



1. Who is MyEG Services Berhad?

MyEG was appointed by the Government of Malaysia to promote online Government services. Key services available today are:

- a. JPJ - CDL renewal / Road Tax Renewal (and Insurance).
- b. PDRM - Inquiry and Payment of Summons.
- c. Jabatan Insolvensi Malaysia - Bankruptcy & Liquidation Search.
- d. DBKL - Assessment and Compound Inquiry and Payment.

2. How do I renew my insurance and road tax with MyEG?

Easy! Just call 03-7801 8888 and we will assist you. You only need to tell us:

- a. Vehicle Registration No and IC
- b. What Car
- c. CC - Engine Capacity
- d. Year of Manufacture
- e. Sum insured
- f. Windscreen (Optional)

We will then send you an email with the amount for Insurance and Road Tax. If satisfied, just click the 'Proceed to Pay' button and we will deliver your Road Tax within the next working day.

The service is also available on MyEG's main page portal. Currently, this service does not require you to register or sign in at the website. You also have the option to visit our selected Approve Sites nationwide for road tax renewal. For more information on our Approve Sites, please visit www.myeg.com.my

3. How do you know my details of vehicle and insurance?

We will verify all information with JPJ, if the details are incomplete, we will call you back to get the missing details and complete the transaction.

4. What about my Registration Card?

With MyEG, you no longer require the RC to be printed. If needed (maybe because of claims), you can go to any of our eServices centres nationwide and get it printed. Otherwise, you may just continue to renew online again the following year.



5. I heard MyEG is giving discounts for Insurance and Road Tax of 30%!!!

Yes, you are right. MyEG has the most attractive package. If you purchase your insurance and road tax with MyEG, you will get:

- a. UP to 30% discounts of your Road Tax.
- b. Could be 1 of the 5 out of 100 lucky winners to win the contest, where the winner will get the road tax FOC.
- c. We also deliver the road tax to your house, FOC.
- d. **If being selected as MyEG VIP Customer, you can always call our concierge service who will give you personalized assistance in your vehicle 'problems'. This would include assistance in making any insurance claims, providing assistance to request for discounts in any JPJ or PDRM summons. You will also enjoy VIP member privileges and promotions from time to time.**

6. Who can use this service?

Anyone who has a Malaysian registered vehicle with JPJ is eligible to use this service.

7. What are the benefits of renewing my road tax at MyEG?

- a. The advantage of having online road tax renewal is as long as you have access to the internet; you may log on to MyEG's website and complete your renewal comfortably at home or at the office. This service is hassle free, time saving, cost effective and accessible at any time. You can also choose the road tax to be delivered to you.
- b. Also, you don't need your registration card anymore.

8. Is it safe to renew my road tax online?

Yes, it is safe and secure. The online Road Tax Renewal through MyEG Services Berhad's website has been audited, verified and approved by Jabatan Pengangkutan Jalan and Government. The Government has given the mandate for MyEG Services to provide the online renewal services.

9. What kind of vehicles can I renew for the online Road Tax service?

We offer renewal services for all vehicles registered under PRIVATE usage only. (except motorcycles which will be launched at a later date)



10. How sure can I be that my transaction will go through?

Every successful transaction will be issued with e-Services receipt. If there are any matters or doubts about this service, you may contact our telemarketers for assistance at 03-7801 8888.

11. What are the types of payment options available?

Currently, there are 2 types of payment options available for this service

- Credit card - Visa or Master
- FPX - direct deduction from your bank account

12. Can I renew my road tax if I have outstanding traffic summonses?

During the renewal process, Jabatan Pengangkutan Jalan online service will check any outstanding summons and blacklist records at both JPJ and PDRM database systems. In order to proceed with this renewal, it is necessary for you to settle all traffic offences recorded.

13. Can I settle my traffic summonses online?

Yes. Upon receiving information your renewal is being rejected in the event of outstanding summons, you may log on to MyEG PDRM services to make payments for the traffic offences. If there are summonses that have been issued with a Warrant Date Expired, you need to proceed to the nearest Traffic Police counter to clear the summons. Once all outstanding summonses are resolved, you may continue with the renewal process.

