

Mei Kwan (LKKAuto)

From: Venessa Chan - SGUser <venessa.chan@fwd.com>
Sent: Wednesday, 15 July, 2020 6:15 PM
To: stanckh79@gmail.com
Cc: Motor Claims SG - SG Common; Lionel Tan Tian Pei - SGUser; CRM and all customer engagements - SG Common
Subject: ACCIDENT INVOLVING SCX9999Y & SGL5591G ON 13.07.2020

Follow Up Flag: Follow up
Flag Status: Completed

Dear Mr Chan Kok Ho,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 13.07.2020 at/along Sembawang Road Towards Yishun.

The officer in charge for this matter is Lionel Tan.

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

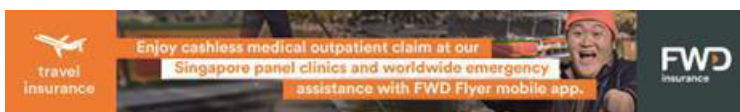


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