



## Frequently Asked Questions

### 1. Why do I need MotoOne?

Motorcycle insurance is just as important as the rest of your road safety equipment. It covers the cost of repairs, replacement, medical bills for anyone injured in an accident, and even the cost of repairing any property damaged in an accident.

### 2. Does MotoOne come with Compulsory Third Party Liability (CTPL) Cover?

No, but it is an optional add on so clients may add it to their MotoOne policy at a minimal cost.

### 3. Which brands are acceptable for MotoOne?

MotoOne insures all brands of motorcycles, including China brands of both underbones and big bikes). We may also accept applications for vintage units, subject to our review and evaluation.

### 4. Can I buy a MotoOne for my old motorcycle?

AYes. MotoOne insures motorcycles up to eight (8) years old.

### 5. I am a driver for a transport network vehicle service (TNVS) company. Can I avail MotoOne?

Yes. We have special rates for motorcycles utilized as TNVS units..

### 6. What other benefits does policyholders enjoy besides MotoOne's comprehensive cover?

All MotoOne's Principal policyholders are entitled to avail MediMate, an unlimited and 24/7 access to TeleMedicine. With MediMate, you get to consult with both General Physicians and Specialists free of charge.

### 7. Can we insure motorcycles if they are used for racing/motor sports?

Our policy does not cover the motorcycle if used for racing, pacemaking, reliability trials or speed-testing.

### 8. Where can I purchase Malayan's MotoOne?

Malayan's MotoOne can be purchased through your insurance agent or directly at any Malayan Insurance branch.

### 9. How long is a motorcycle covered under MotoOne?

MotoOne covers your motorcycle for one (1) year from the time you paid the corresponding premium.



**MALAYAN  
INSURANCE**  
Insure to be Sure.

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**MotoOne**

**10. How can I contact customer service if I have questions about my MotoOne Insurance policy?**

For inquiries, please feel free to contact us via our trunkline number at (02) 8628-8628 or by sending an email to Malayan's Customer Experience (CX) Center at [cxm@malayan.com](mailto:cxm@malayan.com). You may also reach out to your dedicated Malayan Insurance accredited agent for assistance and information.