

# **BSMART Anti-Car Theft Services**

# **B`ACT**

## SYNOPSIS OF PRODUCT

BSMART Anti-Car Theft Services (b'ACT), commercially offered as **TRAC**, is designed on a high performance and versatile proprietary BSMART Mobility Services Platform (b'MSP), provides continuous:

- Early Warning Car Alarm capability to alert and monitor unauthorized vehicle ignition or movement;
- Regional Stolen Vehicle Recovery Services to locate vehicle's location in real time and remotely immobilizes the vehicle in accordance to UN Immobilization Regulation
- Financial Aid in the very unlikely event, of which the vehicle suffered total loss, to reduce vehicle owner's financial burden via Least Gap Cover.

### BSMART ANTI CAR THEFT SERVICES (b'ACT)



- Other optional Value Added Services include (but not limited to):
  - i) SMS **Alert** when vehicle alarm triggers
  - ii) SMS **Alert** when vehicle battery is tampered
  - iii) SMS **Alert** when vehicle is towed away
  - iv) SMS **Inquiry** of Where Is My Vehicle (**WIMV**)
  - v) SMS **Inquiry** of Show Me My Vehicle (**SMMV**)
  - vi) SMS **Notification** when vehicle battery is low
  - vii) SMS **Notification** when vehicle exceeds speed (>110km/h)
  - viii) SMS Reminder when vehicle maintenance is due

## ADVANTAGES/UNIQUENESS

- BSMART Anti-Car Theft Services (b'ACT) is among the smallest and most powerful wireless anti-car theft device with transformation and personalization capabilities.
- With a form factor of 108x75x18mm, it is easily hidden from sight. b'ACT also features an embedded dual positioning technology to ensure seamless tracking event when there is no GPS coverage in underground car park.
- We are proud to say that **b'ACT is the 1<sup>st</sup> and only wireless anti-car theft device with concurrent GPS and GSM positioning capability** seamlessly roaming between SEA countries.
  
- Beside the State-Of-Art Security features, b'ACT also offers Advanced Safety Value Added Services of the below:
  - **Display Historical Journey via Google Earth** – Owner can access journey report via Google Earth.
  - **Display Vehicle position over Mobile Phone** – Owner can check the latest vehicle position over mobile phone via “**SHOW ME MY VEHICLE**” SMS Inquiry. Owner will receive a “SMS push” printed with vehicle location in text and vehicle position will be overlaid over a satellite map.
  - **Maintenance Reminder Alert** – In answering Government Road Safety Campaign, b'TS will automatic send SMS reminder to Owner when predefined vehicle maintenance due.
  - **Speed Violation Alert** – In answering Government Road Safety Campaign, b'TS will automatically send SMS alerts to Owner when he/she exceeding the speed limit of 110km/h.
  - **Fuel Consumption Report** – Owner can make use of BSMART Management Console to monitor his/her fuel usage.
  
- Technologies that are developed to thwart any unlawful getaway:
  - **Web-enabled Management Console** – The total web enabled solutions make b'ACTS a truly regional service.
  - **Digital Driver Recognition** – A rugged data carrier embedded with 64 bits electronic registration number for automatic identification to further enhance the car security and to detect unauthorized vehicle ignition.
  - **Dynamic Invisible Geo-Fencing** – A capability that automatically switches to 'armed' when the vehicle is parked and locked to activate immediate protection. Any unauthorized movement of the car will send an alert to us.

- **Dynamic Embedded 'Cross-boundary Geo-Fencing'** – A capability that enables alerts to be activated when pre-defined boundaries - including country boundaries - are breached.
- **Remote Immobilization** – A capability to thwart any unlawful getaway of the stolen vehicle.
- **Real-Time Tracking** – b'ACT is integrated to a 24-hour real-time tracking mechanism with web-based digital mapping of vehicle mobility.

## **THE BSMART Anti-Car Theft SERVICES KIT**

- Featured Deal
- 1 unit BSMART Access Terminal (b'AT)
- 1 unit GPS antenna
- 1 unit GSM antenna
- 1 set peripheral and interface kit
- 12/36<sup>1</sup> months BSMART Telematics Services (b'TS) subscription
- Installation, testing and commissioning

## **HOW TO PURCHASE BSMART ANTI-CAR THEFT SERVICES?**

- Purchase of BSMART Anti Car Theft Services can be made right here through these simple steps:
  1. Register online
  2. Installation
  3. Activation
  4. Notification and your vehicle is BSMART Anti-Car Theft Service ready!
- Or, you can visit any of our 100 fitment centres throughout Malaysia to install this amazing service.

