

**ACCIDENT INVOLVING SLC3368L & SJD9374Y ON 13.09.2021**

Venessa Chan - SGUser <venessa.chan@fwd.com>

Tue 9/14/2021 12:46 PM

To: cstay1981@yahoo.com.sg <cstay1981@yahoo.com.sg>

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>; CRM and all customer engagements - SG <service2.sg@fwd.com>

Dear Mr Tay Chin Soon,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 13.09.2021 at/along Changi Road.

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  
Executive, Claims



**FWD Singapore Pte. Ltd.**

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