

REFUND POLICY BMN ONLINE AGENCY FOR INSURANCE AND ROADTAX RENEWAL ONLINE

1. Make a refund request by emailing us or contacting us through WhatsApp.
2. 24 Hour Refund Processing - During business days, all refund requests are validated and handled within a 24-hour period.
3. Get Notified - You will get alerts by email or WhatsApp. Banks will handle payment processing.
4. Refund Credited: It will take 7–14 business days for you to get your refund.

FAQ REGARDING REFUND

1. I am unable to renew my road tax because of the JPJ/PDRM blacklist. Would my money be returned?
- Yes. You will be refunded for the road tax that you paid.
2. The cost of my insurance coverage is less than what was quoted. Would my money be returned?
- Yes. We'll notify you via email or WhatsApp if the real cost of your coverage is less, and you can then seek a refund.
3. What is the duration required?
- In 7–14 business days, you will get a confirmation of your a refund.
4. Does the processing charge apply?
- There won't be a processing charge.
5. I cancel my current insurance policy. How can I get my money back?
- In compliance with the Insurance Act of 1996, the insurance firm will handle your refund request as soon as your policy becomes active. We'll help you get in touch with the appropriate insurance company to get a refund.

For any further inquiry, please talk to us.