## **HOW MUCH DOES IT COST?**

- **ZERO ENTRY!** No down payment is needed!
- BSMART Anti Car Theft Services is yours to enjoy when you sign up for the BSMART Rental Plan\* at RM98++ monthly for a minimum of 36 months for

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<sup>1</sup> 12 months for those who purchase the b'AT upfront while 36 months for those who pay for the services monthly

this limited offer.

- Get a kit today and drive away with **b'ACT!** Enter a brand new world today!
- \*Terms and conditions apply

## **FREQUENTLY ASKED QUESTIONS**

### **How to install?**

Visit TRAC fitment Center where our qualified installer will competently fit the BSMART Access Terminal (b'AT) into the car which would normally take 2-4 hours. Once installation is completed, the car will immediately be armed and monitored 24X7 by BSMART Customer Support Center even when the ignition is switched off and/or stationary.

### **What type of SMS alerts does BSMART Anti-Car Theft Services provides?**

b'ACT will provide you necessary SMS Alert of early warning in related to the unlawful get away of the car such as:

- i) Car Alarm Triggered
- ii) Panic button pressed
- iii) Unauthorized (without valid Driver ID) Vehicle Ignition,
- iv) Hotwiring,
- v) Tow-Away, Cross Country Geo-Fencing Violation (vehicle moving toward neighbouring countries),
- vi) Vehicle Battery Tempering,
- vii) Anti-Car Theft device, b'AT Tempering,
- viii) Or any tempering of b'ACT wiring

### **What actually happens when my car is stolen?**

In the event of a suspected car robbery, b'AT will automatically alert the BSMART Customer Support Center of the incident. Within 5 minutes, BSMART Customer Support Center officer will contact you for verification. If we failed to reach you or receive the confirmation on the incident, the experienced recovery team will be dispatched to track the stolen car and at the same time, we are contacting the Police to report the incident. In order to ensure the efficiency (average of 90 minutes after BSMART Customer Support Center lodged the incident) of the recovery process, all our **16** ground recovery teams will be equipped with high speed wireless Internet access via CELCOM 3G-enabled Portable Computer. The recovery team will have access to the most **Advanced Satellite Images**

corresponding the stolen car's **historical path** to ensure smooth recovery even if the car had been driven into a forest.

Since b'ACT is using concurrent Global Positioning System (GPS) and Global System of Mobile (GSM), the car will be monitored seamlessly not only throughout Malaysia with an **accuracy of 3.82m at 95% confident**, but also when the car is driven across neighbouring countries like Singapore and Thailand, or any countries for the matter.

As such, our aim is to always provide you with a **PEACE OF MIND, SUPERIOR SECURITY** and **ENHANCED SAFETY**.

### **How b'AT is being interfaced with the vehicle?**

Our qualified installer will carefully fit b'AT into the car in accordance to BSMART installation guide, that:

- i) the device did not have direct interface with the Vehicle Engine Management Unit
- ii) the device:
  - a. Assemble the panic button at a hidden location within the car but reachable by driver; connect it parallel with the car alarm.
  - b. Connect it with the voltage supply from vehicle's electronic voltage supply to simulate vehicle ignition status.
  - c. Assemble the driver recognition reader at a hidden location within the car but reachable by driver.
  - d. Connect a bypass to triggered/switched-on hazard lights (normally no connection, i.e., the hazard lights will not trigger unless it is activated)
  - e. Cut the supply and connectivity of the fuel pump/ignition (normally in bypass, i.e., the fuel pump circuitry will only break after it is activated)

When b'AT is installed **according to the BSMART's instructions, it cannot rapidly (not less than 5 min) be rendered ineffective or destroyed** by, e.g. the use of low cost easily concealed tools, equipment or fabrications readily available to the public at large. It shall be difficult and time consuming (not less than 5 min) to replace a major component or assembly in order to bypass the b'AT. Hence, b'AT will normally be concealed within the car so much so that it is not easily reachable.

