



U Mobile Stay Safe 11:18 AM 52%



24-Hour Bantuan IKHLAS Road Assist mobile app

For a seamless assistance experience, participants can now use the 24-Hour Bantuan IKHLAS Road Assist mobile app.



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Key Points to Note

- This Mobile App does not replace Call Centre Service.
- It is an alternative channel to engage with our motor takaful participants.
- Track the location of the user immediately.
- Customer service officer from Call Center will still follow up with customers/ participants after receiving service request from mobile app.



1. Requirement to start using Bantuan IKHLAS mobile app

- A Smartphone
- 3G Connection or above.
- Mobile App works on:
 - iPhone *(pending iOS version)*
 - Samsung
 - Sony
 - HTC
 - LG
 - Lenovo
 - Huawei
 - Oppo



2. 24-Hour Bantuan IKHLAS Road Assist mobile app platform

- The 24-Hour Bantuan IKHLAS Road Assist mobile app runs on Android platform.
- Download 24-Hour Bantuan IKHLAS Road Assist mobile app from GOOGLE PLAY STORE.
- Search for keyword - “Bantuan Ikhlas Road Assist”



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ENTER

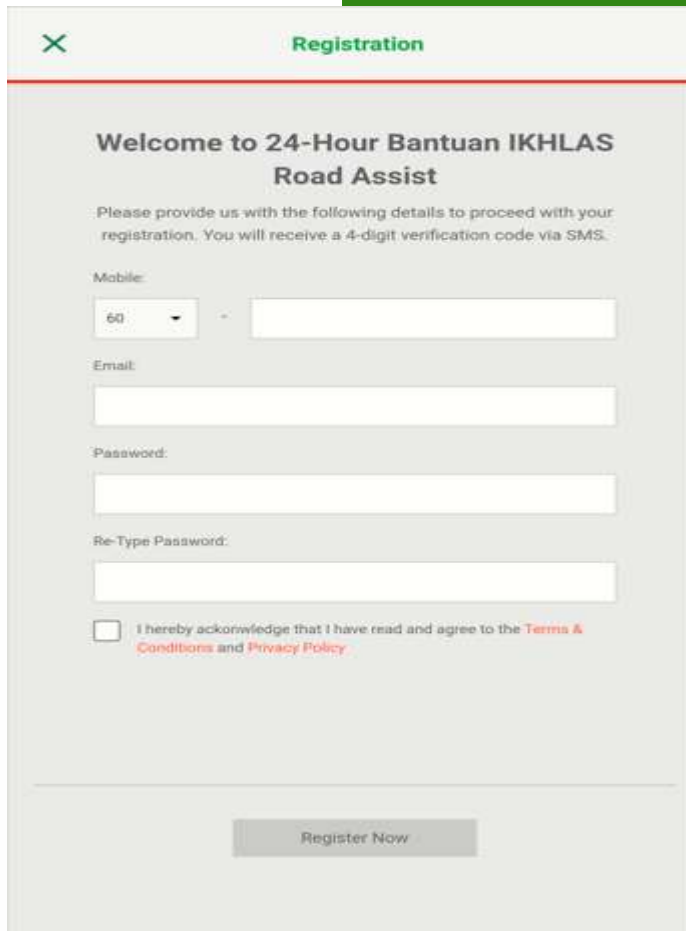
**24-Hour
Bantuan IKHLAS
Road Assist**



3. ENTER to begin

- To start, click "ENTER".

4. Register 24-Hour Bantuan IKHLAS Road Assist mobile app



Registration

Welcome to 24-Hour Bantuan IKHLAS Road Assist

Please provide us with the following details to proceed with your registration. You will receive a 4-digit verification code via SMS.

Mobile:

60 - []

Email:

[]

Password:

[]

Re-Type Password:

[]

I hereby acknowledge that I have read and agree to the [Terms & Conditions](#) and [Privacy Policy](#).

