

## Terms & Conditions - Buy SSP SE, Free AAM Membership Campaign

Items	Explanation
<b>1. Campaign Period</b>	<ul style="list-style-type: none"> <li>The campaign period shall commence from <b>July 2014</b> until <b>June 2015 (12 months) or reaching 50,000 AAM memberships, whichever earlier.</b></li> </ul>
<b>2. Membership Eligibility</b>	<ol style="list-style-type: none"> <li>For every purchase of SSP SE 12 months, customer will eligible to receive one (1) free AAM membership.</li> <li>Only Customers who purchase SSP <b>over-the-counters</b> are eligible to participate in this campaign.</li> <li>The membership can only be subscribed to <b>one (1) registered vehicle</b> within the campaign period. <i>However, another membership received through this campaign is eligible to be registered on customer's another vehicle. For an example, if Mr. Ali owns two cars i.e. car A and car B, each of the cars can be registered with a different membership.</i></li> <li>AAM Membership will be <b>terminated</b> if the SSP bought through this campaign is redeemed.</li> <li>For the entitlement of a free membership, customers need to place a <b>minimum fresh fund of RM3,000.</b></li> <li>The free AAM membership <b>will not be given</b> to customers who <b>converted</b> their existing regular SSP to a 12 months SSP SE within the campaign period.</li> </ol>
<b>3. Membership Voucher</b>	<ol style="list-style-type: none"> <li>Customers must ensure the AAM Membership Voucher received from BSN's counter is complete.</li> <li>Customers must redeem the AAM Membership voucher at any AAM's office within <b>one (1) month from the issued date</b> of the voucher.</li> </ol>
<b>4. Draws Eligibility</b>	<ul style="list-style-type: none"> <li>Customers will eligible to participate in every SSP's draw subject to the applicable and conditions.</li> </ul>
<b>5. Indicative Profit Rate</b>	<ul style="list-style-type: none"> <li>Customers will enjoy indicative profit rate for each placement of SSP SE.</li> </ul>
<b>6. Membership</b>	<ol style="list-style-type: none"> <li>Free towing and minor on-the-spot repair service will be provided for vehicle breakdown up to three (3) times per annum subject to a maximum limit of Ringgit Malaysia One Hundred (RM100.00) per services throughout the membership period.</li> <li>For vehicle assistance, members may call AAM Hotline at 1300 226 226.</li> <li>While calling for assistance, members shall provide to AAM operators the following information; <ol style="list-style-type: none"> <li>Name of member</li> <li>Vehicle's registration no./model/year made/colour</li> <li>Member's hand phone no.</li> <li>Cause of breakdown (if known)</li> <li>Exact location of the breakdown (to indicate landmarks, if any)</li> </ol> </li> <li>The original receipt for any payment made by members must be submitted to AAM together with a completed claim form within two (2) months from the date of breakdown.</li> <li>Cooling off period is a period of 48 hours after redemption of the said voucher or when the membership activated and during the cooling off period, members are entitled to all privileges under the services except for towing and minor-on-spot repair services which can be enjoyed after the said period.</li> </ol>
<b>7. Others</b>	<ol style="list-style-type: none"> <li>By participating in this campaign, customers hereby expressly consent and authorize Bank Simpanan Nasional (BSN) and Automobile Association of Malaysia (AAM) to use their personal details for the purpose of the campaign. Customers further agree to be bound by these Terms and Conditions herein.</li> <li>Membership benefits offered by AAM are limited to benefits offered by membership subscribed through this campaign.</li> <li>Bank Simpanan Nasional (BSN) will not be responsible for any problem arising from the services offered by AAM.</li> <li>In no event shall BSN nor any of its officers, employees, representatives and/or agent be liable to customers for any direct or indirect, incidental, consequential loss or damage (including but not limited to loss of income, profits or goodwill) arising from or in connection with this campaign.</li> <li>BSN reserves the right to cancel, terminate or suspend the campaign earlier or to vary, delete, amend and/or modify any of the T&amp;Cs stated herein at any time at its absolute discretion by notifying the customers at least 21 days via BSN's website or any other channel(s) deemed fit by BSN.</li> <li>These Terms and Conditions, as the same may be amended from time to time in accordance with Item 7.e. above, shall prevail over any provisions or representations contained in any promotional materials or other promotional materials advertising the campaign.</li> <li>For further details on the membership offered, please refer to <b>The Services and Guidelines on 24-Hours Vehicle Breakdown Assistance Services</b> which also can be viewed at myBSN website (<a href="http://www.mybsn.com.my">www.mybsn.com.my</a>).</li> </ol>

