Terms and Conditions shall be further subject to the General Campaign Terms and Conditions which can be found at <https://www.tngdigital.com.my/general-terms-and-conditions.html> and the Terms and Conditions by Allianz General Insurance Company (Malaysia) Berhad which can be found at <https://www.allianz.com.my/group-personal-accident> .
10. By participating in this Campaign, you consent and agree:
 - a. To abide and be bound by the Terms and Conditions of the Campaign including any amendments or variations thereto as well as any decisions made by TNG Digital and Allianz General Insurance Company (Malaysia) Berhad (735426-V)
 - b. For TNG Digital and Allianz General Insurance Company (Malaysia) Berhad (735426-V) to collect, record, hold, store, use and disclose your personal information for purposes which are necessary or related to the participation in the Campaign
11. For more information on the Terms and Conditions of the Free PA, please refer to the Terms and Conditions set by Allianz General Insurance Company (Malaysia) Berhad (735426-V) at <https://www.allianz.com.my/group-personal-accident> .

Terma & Syarat Kempen “Ultimate Toll Savings” (Manfaat Free PA)

1. Kempen “Ultimate Toll Savings” (“**Kempen**”) ini dianjurkan oleh TNG Digital Sdn Bhd (1256651-M) (“**TNG Digital**”).
2. Kempen ini akan bermula dari 7 September 2019 – 31 Disember 2019, termasuk kedua-dua tarikh (“**Tempoh Kempen**”). Pengguna yang melalui tol menggunakan Touch ‘n Go eWallet (“**eWallet**”) melalui ciri-ciri PayDirect ataupun RFID semasa Tempoh Kempen akan layak menerima manfaat RM10,000 Perlindungan Kemalangan Peribadi (“**Free PA**”) sehingga 31 Disember 2019.
3. Pengguna eWallet yang layak akan menerima manfaat RM10,000 Free PA sehingga 31 December 2019 daripada Allianz General Insurance Company (Malaysia) Berhad (735426-V).
4. Pengguna eWallet yang melalui tol melalui ciri-ciri PayDirect ataupun RFID pada 7 September 2019 – 30 September 2019 akan menerima manfaat Free PA daripada 7 September 2019 sehingga 31 Disember 2019. Pengguna eWallet yang melalui tol melalui ciri-ciri PayDirect ataupun RFID pada 1 Oktober 2019 – 31 Oktober 2019 akan menerima manfaat Free PA daripada 1 Oktober 2019 sehingga 31 Disember 2019, dan seterusnya sehingga Disember 2019.
5. Manfaat Free PA hanya sah apabila pengguna eWallet mengguna untuk transaksi di tol-tol yang boleh mengguna ciri-ciri PayDirect dan/ataupun RFID sahaja. Senarai tol yang menyokong ciri-ciri PayDirect dan/ataupun RFID boleh didapati di <https://www.tngdigital.com.my> ataupun <https://rfid.touchngo.com.my> . Senarai tol yang menyokong ciri PayDirect juga boleh didapati di dalam aplikasi eWallet di bawah halaman “PayDirect” dan “TNG Card”.
6. Setiap akaun Touch ‘n Go eWallet hanya berhak mendapat SATU (1) manfaat Free PA.
7. Pengguna-pengguna eWallet yang layak akan diberitahu melalui emel daripada TNG Digital.
8. Pengguna yang menamatkan akaun semasa Tempoh Kempen akan dibatalkan kelayakannya secara automatik dan tidak berhak untuk menerima/menggunakan rebat.
9. Terma dan Syarat ini akan tertakluk kepada Terma dan Syarat Kempen Am yang boleh didapati di <https://www.tngdigital.com.my/general-terms-and-conditions.html> dan Terma dan Syarat oleh Allianz General Insurance Company (Malaysia) Berhad which can be found at <https://www.allianz.com.my/group-personal-accident> .
10. Dengan menyertai Kempen ini, anda telahpun membenarkan dan bersetuju:
 - a. Untuk mematuhi serta terikat kepada Terma dan Syarat Kempen termasuk mana-mana pindaan ataupun perubahan serta keputusan yang diambil oleh TNG Digital;
 - b. Untuk TNG Digital dan Allianz General Insurance Company (Malaysia) Berhad (735426-V) mengumpul, merekodkan, memegang, menyimpan, menggunakan dan mendedahkan maklumat peribadi pengguna bagi tujuan tertentu ataupun yang berkaitan dengan penyertaan Kempen
11. Untuk lebih lanjut Terma dan Syarat berkenaan dengan manfaat Free PA tersebut, sila rujuk kepada Terma dan Syarat Allianz General Insurance Company (Malaysia) Berhad (735426-V) di <https://www.allianz.com.my/group-personal-accident> .