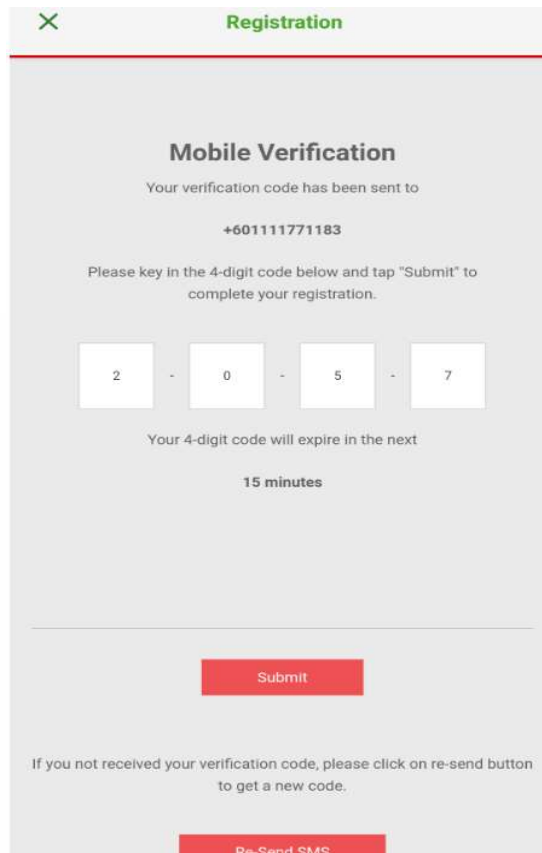
Register Now

- Mandatory field for registration:
 - i. Mobile number (required for SMS and apps Call unique ID).
 - ii. Email address
 - iii. Key in password
- Tap to register and wait for Validation Code SMS

Note:

Mobile number can only be used one time for this app.

5. Receive verification code via SMS



Registration

Mobile Verification

Your verification code has been sent to

+601111771183

Please key in the 4-digit code below and tap "Submit" to complete your registration.

2 - 0 - 5 - 7

Your 4-digit code will expire in the next

15 minutes

Submit

If you not received your verification code, please click on re-send button to get a new code.