## Annex I The Services

### 1. **Enjoyment of Services**

The enjoyment of the Services provided herein by the Certificate Holder or Authorized Party shall continue subject to the retention of SSP at BSN. In the event the Certificate Holder withdraw or redeem the SSP, AAM may at its own discretion to terminate the AAM membership.

### 2. **24-Hours Vehicle Breakdown Assistance**

- a. AAM's 24-Hours vehicle breakdown\* assistance shall consist of towing and minor on-the-spot repair service supported by a team of experienced patrolmen, complete with a fleet of rescue vehicles and backed by our listed panel workshops throughout the whole country.
- b. Free towing and minor on-the-spot repair service are only provided for vehicle breakdown for up to three (3) times per annum subject to a maximum limit of **Ringgit Malaysia One Hundred (RM100.00)** per Services provided throughout the Membership period.  
*\*AAM reserves the right to and shall from time to time at its absolute discretion be entitled to appoint a new panel workshop and to terminate the appointment of its panel workshop as it deems reasonable and fit for the purpose of improving the standard of services.*

### 3. **Technical Advice**

Certificate Holder who requires any technical advice for their Registered Vehicle may contact **AAM Technical Advice** hotline at **03-6188 1932**.

### 4. **Legal Advice**

AAM shall provide legal advice on matters arising from the use or ownership of Registered Vehicle.

### 5. **Car Inspection and Valuation**

AAM Vehicle Inspection Unit shall provide independent vehicle inspection and valuation services at nominal charges to Certificate Holder.

### 6. **Issuance of International driving Permit**

Certificate Holder is allowed to apply for an international driving permit at the nearest AAM office at nominal charges.

### 7. **Baby Bassinet and Child Safety Seat Rental Programme**

Baby Bassinet and Child Safety seat are available at special rental rate for Certificate Holder.

### 8. **24-Hours Battery Delivery**

AAM replace flat battery for Certificate Holder at the breakdown scene and batteries will be sold at member's rates.

### 9. **Discount on Selected Merchandise**

Certificate Holder may enjoy special discounts on selected merchandise offered by AAM via a convenient mail order services or via online purchase at [www.aam.org.my](http://www.aam.org.my).

### 10. **Periodical Member Discount**

Certificate Holder enjoy discounts from popular retail outlets including but not limited to vehicle service centre, leisure centres, car accessories outlets and other similar outlets/ centres identified and informed by AAM from time to time.

### 11. **Lube Service**

Certificate Holder may enjoy lube services offered by AAM in Penang, Ipoh and Klang at member's rates.

### 12. **Car Care Course**

AAM provides basic, intermediate and specialized car care (maintenance) courses at group rates for Certificate Holders.

### 13. **Special Discount on Car Rental**

Certificate Holder may enjoy discounts on rental rates at **AAM Travel Planner Sdn. Bhd. (44091-D)** (hereinafter referred to as ATP) selected car rental companies.

### 14. **Tour and Travel Service**

ATP provides information and travel arrangement for Certificate Holder at group rates.

### 15. **Defensive Driving Course**

Certificate Holder or Authorized Party get to enjoy group discount for defensive driving course offered by **AAM MotorSports Sdn. Bhd. (392901-M)** which delivers accurate vehicle control techniques including valuable information on defensive driving principles. Certificate Holder or Authorized Party is advised to visit the nearest AAM office or log on to [www.aam.org.my](http://www.aam.org.my) for further information or booking.

