

Mei Kwan (LKKAuto)

From: clara.li@fwd.com
Sent: Friday, 8 December, 2017 6:50 PM
To: williamkoo.1969@gmail.com
Cc: service.sg@fwd.com; motorclaims.sg@fwd.com
Subject: Your FWD Car Insurance Claim Number: 1201700008769

Follow Up Flag: Follow up
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Categories: HMK

Hi Tan Ngho Pheng,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 11/10/2017.

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 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

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