Ultimate Toll Savings Campaign (Free PA) FAQ

Q1 What does this Campaign offer?

A1 In this campaign, users who pass toll via PayDirect and/or RFID will be eligible to get free Personal Accident Coverage ("**Free PA**") worth RM10,000 until 31 December 2019 by Allianz General Insurance Company (Malaysia) Berhad (735426-V).

Q2 What is the duration of this campaign?

A2 This campaign begins from 7 September 2019 to 31 December 2019 ("**Campaign Period**").

Q3 How do I enjoy the Free PA from this campaign?

A3 You would need to pass toll minimum of ONE (1) time via PayDirect or RFID with the Touch 'n Go eWallet ("**eWallet**") within the Campaign Period.

Q4 What is the validity of the Free PA?

A4 Your Free PA will be valid until 31 December 2019.

Q5 What is the coverage duration of the Free PA if I am found to be eligible?

Period Passing Toll via PayDirect or RFID	Free PA Coverage Duration
Anytime between 7 September 2019 – 30 September 2019	7 September 2019 – 31 December 2019
Anytime between 1 October 2019 – 31 October 2019	1 October 2019 – 31 December 2019
Anytime between 1 November 2019 – 30 November 2019	1 November 2019 – 31 December 2019
Anytime between 1 December 2019 – 31 December 2019	1 December 2019 – 31 December 2019

For example, if you pass toll via PayDirect or RFID on 15 September 2019, you will still be covered with Free PA from 7 September 2019 onwards until 31 December 2019. If you pass toll via PayDirect or RFID on 29 October 2019, you will be covered from 1 October 2019 onwards until 31 December 2019, and so on until December 2019.

Q6 How will I know if I am eligible for the Free PA? Will I be notified?

A6 If you are eligible, you will be notified via email from TNG Digital.

Q7 When will I be notified via email on my eligibility?

A7 The email schedule is as below:

	Period of Passing Toll via PayDirect/RFID	eDM Blast
		Fridays
Free Personal Accident Coverage Email	Week 1 7 Sept 2019 - 12 Sept 2019	20 September 2019
	Week 2 12 Sept 2019 - 19 Sept 2019	27 September 2019

	Week 3 20 Sept 2019 - 26 Sept 2019	4 October 2019	
	Week 4 27 Sept 2019 - 3 Oct 2019	11 October 2019	
	Week 5 4 Oct 2019 - 10 Oct 2019	18 October 2019	
	Week 6 11 Oct 2019 - 17 Oct 2019	25 October 2019	
	Week 7 18 Oct 2019 - 24 Oct 2019	1 November 2019	
	Week 8 25 Oct 2019 - 31 Oct 2019	8 November 2019	
	Week 9 1 Nov 2019 - 7 Nov 2019	15 November 2019	
	Week 10 8 Nov 2019 - 14 Nov 2019	22 November 2019	
	Week 11 15 Nov 2019 - 21 Nov 2019	29 November 2019	
	Week 12 22 Nov 2019 - 28 Nov 2019	6 December 2019	
	Week 13 29 Nov 2019 - 5 Dec 2019	13 December 2019	
	Week 14 6 Dec 2019 - 12 Dec 2019	20 December 2019	
	Week 15 13 Dec 2019 - 19 Dec 2019	27 December 2019	
	Week 16 20 Dec 2019 - 26 Dec 2019	3 January 2020	
	Week 17 27 Dec 2019 - 31 Dec 2019	10 January 2020	

Q8 I passed toll on 11 September 2019 with PayDirect/RFID and did not receive a Free PA confirmation email immediately, does this mean I am not eligible?

A8 If you are eligible, you will receive an email on the 20 September 2019.