## Annex II

### Guidelines on 24-Hours Vehicle Breakdown Assistance Services

#### 1. **Procedure to obtain Vehicle Breakdown Assistance**

Certificate Holder must contact AAM Hotline at No. **1300 226 226** for assistance.

Certificate Holder should not, at any time or under any circumstances, contact AAM appointed workshops directly for assistance. Otherwise, AAM shall reserve the right not to reimburse for any claims or expenses incurred thereof.

Upon calling for assistance, Certificate Holder shall provide to AAM operators the following information:-

- Name of Certificate holder ;
- Vehicle Registration Number/Model/Year/Colour of the Certificate Holder Registered Vehicle;
- Hand phone number of Certificate holder;
- Cause of Breakdown, if known; and
- Exact location of the breakdown (to indicate landmarks, if any)

#### 2. **Entitlement for Free Breakdown Service**

AAM shall only cover towing and/or minor repair services for up to three (3) times per annum subject to a maximum limit of **Ringgit Malaysia One Hundred (RM100.00)** per Services provided throughout the Membership period. ( In reference to Paragraph b Item 2 under Annex I )

#### 3. **Vehicle Breakdown Service is Extended only to Registered Vehicle and Registered Driver**

Vehicle breakdown services are only provided to the Registered Vehicle at AAM Call Centre. Therefore, no assistance shall be rendered to any unregistered vehicle which is not officially registered with AAM.

#### 4. **Right to Refuse**

AAM reserves the right to refuse attending to second breakdown call consecutively from the same Certificate Holder, in cases where an AAM patrolman has advised the Certificate Holder to send their Registered Vehicle to AAM appointed panel workshops for immediate repairs during the first attended call. AAM also reserves its right to refuse towing services to any Certificate Holder who are under alcoholic or drug influence. Such Certificate Holder may seek services from a third party service provider of which charges shall not be borne by AAM.

#### 5. **Assistance for Accident Vehicles**

AAM Panel workshops shall render their services to Registered Vehicles involved in any road accidents including request by the Certificate Holder to send the accidental Registered Vehicle to the Certificate Holder preferred workshop or to AAM Automotive Centre Sdn. Bhd. Charges incurred for services render by AAM appointed panel workshop shall be borne by Certificate Holder and such arrangement is strictly between the Certificate Holder and the AAM appointed panel workshop. Reimbursement for towing shall only be entertained by AAM for up to three (3) times per annum subject to **Ringgit Malaysia One Hundred (RM100.00)** only for Service provided throughout the membership period. Certificate Holder reserve the right to accept or refuse services offered by any panel workshop provider arranged by AAM.

## 6. Non-Covered Vehicle Breakdown Expenses

AAM shall only pay for expenses incurred for towing services and minor on-the-spot repairs and shall not be responsible to pay for the following at any time under any circumstance:-

- a. Cost and expenses of any spare parts or petrol supplied;
- b. Cost and expenses of any work done by a workshop, taxi fare, accommodation, telephone charges and toll charges;
- c. Cost and expenses of engaging a locksmith to unlock door(s) of the Registered Vehicle;
- d. Any cost and expenses which is/are covered by any insurance;
- e. Cost and expenses of towing services for vehicles breakdown due to Act of God, including but not limited to flood, earthquake and windstorm;
- f. Cost and expenses incurred in towing the Registered Vehicles due to shattered windscreen or punctured tyres (where no spare tyre is/are available);
- g. Mechanical window or power window malfunction;
- h. Air conditioner failure; and
- i. Malfunctioned systems or parts including but not limited to ignition switch, horn, trunk, bonnet, doors, alarm system and etc.

## 7. Services which are Not Covered

The Service does not include the following:-

- a. Any area beyond the gazetted roads i.e. *estate road*; and
- b. Event covered under Certificate Holder's insurance policy.

