

## Shu Pei (LKKAuto)

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**From:** clara.li@fwd.com  
**Sent:** Monday, 4 December, 2017 3:39 PM  
**To:** yong\_sheng82@hotmail.com  
**Cc:** service.sg@fwd.com; motorclaims.sg@fwd.com  
**Subject:** Your FWD Car Insurance Claim Number: 1201700008408

Hi Roy Toh,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 30/11/2017.

As FWD has yet to receive your accident report, we'd like to gently remind you that according to the General Insurance Association (GIA) Motor Claims Framework (MCF), a policyholder must report an accident to the insurance company within 24 hours of the accident, or next working day.

Please bring your vehicle to our nearest Approved Reporting Centre to make a report (which includes taking photograph) within two working days from the date of this e-mail. Any reporting delay might affect your claim outcome.

Simply click to the following link [https://www.fwd.com.sg/pdfs/FWD\\_Singapore\\_Premium\\_Workshops.pdf](https://www.fwd.com.sg/pdfs/FWD_Singapore_Premium_Workshops.pdf) for the list of FWD's Approved Reporting Centres.

Please do not hesitate to contact us should you have any query or need any assistance.

Kind Regards

**Clara Li**

Senior Executive, Claims

FWD Singapore Pte. Ltd.

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