Prior to the installation, our BSMART Customer Support Center already activated the b'ACT service and upon the completion of the installation, our qualified installer will then validate the installation from b'ACT backend via SMS. The driver can immediately test the b'ACT via **"Where Is My Vehicle (WIMV)"** SMS Services or via **"Show Me My Vehicle (SMMV)"** SMS Services.

**Is there any Product Liability if b'ACT damaged my car?**

Yes, **Quality Assurance** is always BSMART's commitment to b'ACT subscribers. We provide up to **RM1,000,000.00** in financial compensation for any damages suffered resulting from the use of b'ACT. This way, car owners can have peace of mind when subscribing to b'ACT services.

### **How does b'ACT's Early Warning process work?**

In the event of a triggered car alarm, b'AT will automatically alert the BSMART Customer Support Center of the incident. Within 5 minutes, an SMS alert will be sent to the car owner while our BSMART Customer Support Center officer will attempt to contact car owner for verification. If we failed to reach the car owner or received the confirmation on the incident, the experience recovery team will be dispatched to track the stolen car. We, meanwhile, will be contacting the Police to report the incident.

Apart from triggered car alarms, other b'AT will also send early warning alerts in the event of pressed Panic button, Tow-Away, Cross Country Geo-Fencing Violation (vehicle moving toward neighbouring countries), Vehicle Battery Tempering, b'AT tempering and any tempering of b'ACT wiring.

When b'AT detected unauthorized (without valid Driver ID (Appendix 4)) Vehicle Ignition or Hotwiring, it will automatically initiate immobilization while alerting BSMART Customer Support Center. Hence, the car owner can be rest assured that immobilization can not fail even when the professional thief tries to disconnect GSM or/and GPS antenna or use "**Frequency Jammer**" to float the b'AT which is built with front-end intelligence.

### **How does b'ACT's Remote Immobilization process work?**

Upon confirmation of the above unlikely event by either our BSMART Customer Support Center officer failed to reach you or received your confirmation, we will initiate the immobilization procedure which is in compliance with the United Nation Immobilization Regulation (E/ECE/324, Rev.1/Add.96/Amend.1, E/ECE/TRANS/505). In short, when fitted, b'AT has an influence on the ignition and/or the fuel supply system of the car, **it will avoid immobilization of the vehicle whilst the engine is in its running mode**. This facility shall not impair the vehicle's normal operation, even in the event of malfunction. Once the vehicle is immobilized, the buzzer will produce a loud high pitch to attract public attention and to deter the car thief.

### **How does b'ACT Recovery process work?**

During the unlikely event that the car is stolen, the experienced recovery team will be despatched to track the stolen car while we are contacting Police to report the incident. At

the same time, we will provide the Police with the latest stolen vehicle's position to assist them in their operation strategy.

In order to ensure the efficiency (average of 90 minutes after BSMART Customer Support Center lodged the incident) of the recovery process, all our **16** ground recovery teams will be equipped with high speed wireless Internet access via CELCOM 3G-enabled Portable Computer. The recovery team will have access to the most **Advanced Satellite Images** corresponding the stolen car's **historical path** to ensure smooth recovery even if the car had been driven into the forest.

During the recovery process, our recovery teams who are following the stolen vehicle will provide the latest progress to the Police so that Police can reach the stolen car in the shortest possible time.

Meanwhile, please relax and BSMART Customer Support Center will keep car owner updated on the recovery status. We will advise car owner on the procedure to reclaim the car from a Police station.

### **What should car owners do in the event of a robbery or hijack?**

In such unlikely event, Owner/Driver's safety comes FIRST, hence, we will recommend that the car owner does not fight with the intruder but to co-operate with the intruder instead. Follow the instructions given, let them drive the car away and let b'ACT take the challenge.

Even if the robber hijacked the car together with car owner, we will still be on alert if owner managed to trigger the panic button, but we do not recommend the owner to do so for the safety reasons unless he/she has the perfect opportunity (i.e., before the robbery get into the car) to do so.

Once owner's safety is secured, owner is advised to inform the BSMART Customer Support Center as soon as possible so that we can initiate the Remote Immobilization and recovery process immediately while you report to the Police on the incident.

Thanks to the advanced cross country boundaries geo-fencing, b'AT will automatically alert our BSMART Customer Support Center in the event the hijacked car is transported to neighbouring countries like Singapore, Thailand or Indonesia. With this advanced feature, we can increase the chances of the stolen car or even the car owner who was hijacked together with the car to be recovered within Malaysia.

