

# 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.
- c. **Stress free.** Upon request of service, the application will notify participants on service arrangement progress from time to time. Participants do not need to contact Takaful IKHLAS contact centre to check status.
- d. **Convenient.** Upon submission of accident request, a notification will be updated immediately to Takaful IKHLAS which helps expedite your claim if you decide to make one.

# 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 and iOS phone users.

### 4. What if I typed the wrong mobile phone number during registration?

You can go to Profile > Registration Details to change your mobile phone number.

### 5. What if I typed the wrong email address during registration?

You will need to uninstall the mobile app, reinstall the app and register with the correct e-mail address.

### 6. How do I change my contact number?

You can change contact number at Profile > Registration Details.

### 7. How do I change/reset my password?

- Change Password: You can change password at Profile > Change Password
- Reset Password: If you need to reinstall the mobile app but have forgotten your password during registration process:
  - You can reset your password by tapping "Login", tap 'forgot password' button, enter correct email address and tap 'Reset Password'. Please check your e-mail for the temporary password.

# FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

## B. About Accident & Breakdown Service Request

### 1. What type of service request can you make?

- a. In an accident, you can lodge an accident notification to Takaful IKHLAS if you encounter an accident but your vehicle still drivable.
- b. In an accident, you can request for a towing service if your vehicle is not drivable. An accident notification will automatically be sent to Takaful IKHLAS .
- c. In a breakdown, you can request for a towing service or minor breakdown service such as jump start or tyre replacement.

### 2. Who can enjoy this Service?

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

### 3. How do I check the Accident or Breakdown service request status?

You can tap on the “Status” icon on footer to check your service request status.

### 4. How to cancel my service request?

You cannot cancel a service request via the 24-Hour Bantuan IKHLAS Road Assist mobile app. Tap “Status” icon on footer, select case in service, tap “Cancel” icon.

# FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

## B. About Accident & Breakdown Service Request

### 5. How to logout from the application?

You can press the Home Button of your mobile device to exit the application  
To stop the application from running, you can remove it from the task manager

### 6. How to access the Task Manager?

- Double tap the Home Button
- Press and hold the Home
- Press and hold the menu button
- Tap the menu button

### 7. How to access the 24-Hour Bantuan IKHLAS Road Assist Toll Free number?

Tap the "Info" icon on footer, look for 24-Hour Bantuan IKHLAS Road Assist Toll Free number to request for service.

# FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

## C. Others

### 1. What is the minimum requirement of the mobile device?

The minimum requirements are:

- Dual Core 1 Ghz
- 1GB Memory
- 100MB storage space
- Camera feature
- Screen Resolution 480 or higher preferable

### 2. What is the program size?

- The program file size is around 20MB.

### 3. The system keeps loading when I submit my service request, what can I do?

- Please check the WIFI/data plan connection. Do not exit the system until the loading is completed. This is because the uploading will take time when there are many photos involved in submission as the photos need to be submitted to our server.

### 4. Why am I unable to snap or upload photo?

- Please check your mobile device storage availability.
- You may need to free the storage space before submission of photo or documents.

# FAQs on 24-Hour Bantuan IKHLAS Road Assist mobile app

## C. Others

### 5. How to ensure the privacy of information submitted?

Please be assured that we are in compliance with the Personal Data Protection Act 2010. All data transmission between your mobile device and our server is encrypted.

### 6. Who to contact if I require any technical assistance?

- Tap “Info” icon on footer, look for 24-Hour Bantuan IKHLAS Road Assist Toll Free number to request for service.
- Unable to install application in Android caused by insufficient memory:
  - You will need to go to Android Setting > Application > select Application that you can release memory > tap clear data, move to SD Card or clear cache to release memory.
- If you are Unable to install Bantuan IKHLAS Road Assist iOS or Android mobile application:
  - Please email a technical assistance request to [ikhlascare@takaful-ikhlas.com.my](mailto:ikhlascare@takaful-ikhlas.com.my) with your hand-phone contact number and name, our Bantuan IKHLAS mobile app support team will revert to you within 24 hours.

**THANK YOU.**