14. How will I receive my road tax after I've paid?

There are two methods to collect your road tax disc:

- a. By collection at the nearest MyEG or MySPEED E-Service Centres available to you without any additional charges. Collection of renewed road tax disc at e-services centre can only be done by the owner of the registered vehicle. Biometric and MyKad verification to confirm the above is mandatory.



b. By delivery to your doorstep with delivery charges levied as follows:

Klang Valley	:	RM6.00 (next working day)
Peninsular Malaysia	:	RM8.00 (with 2-3 working days)
Sabah & Sarawak	:	RM10.00 (within 5 working days)

c. Biometrics thumbprint will be conducted upon ALL DELIVERIES by MyEG Services Logistics Officers to verify and record the details of the person receiving the road tax disc.

15. Can I renew more than one road tax at a time?

Yes, you can renew more than one road tax on behalf of others provided one renewal is done at a time.

16. Where can I view my payment transactions?

Currently your payment transaction is printed on the receipt after your renewal is completed.

17. Are there any charges for online road tax renewal?

The charges involved will be for application (Road Tax fee) charges and convenience fees. Should you choose the slip to be delivered to you, additional delivery charges are imposed to the total amount?

- a. Delivery : Road Tax + Convenience Fee (RM2.75) + Delivery Charges.
- b. Self Collect : Road Tax + Convenience Fee (RM2.75).

18. What happens if my payment is rejected?

There are a few possibilities if your payment is rejected. Depending on the exact situations, the problem may occur as a result of the following:

- a. Credit card - Due to your credit card status which you need to refer to your credit card bank centre to ensure it is acceptable.



- b. System error - Intermittent
Sometimes the system is at fault due to disruption of network or the entire system. If this occurs, please try the renewal process again.

NOTE: Users are advised to use broadband connection for this service to avoid downtime.

19. Will I get a receipt upon payment?

Yes. Every successful transaction will be issued an e-Services receipt for reference. Please keep this receipt for future references.

20. Who can I contact for assistance?

You may call the following numbers from Mon-Fri between 9.00am to 6.00pm.

- a. Telemarketing - 03-7801 8888 (Road Tax and Insurance Renewals)
b. Helpdesk - 03-7801 8900 (All other matters)

21. Is this service available all the time?

Yes, this internet based service is available 24 hours daily.

22. Why do I get Error 'Tiada Rekod Ins yang sah'?

Typically, there is no valid insurance coverage for the period chosen for Road Tax renewal.
Example:

Transaction Date : 25/08/08 R/T Exp : 06-09-2008 Ins : 07-09-2008 till 06-09-2009

The above transaction failed because there is no insurance coverage at present. You could have bought over this car and the previous owner may have cancelled the insurance. Even though R/T expires in the future, there is no insurance coverage. Solution, either by reinstating the insurance coverage till the present road tax expiry or cancel the new insurance and start from current date in order to be able to renew road tax as well as car is insured.



23. How do I go about making a claim on damages?

- a. Maybank Etiqa - Call Claim Assist at 1-300-88-1007 for assistance.
- b. RHB Insurance Helpline - call 1-300-88-0881 for assistance

24. If car stolen, do I get my full sum insured?

Claims will be based on the present market value of the vehicle. Therefore we recommend that your car is insured based on the current fair market value.

25. Do you provide any replacement car while car in workshop?

Loss of Use claim only applied for 3rd Party Claim. Most Insurance companies do not practice replacement cars but on their discretion may give cash on this particular claim.

Knock for Knock means that claims against the insured vehicle owner's negligence, will have no replacement car.

26. What is Excess?

Excess is the amount that the insured needs to pay, normally calculated at 1% of sum insured. For example, Sum insured is RM50,000. Excess is RM500. If there is a claim of RM10,000; the insurance Company will pay RM9,500 and the insured pays the difference of RM500.

27. Who can apply for the fuel subsidy rebate?

All customers who renew their road tax online with MyEG can also apply for the fuel rebate.

- i. **CASH** - they can go to any Post Office (advise customer it may take a few days for JPJ to update POS, perhaps go after 3 working days)
- ii. **BANK-IN TO ACCOUNT** - Customer needs to provide the full bank account details of the Vehicle Owner, i.e. Bank Name, Account Number, email address and Telephone No.
- iii. **DELIVER MONEY ORDER** - Customer needs to provide Vehicle Owner's full address, email address and Telephone No.

Processing of rebate claim will take 7 working days.

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