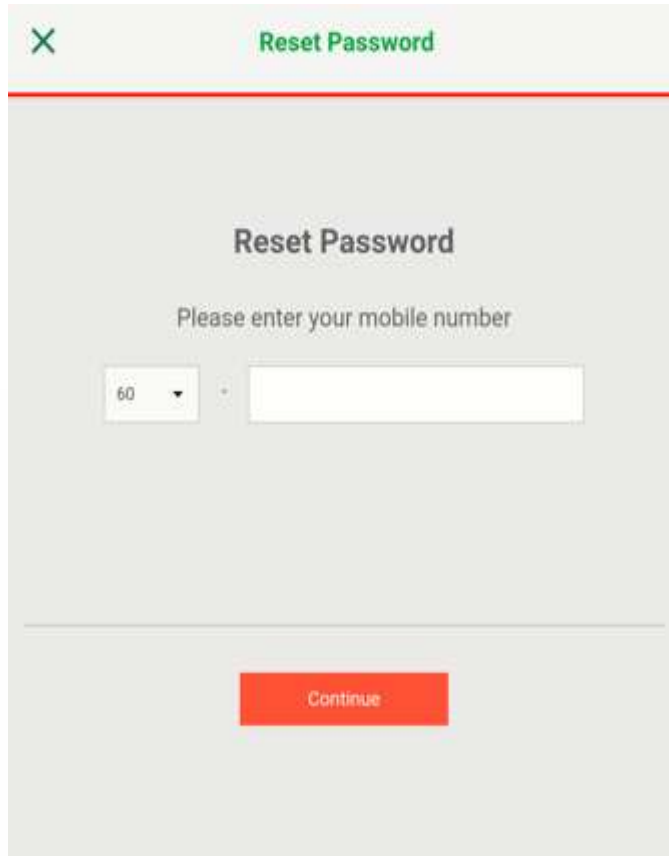
Re-Send SMS

- User will receive their verification number via SMS

Type verification number



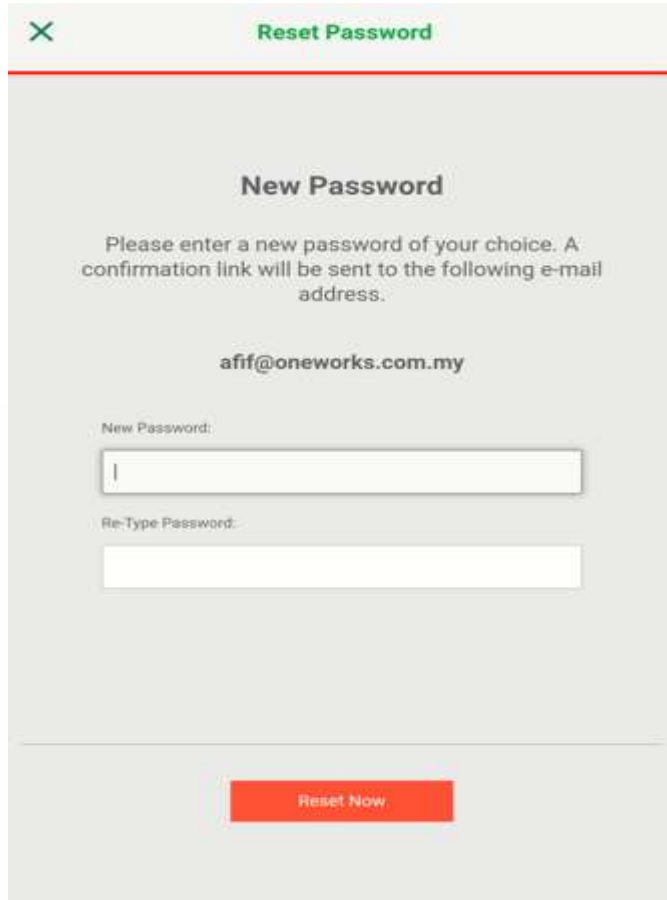
6. Reset Password



The screenshot shows a mobile application interface for resetting a password. At the top, there is a close button (X) and the title "Reset Password". Below the title, the text "Reset Password" is displayed, followed by the instruction "Please enter your mobile number". There is a dropdown menu showing "60" and a text input field. At the bottom, there is a red "Continue" button.

- Key in registered mobile number
- Click continue

6. Reset Password (cont'd)



Reset Password

New Password

Please enter a new password of your choice. A confirmation link will be sent to the following e-mail address.

afif@oneworks.com.my

New Password:

Re-Type Password:

Reset Now

- Insert new password and re-type password
- Confirmation link will be sent to users' registered email address
- Click "Reset Now" to continue



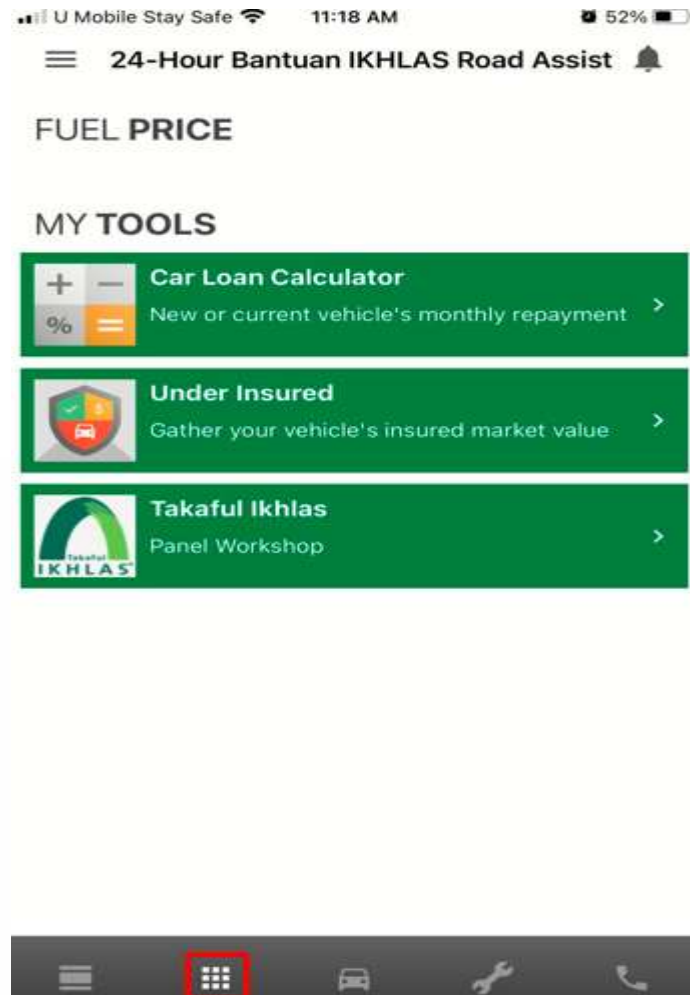
7. News Feed



- This page will show Bantuan Ikhlas newsfeed
- Click at the box for more information on Takaful IKHLAS Motor Product



