



# Connex

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## Introducing Connex - Safety & Security when you need it

An advanced telematics system with Safety & Security services to help you in your time of need by keeping you and your vehicle safe and secure at all times.

### To call 24/7 CSE SOC

1. Press “Call” button on your Connex mobile app
2. Call Customer Service (+603 5888 0000) or declare a theft (+603 5888 0001)

## Precaution

To reduce the possibility of the vehicle being broken into or stolen, the following precautions should always be taken when leaving the vehicle unattended.

- Always park in an area where there is GSM coverage - you can verify this with your mobile phone.
- At night, park in a well illuminated area.
- Never leave the driver tag in the vehicle, refer to information under the heading “Connex Secure” on page 4.
- Close all windows. The smallest gap could present an opportunity to a thief. Take all valuables with you or lock them in the glove box or boot compartment.
- Ensure all doors and boot compartment are locked and the anti-theft alarm system is armed.

# Connex

## Connex Mobile App

To access **Connex** services, download “**CSE Connex**” mobile app from App Store or Google Play.



Open “**CSE Connex**” app and sign in by entering your Login and Password which will be sent to you via SMS and email upon activation of the device.

## Connex Track

A neat telematics system with these useful Security Features:



### Automatic Accident Alert

- Accident exceeds 2G severity.
- Connex Track automatically sends Alert Data (location + severity) to CSE SOC.
- Accident is serious!  
SOC calls MERS 999 to get the Ambulance and Police to your location.
- Accident is not serious.  
SOC calls your registered mobile number to check if assistance is required.



### Recover a Stolen Vehicle

- A thief stole my car!  
Tap the “**Call**” button on your Mobile App to declare theft with CSE SOC.
- SOC tracks the stolen vehicle.
- SOC contacts the Police to recover your stolen vehicle.



## Connex Mobile App (standard)

- **Tracking** - Locate vehicle on Google Maps (satellite & street view). Check whether your vehicle is driving or parked, real-time traffic condition and location of your smartphone with location of your vehicle.
- **Smart alarm** - Press the driver tag button to activate Smart alarm. You can also set it with your mobile app. If your vehicle is started with Smart alarm activated, you will receive a theft alert (push/email).

Declare a theft from the “**Call**” button on your mobile app for our SOC to liaise with the Police for vehicle theft recovery.

- **Speed alert** - You can set speed limit to receive alerts when your vehicle’s speed is exceeded.
- **Service reminder** - Set your vehicle service due alert by mileage or date.
- **Driving score** - Check monthly and total driving score based on speeding, acceleration, braking & cornering. Check if ignition in **ON/OFF** and last parked location.
- **Trip review** - Check your previous trips and your drive rating. Unwanted trips can be deleted.



## Science Jet Fleet Management (optional)

- Fleet Tracking
- Scoring
- Statistics
- Analytics
- Reports

# Connex

## Connex Secure

Incorporates ALL Connex Track features with **added benefits**:

### a. Automatic Driver Recognition (ADR)

Vehicle is driven without driver tag?

- you get alerted via push notification/email
- SOC will call your registered number to assist

### **i** Important

Please drive with your driver tag.  
It should always be carried with you and not left inside the vehicle.

### b. ON/OFF Smart Alarm

You get alerted via push notification/email if

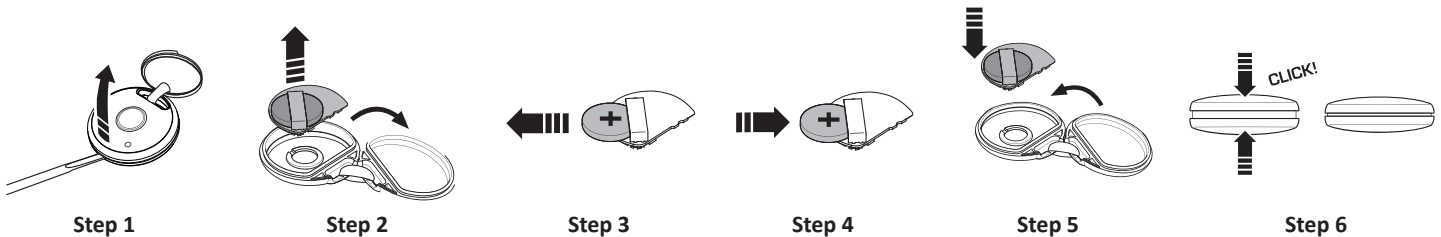
- your ignition turns ON; or
- your vehicle gets towed

