

Car accident?

FWD Claims Concierge

is here with you at every step of the way!



1 Assess the situation

Are you able to drive your car?



NO

Call our 24/7 emergency hotline **+65 6322 2072**. A **mobile reporting personnel** will be there to assist you.



YES

Head to any **FWD Reporting Centre** by the next working day to report the accident.



2 Our Claims Concierge will reach out to you

He or she will be your single point-of-contact who will see to all your claims-related needs including the following:



Arrange for courtesy car*

Minimize disruption to your schedule and continue driving for as long as your car is in the workshop. You can choose to pick up your courtesy car or have it delivered to you.

Status updates on your car repair

Your Claims Concierge will provide timely updates on your car's repair while you go about your day.



Take care of your claims

Leave all the stressful coordination and paperwork in the hands of your Claims Concierge.

3 Collect your car

Your Claims Concierge will contact you when your car is ready for collection and arrange the return of the courtesy car.



*For Executive and Prestige plans only. Courtesy car is available for use for as long as your car is in the workshop. Daily transport allowance will be provided for Classic plans.

FWD Claims Concierge
You're in good hands 🍷



A single point-of-contact



Zero stressful claims and paperwork



Unlimited use of courtesy car*

Contact us:

+65 6820 8888

Buy online now.

fwd.com.sg/car-insurance 🔍

This is for general information only. You can find the detailed terms and conditions of this plan in the policy wording.

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you.

For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact us or visit the GIA/LIA or SDIC web-sites (www.gia.org.sg) or (www.lia.org.sg) or (www.sdic.org.sg).

This advertisement has not been reviewed by the Monetary Authority of Singapore.