Q9 Will I be notified if I am not eligible?

A9 No, you will not be notified if you are not eligible.

Q10 I did not receive the Free PA despite passing toll via PayDirect or RFID during the Campaign Period, what can I do?

A10 You can check the Terms and Conditions of this Campaign to see your eligibility. If you believe you are eligible, please email to us at tngewallet@touchngo.com.my . Kindly provide your details and proof supporting your claim such as screenshot of your toll transaction history. We will then investigate.

Q11 Where can I view the Terms and Conditions and know more information about the Personal Accident Coverage set by Allianz General Insurance Company (Malaysia) Berhad (735426-V)?

A11 You can view the Terms and Conditions of the Personal Accident Coverage set by Allianz General Insurance Company (Malaysia) Berhad (735426-V) here <https://www.allianz.com.my/group-personal-accident> . Should you have any enquiries, you can contact Allianz General Insurance Company (Malaysia) Berhad (735426-V) via Allianz Malaysia Facebook Messenger or drop them an email at customer.service@allianz.com.my or reach their Careline at 1-300-22-5542.

Q13 How do I claim the Personal Accident from Allianz General Insurance Company (Malaysia) Berhad (735426-V)?

A13 Please contact Allianz General Insurance Company (Malaysia) Berhad (735426-V) via Allianz Malaysia Facebook Messenger or drop them an email at customer.service@allianz.com.my or reach their Careline at 1-300-22-5542 for claims purposes.

Soal Jawab Lazim Kempen “Ultimate Toll Savings” (Manfaat Free PA)

S1 Apakah tawaran Kempen Ultimate Toll Savings?

J1 Dalam kempen ini, pengguna yang melalui tol menggunakan Touch ‘n Go eWallet (“eWallet”) melalui ciri-ciri PayDirect/RFID antara 7 September 2019 – 31 Disember 2019 (“Tempoh Kempen”) akan layak menerima manfaat RM10,000 Perlindungan Kemalangan Peribadi (“Free PA”) sehingga 31 Disember 2019 oleh Allianz General Insurance Company (Malaysia) Berhad (735426-V).

S2 Apakah Tempoh Kempen ini?

J2 Kempen ini akan bermula dari 7 September 2019 hingga 31 Oktober 2019.

S3 Bagaimanakah saya boleh mendapat manfaat Free PA dalam kempen ini?

J3 Anda perlu melalui tol dengan ciri-ciri PayDirect ataupun RFID minimum SEKALI (1) semasa Tempoh Kempen untuk mendapat manfaat Free PA ini.

S4 Berapa lamakah kesahihan kelayakan manfaat Free PA yang saya diperolehi?

J4 Manfaat Free PA yang anda memperolehi hanya sah sehingga 31 Disember 2019 sahaja.

S5 Apakah tempoh perlindungan Free PA tersebut jika layak?

Tempoh Melalui Tol melalui PayDirect dan/ataupun RFID	Tempoh Manfaat Free PA
Antara 7 September 2019 – 30 September 2019	7 September 2019 – 31 Disember 2019
Antara 1 Oktober 2019 – 31 Oktober 2019	1 Oktober 2019 – 31 Disember 2019
Antara 1 November 2019 – 30 November 2019	1 November 2019 – 31 Disember 2019
Antara 1 Disember 2019 – 30 Disember 2019	1 Disember 2019 – 31 Disember 2019

Contohnya, jika anda melalui tol dengan PayDirect ataupun RFID pada 15 September 2019, anda masih akan dilindungi oleh manfaat PA dari 7 September 2019 sehingga 31 Disember 2019. Jika anda melalui tol dengan PayDirect dan/ataupun RFID pada 29 Oktober 2019, anda akan dilindungi oleh manfaat PA dari 1 Oktober 2019 sehingga 31 Disember 2019, dan seterusnya sehingga Disember 2019.

S6 Bagaimanakah saya tahu saya layak untuk manfaat Free PA tersebut? Adakah saya akan diberitahu?

J6 Jika anda layak, anda akan diberitahu melalui emel daripada TNG Digital.

S7 Bilakah saya akan diberitahu melalui emel, jika layak?