Unlike other systems, b'ACT has the capability to track stolen cars even if they had been exported to other countries. This feature is made possible by b'ACT roaming capability powered by CELCOM GSM network in **103** Countries with **198** GSM Operators worldwide with many more to come.

### **How does b'ACT Distress Assistance process work?**

In the event distress assistance is needed (such as car breaking down), subscriber just need to call BSMART Customer Support Center hotline (1-300-88-2272). Within 60 minutes, BSMART Customer Support Center officer will despatch experienced mechanic or tow truck to assist you. The tow service is free if it is within 50km from the 300 nationwide breakdown support centers. Any customized or special request services will be charged accordingly as per market price.

Besides that, if necessary, BSMART Customer Support Center can assist you to contact your insurance agent for necessary follow-up on the claim procedure.

### **How does b'ACT Emergency Response process work?**

In the event of any unlikely events (such as accident), subscriber just need to call our BSMART Customer Support Center hotline. Within 60 minutes, BSMART Customer Support Center officer will dispatch the experienced tow truck, contact emergency response team such as police, ambulance, fire-fighters & etc depending on your need. BSMART Customer Support Center will also assist you in contacting your family members for necessary support. The tow service is free if it is within 50km from the 300 nationwide breakdown support centers.

Beside that, if necessary, BSMART Customer Support Center can assist you in contacting your insurance agent for necessary follow-up on the claim procedure.

### **How to use b'ACT "WIMV" SMS Inquiry?**

Most of the SMS Alert and Notification will be sent to subscriber automatically. But, if the subscriber wishes to check his/her car position, he can simply send a SMS (follow text below) to **019-2219727**:

**WIMV<SPACE>ABC1234**

Within 5 minutes, you will receive details on your car's position.

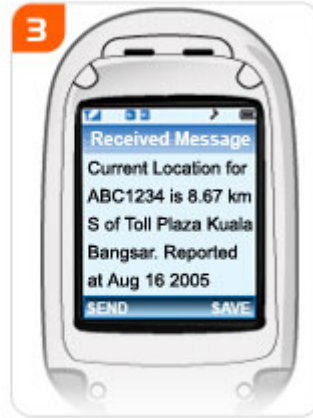
**STEP GUIDE**



Type WIMV (your vehicle plate no. eg. ABC1234)



Send to 019 221 9727



You will receive the information within 5 minutes.

**How to use b'ACT "SMMV" SMS Inquiry?**

Most of the SMS Alert and Notification will be sent to subscriber automatically. But, if the subscriber wishes to check his/her car position, he can simply send a SMS (follow text below) to **019-2219727**:

**SMMV<SPACE>ABC1234**

Within 5 minutes, you will receive details on your car's position.

**STEP GUIDE**



Type SMMV (your vehicle plate no. eg. ABC1234)



Send to 019 221 9727



You will receive the information within 5 minutes.

### **What is the maintenance and lifespan for b'AT?**

The b'AT lifespan is estimated at more than 10 years, but it is advisable for subscriber to send it to the fitment center for calibration at least every 3 years to ensure fitness of b'AT.

### **How to transfer b'ACT Services?**

In the event subscriber wished to transfer their subscription to the new owner of the car, subscribers just need to drive to our fitment center and pay a transfer fee of RM 200. The transfer of registration will be done within 30mins.

In the event subscriber wished to transfer subscription from an old car to a new car, the subscriber just needs to drive to our fitment center and pay a transfer fee of RM 700. The transfer of anti-theft device b'AT and the registration will be done within 120mins subject to the qualified installer availability and the installation complexity of the new car.

### **How to renew b'ACT Services?**

For those who bought the b'AT Unit upfront, 3 months before the expiration of the b'ACT services, BSMART will send reminder to the vehicle Owner to remind him/her to renew his/her b'ACT Services. The vehicle Owner can easily renew the b'ACT Services by simply authorizing a credit card payment letter. The yearly subscription is RM 1/day which to be charged a year in advance.

For those who signed up for b'ACT Services on monthly basis, the services will be automatically renewed monthly.

### **What is the limitation of b'ACT Services?**

b'AT uses GPS or GSM technology for positioning. Therefore, in the event both GPS and GSM signals are unavailable, b'AT will not able to provide any positioning detail. But, once it moves out from this extreme location, we are able to continue tracking the car.