REMEMBER - press the driver tag button to set *Smart Alarm ON*

## Driver Tag - Battery low

If the driver tag LED flashes in an irregular way or fails to flash when the button is pressed, this indicates that the battery voltage is low - you will receive an alert on your mobile app that your driver tag battery is low. Replace the new battery (CR2032) immediately.

\*To replace the battery (CR2032), follow the instructions as per below:



# Connex

## c. Wire-free anti-theft device

A small yet powerful device with anti-theft abilities (wire-free), which can be secretly hidden anywhere in your vehicle.

### Key Features



- Compact, wire-free and easy to hide



- Global Roaming SIM



- Cannot be Scanned/Detected  
*-always sleeping*



- Wakes up 3x a day to check for Theft Alert

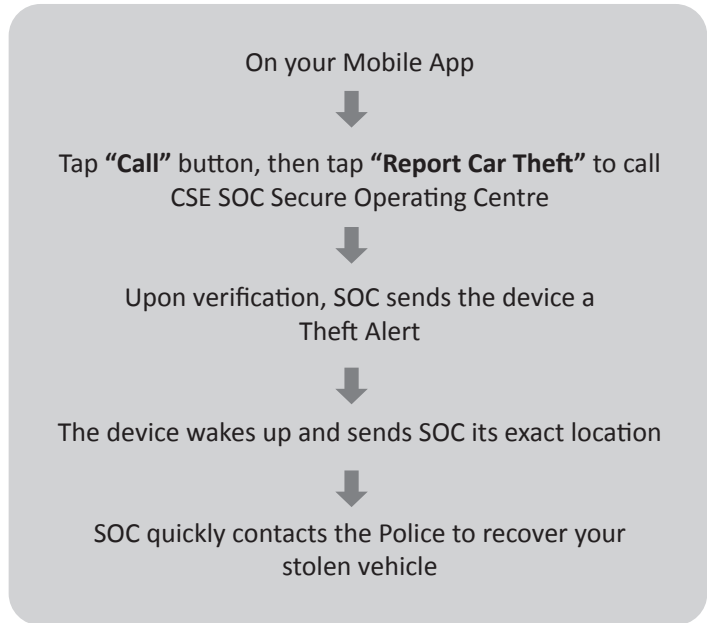


- Wakes up 1x a day to Send Location  
*-device health check*



- 2 years Battery Life

### How does it work?



## Compensation

CSE Connex offers an exclusive compensation payment to cover the implications associated with theft and accident.

Packages	Conditions	Connex Track	Connex Secure
<b>Theft</b>	If stolen vehicle is <b>NOT RECOVERED</b> within 14 days, compensation with cash ( <b>Note A.7</b> )	N/A	RM6,000
<b>Accident</b>	In case of accident, compensation up to RM2,000 per year, maximum up to two claims per subscription year towards transport services ( <b>Note B.4</b> ) if insured with <b>AXA SmartDrive Safe</b> via <b>CoverBox</b>	RM2,000	RM2,000
<b>Documents Required</b>	1. CG Claim form 2. Copy of Police report 3. Copy of your I.C. 4. Copy of insurance claim form (where applicable) 5. Copy of Registration card 6. Copy of repair invoice from authorised workshop 7. Copy of official receipt for transport service		

### A. Terms & Conditions for Theft:

1. If vehicle is stolen, press “**Call**” button on your Connex mobile app. Tap “**Report Car Theft**” to speak to our Secure Operating Centre (SOC) Consultant. Upon verification, our SOC consultant will then activate stolen vehicle tracking process on your vehicle.

