

## Mei Kwan (LKKAuto)

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**From:** venessa.chan@fwd.com  
**Sent:** Thursday, 6 February, 2020 1:17 PM  
**To:** j\_windscheffel@hotmail.com  
**Cc:** motorclaims.sg@fwd.com; josey.loh@fwd.com; service.sg@fwd.com  
**Subject:** ACCIDENT INVOLVING SLZ8076A & SLD7294J ON 05.02.2020

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Mr Joe Windscheffel,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 05.02.2020 at/along Cross Street.

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 here [link](#) for the list of FWD's Approved Reporting Centres

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

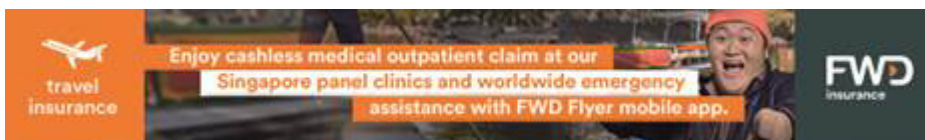


**FWD Singapore Pte. Ltd.**

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### ATTENTION:

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