

**MOTOR**

**SMARTDRIVE SAFE**

**STAY PROTECTED.  
JUST PRESS IT.**

**Member of PIDM**

The benefit(s) payable under eligible product is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Generali Insurance Malaysia Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my))





## FREQUENTLY ASKED QUESTIONS



### Motor Policy

#### 1. Am I eligible for SmartDrive Safe?

All comprehensive private car policyholders are eligible.



### Bravo Tag

#### 2. What is Bravo Tag?

Bravo Tag is a wire-free and self-powered device that provides assistance in case of vehicle breakdown or emergency. It automatically connects with SmartDrive Safe mobile app via Bluetooth for Automatic Driver Recognition.

#### 3. Do I get charged for Bravo Tag device?

We provide one complimentary device for each of your insured car. First time delivery of the device will be shipped free of charge too. If device is lost or damaged, a replacement fee of RM90 applies.

#### 4. Is there a device warranty?

Bravo Tag has 1 year warranty and it covers manufacturing defects. If device is lost or damaged, a replacement fee of RM90 applies.

#### 5. Is there a deadline for the activation of my Bravo Tag?

To enjoy the full benefits of SmartDrive Safe, you are recommended to complete the fitment and activate in 30 days upon receiving the device. You will also receive complimentary Safe Driving Points as soon as Bravo Tag has been paired and activated to compensate the time taken for device delivery.

#### 6. How do I know if my phone has successfully connected to the Bravo Tag?

Bravo Tag connects to the app automatically. You will be notified each time via a push notification and beeping sound.

#### 7. Is there a notification if I forget to pair the app with the Bravo Tag?

Yes, you will be notified via a push notification in case you start driving with the Bluetooth being switched off.

#### 8. If I cancel my policy, do I need to return my Bravo Tag device?

No. You are not required to return the device if you cancel or choose not to renew with us.



## Bravo Safe Mobile Application

### 9. Do I have to turn on Bravo Safe app everytime I drive?

No. As long as your mobile phone and Bluetooth are turned on, the app will automatically connect with Bravo Tag and run in the background.

### 10. Do I need to turn on location services at all times?

Yes. Bravo Safe app needs to access your location to detect and record your trip accurately when paired with Bravo Tag. Location is used to locate your actual car location whenever you press the SOS button on Bravo Tag to provide you with emergency assistance. In the event of a severe accident, it is automatically triggered to our call centre via your mobile phone.

### 11. Will Bravo Safe app drain my phone battery? How much data is consumed?

The app is designed to efficiently minimize battery consumption and uses very minimal data. It will only record trips once connected to your Bravo Tag.

### 12. How do I earn Safe Driving Points?

With Bravo Tag device activated and paired to your mobile phone, you can earn Safe Driving Points for each of your completed trip. **Bravo Safe** app uses location, speed and motion to record your trips and determine score for your Safe Driving Points. The score is based on how safe you drive, how you handle corners, braking and speeding and how frequent you use your phone while driving.

If there are more than one driver driving your car, you may invite them along to pair with your car's Bravo Tag device to earn and accumulate the Safe Driving Points from their trips too!

### 13. What can I do with the earned Safe Driving Points?

The points can be used to redeem e-voucher(s) from any of the merchants listed in Bravo Safe app at anytime as long as the points are still valid.

### 14. What type of information does the Bravo Tag capture and what will Generali do with my data?

When connected to Bravo Safe mobile app, your location, speed and motion are captured, in particularly how safely you drive, how you take your corners, brake, speed and how frequently you use your phone while driving.

These data will solely be used for the purpose of recording trips and determining your score for Safe Driving Points.

For more information, kindly refer to the Product Disclosure Sheet.

# Providing comprehensive and tailored solutions for your personal protection and business needs

**motor**

**property**

**leisure & travel**

**healthcare**

**personal accident**

**business package**

**liability**

**marine**

## Sign up for **SmartDrive Safe** today!

For more information, call your agent or

**Generali Customer Service Hotline (603) 2170 8282**

*Operating Hours: 8.30am to 5.30pm (Monday to Friday excluding public holidays)*

or visit **[www.generali.com.my](http://www.generali.com.my)**

Ask your insurance agent for more details

SDS/BR (02/23)

**Generali Insurance Malaysia Berhad** (formerly known as AXA Affin General Insurance Berhad)

Reg No: 197501002042 (23820-W) Service Tax Reg. No.: W10-1808-31015017

Registered Address: Ground Floor, Wisma Boustead, 71 Jalan Raja Chulan, 50200 Kuala Lumpur, Malaysia

T +603 2170 8282 F +603 2031 7282 E-mail: [customer.service.gi@generali.com.my](mailto:customer.service.gi@generali.com.my) Website: [generali.com.my](http://generali.com.my)



This brochure is not a contract of insurance. The precise terms, conditions and definitions are specified in the insurance policy. In the event of differences arising between the English and Bahasa Malaysia versions, the English version shall prevail.

***Important Note:***

- 1. Read this brochure before you decide to take out the SmartDrive Safe Insurance Policy. Be sure to also read through the general terms and conditions of the Product Disclosure Sheet.*
- 2. You should read and understand the insurance policy and discuss with the agent or contact us directly for more information.*