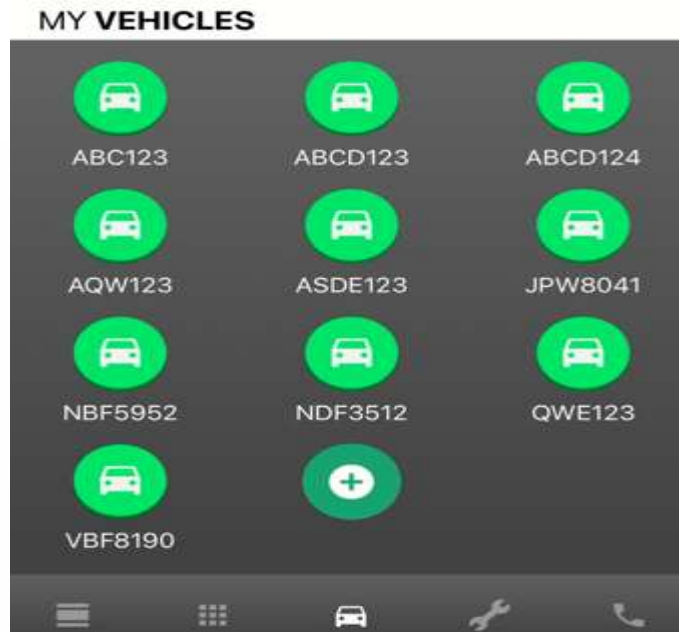
8. My Tools



- This page consist of 3 information buttons
- Click respective box for more information.

9. My Vehicle

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24-Hour Bantuan IKHLAS Road Assist



- This page shows 'MY VEHICLES'
- Add "+" icon to add your vehicle information and registration

9. My Vehicle (cont'd)

× Vehicle



Vehicle No. * :

Year :

Make * :

Model * :

Engine CC :

Transmission :

Variant-Series :

* - mandatory fields

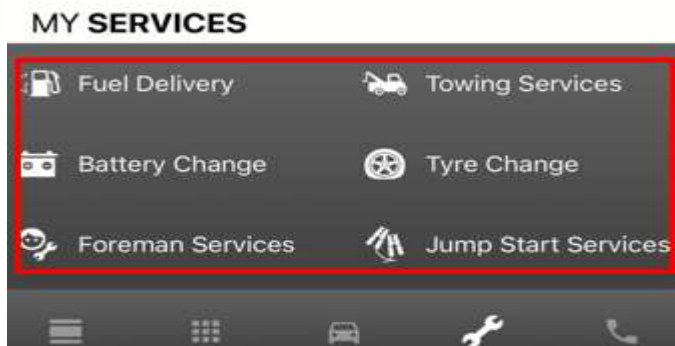
Complete the above details to get your estimated vehicle market value.

III ○ <

- After clicking **Add “+” icon**, this page appear
- Key in all the mandatory details
- Click save to complete the process

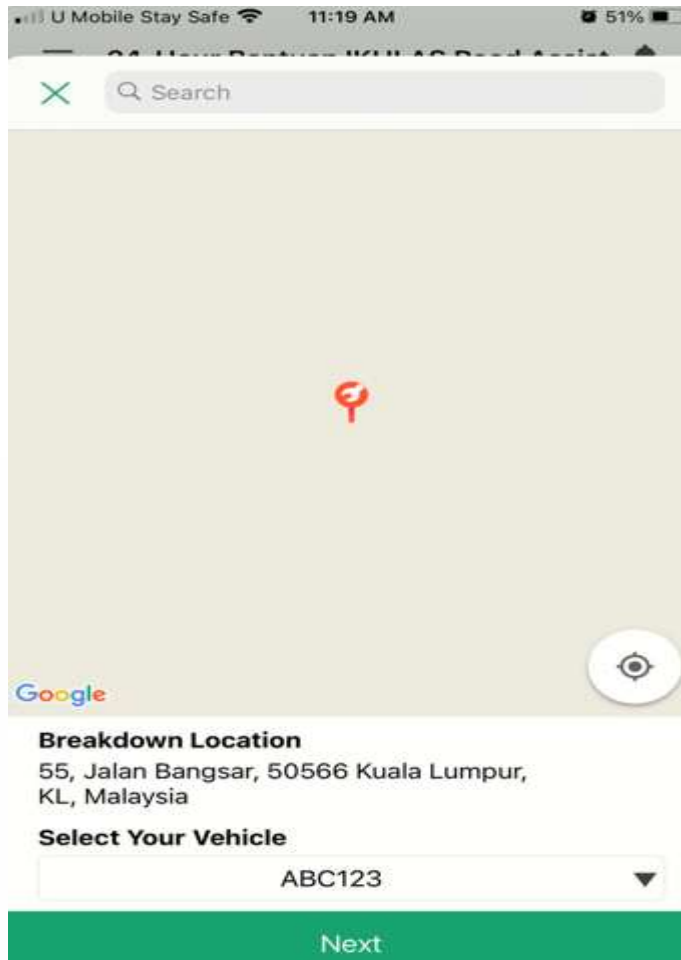
10. My Service

☰ 24-Hour Bantuan IKHLAS Road Assist 🔔



- This page shows 'MY SERVICES'
- Click at the respective services button to proceed with the selected services.