J7 Jika layak, anda akan menerima emel mengikut jadual di bawah:

	Tempoh Melalui Tol melalui PayDirect dan/ataupun RFID	Penyebaran eDM
		Setiap Jumaat
Free PA emel	Minggu 1 7 Sept 2019 - 12 Sept 2019	20 September 2019
	Minggu 2 12 Sept 2019 - 19 Sept 2019	27 September 2019
	Minggu 3 20 Sept 2019 - 26 Sept 2019	4 Oktober 2019
	Minggu 4 27 Sept 2019 - 3 Okt 2019	11 Oktober 2019
	Minggu 5 4 Okt 2019 - 10 Okt 2019	18 Oktober 2019
	Minggu 6 11 Okt 2019 - 17 Okt 2019	25 Oktober 2019
	Minggu 7 18 Okt 2019 - 24 Okt 2019	1 November 2019
	Minggu 8 25 Okt 2019 - 31 Okt 2019	8 November 2019
	Minggu 9 1 Nov 2019 - 7 Nov 2019	15 November 2019
	Minggu 10 8 Nov 2019 - 14 Nov 2019	22 November 2019
	Minggu 11 15 Nov 2019 - 21 Nov 2019	29 November 2019

	Minggu 12 22 Nov 2019 - 28 Nov 2019	6 December 2019
	Minggu 13 29 Nov 2019 - 5 Dis 2019	13 Disember 2019
	Minggu 14 6 Dis 2019 - 12 Dis 2019	20 Disember 2019
	Minggu 15 13 Dis 2019 - 19 Dis 2019	27 Disember 2019
	Minggu 16 20 Dis 2019 - 26 Dis 2019	3 Januari 2020
	Minggu 17 27 Dis 2019 - 31 Dis 2019	10 Januari 2020

S8 Saya melalui tol dengan PayDirect/RFID pada 11 September 2019 tetapi tidak menerima emel tentang manfaat Free PA serta-merta. Adakah maksudnya saya tidak layak?

J8 Jika layak, anda akan menerima emel pada Jumaat minggu tersebut. Berdasarkan kes ini, anda akan menerima emel pada 20 September 2019, Jumaat.

S9 Adakah saya akan diberitahu jika tidak layak?

J9 Anda tidak akan diberitahu jika anda tidak layak.

S10 Saya tidak menerima manfaat Free PA tersebut walaupun melalui tol dengan PayDirect ataupun RFID semasa Tempoh Kempen. Mengapakah?

J10 Anda boleh merujuk kepada Terma dan Syarat Kempen ini. Jika anda percaya anda layak mendapati manfaat Free PA ini, sila emel kami di tngewallet@touchngo.com.my. Sila berikan maklumat anda dan bukti sokongan tuntutan anda, termasuk tangkapan skrin "Toll Transaction History" anda. Kami akan menyiasat.

S11 Bagaimanakah saya boleh ketahui lebih tentang Terma dan Syarat dan/ataupun informasi tentang Perlindungan Kemalangan Peribadi yang ditetapkan oleh Allianz General Insurance Company (Malaysia) Berhad (735426-V)?

J11 Anda boleh membaca Terma dan Syarat dan/ataupun informasi tentang Perlindungan Kemalangan Peribadi yang ditetapkan oleh Allianz General Insurance Company (Malaysia) Berhad (735426-V) di sini <https://www.allianz.com.my/group-personal-accident> . Anda boleh menghubungi Allianz General Insurance Company (Malaysia) Berhad (735426-V) melalui "Facebook Messenger" Allianz Malaysia ataupun emel customer.service@allianz.com.my or ataupun menghubungi Careline Allianz di 1-300-22-5542 untuk menuntut Free PA.

Q12 Bagaimanakah saya boleh menuntut Perlindungan Kemalangan Peribadi daripada Allianz General Insurance Company (Malaysia) Berhad (735426-V)?

A12 Anda boleh menghubungi Allianz General Insurance Company (Malaysia) Berhad (735426-V) melalui "Facebook Messenger" Allianz Malaysia ataupun emel

Information updated as of/Maklumat dikemas kini pada:

1 October 2019

customer.service@allianz.com.my or ataupun menghubungi Careline Allianz di 1-300-22-5542 untuk menuntut Free PA.