## 8. Certificate Holder's Presence at the Scene of Breakdown

Certificate Holder must be present at the breakdown site while the Service is being provided. If the Certificate Holder is not present at the breakdown site during the Service, AAM patrolman shall have the right to leave the breakdown site fifteen (15) minutes after his arrival without attending to the vehicle concerned.

## 9. Destination of Towing

Certificate Holder shall advise AAM Panel Workshop to tow the breakdown Registered Vehicle to a destination or their preferred choice. Any further call from the same Certificate Holder for the purpose of towing the same vehicle from the said destination to another destination will incur in separate charges upon exhausting the reimbursement limit.

For the avoidance of doubt, should towing services be rendered during \*non-working hours, the Registered Vehicle may be towed to the Certificate Holder place of residence temporarily wherein the next business day after, AAM shall tow such vehicle to the Certificate Holder preferred choice of workshop. All such towing is only free of charge up to three (3) times per annum subject to a maximum limit of **Ringgit Malaysia One Hundred (RM100.00)** per Services provided throughout the Membership period.

*\*Standard working hours is from 9.00 a.m.-5.00 p.m. and anything that falls outside this ambit shall be considered as non-working hours.*

## 10. No Obligation to Provide Transport to Certificate Holder

The Service does not cover any kind of transportation to Certificate Holder including giving lifts to Certificate Holder from the breakdown site to another destination. AAM patrolman may, however, provide lift out of courtesy if the route is going towards the Certificate Holder desired destination while attending or returning from the breakdown site and subject always that AAM shall not be held responsible for any injury and/or damages caused to the Certificate Holder arising out from such lift.

## 11. Circumstances where Assistance Cannot be Rendered

AAM shall not provide assistance of any kind in the following circumstances:-

- a. There is no mechanical part on the Registered Vehicle, such as engine or transmission chamber;
- b. No valid road tax is being displayed;
- c. Tow the Registered Vehicle after it has been sent for a paint job;
- d. Tow the Registered Vehicle for the purpose of disposing;
- e. Tow the Registered Vehicle which has been vandalised or ditch; and/or
- f. Tow the Registered Vehicle from any police station storage yard or finance company storage yard.

However, Certificate Holder may seek services from third party service providers for the above purposes of which the cost and expenses shall solely be borne by the said Certificate Holder.

## 12. Other Assistance Provided – Tyre Puncture

AAM will not charge Certificate Holder to change any punctured tyres of a Registered Vehicle. However, it is the duty of Certificate Holder to ensure that spare tyre is in road worthy condition. In cases where more than one tyre is punctured simultaneously, AAM will replace one (1) tyre using the available spare unit before towing the vehicle to the nearest tyre shop. For distance exceeding 30km from the scene of puncture (within the major town), standard towing charges will be imposed.

## 13. Reimbursement Procedure

The original receipt for any payment made by Certificate Holder must be submitted to AAM together with a completed claim from within two (2) months from the date of breakdown. AAM reserves its right not to entertain any claims made later than two (2) months after the date of breakdown.

## 14. Exclusion

Certificate Holder is not eligible to vote at AAM annual general meetings.

## 15. Indemnity

The Services rendered by AAM is solely received at the Certificate Holder's owned risk. AAM with their respective employees or agents shall not bear any liability whatsoever in any event.

## 16. Cooling Off Period

New Certificate Holder who received the AAM voucher from BSN is subject to **One (1) month** period to redeem and activate the membership at the nearest AAM Branch nationwide. After redemption of the said voucher, the membership will be activated and during the cooling off period of Forty Eight (48) hours, the new Certificate Holder are entitled to all privileges under the Services except for towing and minor-on-spot repair services and subject always that the data of the said Certificate Holder for the Registered Vehicle together with the payment of Membership Fee has been duly forwarded to and received by AAM in order

## 17. Breakdown Assistance and Validity of Membership

Valid Certificate Holder can utilise the free vehicle breakdown assistance service as soon as their membership policy is registered by AAM.