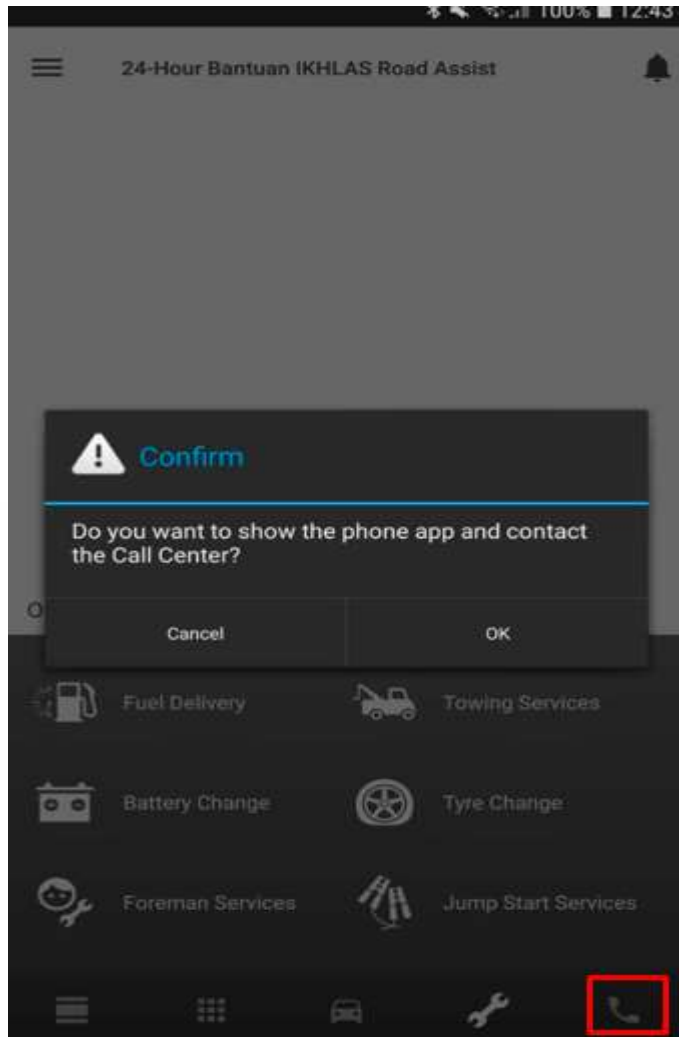
10. My Service (cont'd)



The screenshot shows a mobile application interface. At the top, the status bar displays 'U Mobile Stay Safe', '11:19 AM', and '51%' battery. Below the status bar is a search bar with a magnifying glass icon and the text 'Search'. The main content area features a map with a red location pin. Below the map, the text reads 'Breakdown Location' followed by '55, Jalan Bangsar, 50566 Kuala Lumpur, KL, Malaysia'. Underneath, there is a section titled 'Select Your Vehicle' with a dropdown menu showing 'ABC123'. At the bottom of the form is a green button labeled 'Next'.

- After selecting a service, for instance 'Towing Services', the page will show breakdown location.
- Select your vehicle number in the dropdown to proceed.

11. Contact Call Center



- Click call icon button at the bottom to proceed to Call Center for further assistance.
- Pop up confirmation box appear, click OK to proceed



FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

A. About Road Assist Mobile App.

1. What is 24-Hour Bantuan IKHLAS Road Assist mobile app?

24-Hour Bantuan IKHLAS Road Assist mobile app is an alternative service to IKHLAS Private Comprehensive Motor Takaful to make a request on Accident or Breakdown services in a more convenient, faster and user-friendly way via smart device.

2. What are the benefits of using the application?

- a) **Speed of service.** The application will detect the GPS coordinate of the participants and submit the information to our customer service agent with accurate location information which speeds up the service arrangement.
- b) **Ease of use.** Just answer a few simple questions and submit the service request without having to make any calls and wait in a queue for service



FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

A. About 24-Hour Bantuan IKHLAS Road Assist mobile app.

3. How do I enjoy the services?

This service is available for android phone users. We will notify on the availability of iOS version at a later stage

4. How do I change/reset my password?

- a) Change Password: You can change password at Profile > Edit Profile > Change Password
- b) If you forgot your password, you could reset your password by tapping "Login", click 'forgot password' button, enter new password and re-type password' and click Reset Password'. Please check your e-mail for the confirmation email.

5. Who can enjoy this Service?

This service is available free of charge for valid Bantuan IKHLAS Private Comprehensive Motor Takaful certificates and is subjected to the terms and conditions of 24-Hour Bantuan IKHLAS Road Assist program.



THANK YOU

