

# Accident in Malaysia

## What to do in the event of an unfortunate accident in Malaysia

1. Stay calm and DO NOT admit liability or offer any settlement / payment

To regain your composure, try simple breathing exercises or take sips of water.

2. Safety first

- Turn off your engine and try not to move your vehicle.
- Turn on your hazard lights to warn other road users
- Make sure you and all your passengers are fine (If medical attention is required, please call an ambulance at 999)

3. Gather information

Please make sure it is safe before exiting your vehicle.

Once you are out of your vehicle, approach the other vehicle(s) and make sure the other party(s) is fine. When this is done, you should start taking photos of the accident scene.

When taking photos of the accident scene, please make sure of the following points.

- Ensure your own safety at all times
- Photo to show the accident vehicles and surrounding areas
- Photo to show the extent of damage to your own vehicle with license plate clearly shown
- Photo to show the extent of damage to other vehicle(s) with license plate(s) clearly shown

Apart from taking photos of the accident scene, you should also exchange information and particulars with the driver(s) involved.

- Name
- NRIC
- Contact Number
- Address
- Insurer
- Vehicle Registration Number of other vehicle(s) involved

4. Call Claims Service Team at +65 6880 4888

Claims Service Team will be able to advise you on the next course of action (i.e. Arranging towing service to the nearest Malaysian workshop or back to Singapore, nearest Malaysian Police Station, reporting requirements, etc).

5. Lodge a police report at the nearest Malaysian Police Station

Malaysian police report is essential for processing insurance claim for accident occurring in Malaysia. Please remember to lodge your police report before leaving Malaysia.

6. Make an accident reporting when back in Singapore

Please remember to make an accident reporting at any HSBC Life Premium Workshop or reporting centre within 24 hours or by the next working day after reaching home.

Document you will need to bring along:

- Malaysian police report
- All photos taken relating to the accident
- Driving license
- Certificate of Insurance

For more information on accident reporting, please click [here](#).

**List of useful telephone numbers**

- HSBC Life hotline: +65 6880 4888 operating hours are Mondays to Fridays (excluding public holidays), 9.00am to 5.00pm.
- AXA Assistance Singapore hotline (24 hours): +65 6322 2600
- Police / Ambulance (Malaysia): 999
- Fire & Rescue Department (Malaysia): 994
- Accident Assist (Malaysia): 1 300 22 1188
- PLUSRonda (Malaysia): 1800 88 0000