## List of AAM Offices/Branches

No.	Offices/Branches	Address	Telephone No.	Fax No.
1.	AAM Head Office	225 Block 4, No 7 Persiaran Sukan Laman Seri Business Park Section 13, 40100 Shah Alam, Selangor	03-5511 1932 (General Line)	03-5511 2519
2.	Kuala Lumpur Main Office	Ampang Park Shopping Centre, Lot 3.22 2 <sup>nd</sup> Floor Jalan Ampang, 50450 Kuala Lumpur	03-2163 5210	03-2163 5085
3.	Petaling Jaya, Selangor	AM 18, Mezz Floor, Corner Unit PJ Industrial Park, Jalan Kemajuan, 46200 Petaling Jaya, Selangor	03-7956 3043 / 03-7958 1163	03-7958 1163
4.	Subang Jaya, Selangor	No. 16-2, 2 <sup>nd</sup> Floor, Subang Business Centre Jalan USJ 9/5T UEP Subang Jaya, 47620 Subang Jaya, Selangor	03-8024 0808	03-8023 5006
5.	Damansara Perdana, Selangor	Lot No. P1102, FA1 Perdana Shopping Centre, Bandar Damansara Perdana, 47820 Petaling Jaya, Selangor	03-7710 5121	03-7710 5891
6.	Seri Kembangan, Selangor	No. 2B-1, Jalan Raya Dua, Kawasan Perusahaan Seri Kembangan, 43300 Seri Kembangan, Selangor	03-8940 9100	03-8940 0879
7.	Klang, Selangor	No.23, Jalan Tiara 3, Bandar Baru Klang, 41150 Klang, Selangor	03-3343 1412	03-3343 1419
8.	Pulau Pinang	116, Ground Floor, Jalan Sg. Pinang, 10150 Pulau Pinang	04-282 0996	04-282 0653
9.	Butterworth, Pulau Pinang	No.2679, Ground Floor, Taman Inderawasih, Jalan Chain Ferry, 13600 Prai, Pulau Pinang	04-390 4545	04-397 1133
10.	Johor Bahru, Johor	No 15, Jalan Dato Ja'afar 1, Taman Dato Onn 80350 Johor Bahru, Johor	07-222 6527	07-222 7259
11.	Melaka	No. 147D-1, Jalan Kesidang 1/10, Taman Kesidang Seksyen 1, Lorong Pandan, 75200 Melaka	06-335 4850	06-335 1526
12.	Seremban, Negeri Sembilan	20 Jalan Durian Emas 3, Betaria Business Centre, Off Jalan Dato' Siamang Gagap 70400 Seremban, Negeri Sembilan	06-761 7630	06-761 9561
13.	Kuantan, Pahang	E-2348, Jalan Dato Wong Ah Jang 25100 Kuantan, Pahang	09-515 8620	09-515 8610
14.	Kuala Terengganu, Terengganu	76-1, Wisma Ali Long, Jalan Air Jerneh 23000 Kuala Terengganu, Terengganu	09-624 1897	09-624 1866
15.	Kota Bharu, Kelantan	No. 1314-A, Tingkat Bawah, Wisma Yati, Jalan Yunus, 15200 Kota Bharu, Kelantan	09-746 1100	09-746 1166
16.	Ipoh, Perak	128c, Jalan Kuala Kangsar 30010 Ipoh, Perak	05-506 4846	05-506 3075
17.	Sungai Petani, Kedah	No. 27, Ground Floor, Jalan Perdana Heights 2/1, Perdana Heights, 08000 Sungai Petani, Kedah Darul Aman	04-421 6017	04-421 5978
18.	Kuching, Sarawak	Lot 7694, Ground Floor, Section 64, No. 11 Jalan Pending, 93450 Kuching, Sarawak	082-340 212	082-343 170