Alternatively, you may call **03-5888 0001** to reach us directly. SOC will be working with the Police to recover the stolen vehicle. Recovery is done on a best-efforts basis as it is largely dependent on the sole discretion of the Police and many other factors.

- Theft Compensation** is only applicable for vehicles registered in our system with an active subscription at the time of theft.
- If you remove or transfer the wire-free anti-theft device to another vehicle without registering the transfer with us and in case this vehicle is stolen, we will still activate stolen vehicle recovery process on your stolen vehicle upon theft declaration. However, if we fail to recover your stolen vehicle, **Theft Compensation** will not be applicable.
- Our system is designed to perform periodical automatic health checks. In case of a health check failure alert or low battery alerts, you will receive a push/email notification. Upon receiving the push/email notification, you are required to call our **SOC at +603 5888 0000** soonest possible to make arrangements for your vehicle to be checked. Any delays to troubleshoot the unit may affect the provision of SVT and/or eCall services.
- In case of automatic theft alerts generated from the telematics device in your vehicle (e.g. device sabotage or battery disconnect), you will be alerted via push/email notification. Please check if your vehicle is safe with the Connex app. Tap “**Report Car Theft**” and speak to our SOC if your vehicle is stolen.

- In case of automatic theft alerts generated from your driver tag (e.g. vehicle is driven without the driver tag), SOC will attempt to call you immediately for verification of the alerts. If we are not able to reach you, SOC will leave a text message for you to return call urgently, failing which the theft alert will be terminated. In case of non-recovery, your **Theft Compensation** will not be valid.
- To initiate a claim, you are required to fill up a “**Notice of Claim**” form available from our SOC.
- Theft Compensation** is not applicable for commercial vehicles. “**Commercial vehicle**” status is determined with reference to the vehicle registration classification with JPJ.
- All compensations are subject to change without prior notice.
- Emergency Call (eCall)** service is provided through MERS 999. The service level is dependent on MERS 999 and the availability of the ambulance service from the nearest hospital to the accident site.

### B. Terms & Conditions for Accident

- Accident transport allowance is only applicable if insured with **AXA SmartDrive Safe** via **CoverBox**.
- Call our **Customer Service @ +603 5888 0000** immediately to make a report to confirm your Compensation entitlement.
- Claims must be made within **2 months** from the incident date.
- Claim for reimbursement is only valid for the period when the vehicle is under repair and has a daily sub-limit up to **RM500**.
- Transport services claim include towing, car rental or taxi fare.

# Connex

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## Service Renewal

Your package includes 1-year service effective from the date of your service activation. A reminder will be sent to you 1 month before the end of your service.

Please call **SOC Customer Service** at **+603 5888 0000** to renew your subscription directly.

## Change of Details

Should any of your personal details change, call CSE SOC.

**Ownership transfer** - you would like to transfer ownership of the vehicle with the system to a new owner.

**System transfer** - you would like to remove the system from your vehicle and to reinstall to a new vehicle and continue the service.

**Mobile phone change** - If you change your registered mobile number, please call SOC to update your new number into the system.

## Warranty

Product warranty is 1 year (excluding battery) from the date of contract activation except in the event of loss or damage due to misuse, tampering, wilful default to gross negligence by the Customer.

CSE undertakes at its cost and expense, to repair or rectify defects or faults in the Product or replace the same for the Customer if necessary.



### Note

All features and specifications are subject to change without prior notice.

## User privacy

Access to the vehicle information can only be carried out through the smartphone application with owner's unique Client ID number and personalised Password. User privacy is assured.

## Contact Us

**For more information, contact our CSE SOC (24/7 Secure Operating Centre):**

Tel: +603 5888 0000 | Customer Service: Mon to Sat, 9am to 7pm  
+603 5888 0001 | Report Car Theft: 24 hours daily

Email: [customerservice@cse.com.my](mailto:customerservice@cse.com.my)

Website: [www.cse.com.my](http://www.cse.com.my)