Allianz Insurance x Touch 'n Go eWallet

General FAQ for Motor Insurance Product

Question	Answer
Who is the insurance provider for the insurance product in Touch 'n Go eWallet app?	TNG Digital Sdn Bhd is in partnership with Allianz General Insurance Company (Malaysia) Berhad to underwrite the insurance products in Touch 'n Go eWallet app.
Why should I change my insurance to Allianz?	Because Allianz is the leading general insurer in Malaysia and excels in providing the best insurance services.
Why should I choose Allianz's motor insurance?	Allianz takes pride in the services that they provide. Through Allianz's motor insurance, the customer be given the following benefits: 1) A nationwide motor accident assistance through Allianz Road Rangers 2) A complimentary towing service of up to 150km 3) An sum insured based on the agreed value between Allianz and you regardless of the market value in events of theft or total loss
Why should I buy insurance from Touch 'n Go eWallet?	Because Allianz is Touch 'n Go eWallet's exclusive insurance partner. You may easily use your eWallet balance to make payments via the Touch 'n Go eWallet app.
What type of insurance is available for purchase through Touch 'n Go eWallet?	Currently, we have motor insurance in Touch 'n Go eWallet. Stay tuned for additional insurance product announcement.
Can I renew my motor insurance through Touch 'n Go eWallet?	Yes. You can easily renew your motor insurance through Touch 'n Go eWallet. Click on the car insurance visual inside the app to do so.
How else can I buy insurance?	You are encouraged to purchase the insurance seamlessly online via Touch 'n Go eWallet or via this website (https://getquote.allianz.com.my/motor-online/?utm_source=TNGDGL&utm_medium=ewallet&utm_campaign=MotorCampaign). You can complete the purchase within minutes, and Allianz will issue your insurance policy within 24 hours.
Can I buy insurance from Touch 'n Go eWallet by using eWallet balance?	Yes, please ensure your eWallet balance is sufficient before the transaction and select the Touch 'n Go eWallet option at payment page.

Can I buy insurance from Touch 'n Go eWallet without using my eWallet balance?	Yes, you may select credit/debit card option at payment page.
Who should I call if I encounter system or payment failure?	You may proceed to call Allianz Malaysia directly at 1-300-22-5542 on Monday-Friday at 8AM to 8PM or send them an email at customer.service@allianz.com.my.
How do I acquire more information on the insurance products listed in Touch 'n Go eWallet?	You may proceed to call Allianz Malaysia directly at 1-300-22-5542 on Monday-Friday at 8AM to 8PM or send them an email at customer.service@allianz.com.my. For more product info please visit www.allianz.com.my
How do I make endorsements, cancelations, and changes to my insurance policy once I have purchased it from the Touch 'n Go eWallet?	You may proceed to call Allianz Malaysia directly at 1-300-22-5542 on Monday-Friday at 8AM to 8PM or send them an email at customer.service@allianz.com.my.
How do I make get updates on a claim or enquire more about the insurance products?	You may proceed to call Allianz Malaysia directly at 1-300-22-5542 on Monday-Friday at 8AM to 8PM or send them an email at customer.service@allianz.com.my. For detail claims enquiry please visit www.allianz.com.my
I have purchased the Allianz motor insurance. What should I do if I get into a car accident?	Please give the Allianz Road Rangers 24/7 hotline a call at 1800-22-5552 and Allianz will assist you on the next steps.