

Mei Kwan (LKKAuto)

From: clara.li@fwd.com
Sent: Tuesday, 8 May, 2018 1:39 PM
To: steward_tay@hotmail.com
Cc: service.sg@fwd.com; motorclaims.sg@fwd.com; josey.loh@fwd.com
Subject: RE: Your FWD Car Insurance Claim Number: 1201800003458

1st Reminder

Hi Ms Helen,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 28/02/2018 involving vehicle SGR98404K at T-juncton of Tampines St 71 & 73.

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/export/system/modules/com.ifwd.bootstrap.basics/iFWD/resources/pdf/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.

Thank you.

Kind Regards

Clara Li

Senior Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722

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From: Clara Li Zirong - SGUser
Sent: Tuesday, 20 March, 2018 10:30 AM
To: steward_tay@hotmail.com
Cc: CRM and all customer engagements - SG Common; Motor Claims SG - SG Common
Subject: Your FWD Car Insurance Claim Number: 1201800003458

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