

FWD Car insurance (Comprehensive) Policy wording



This is your contract for your insurance policy.










Read it to understand all the benefits as well as the important terms and conditions that apply to your insurance cover. Don't worry, we've made it as easy to read as possible.

If you need help, call our hotline: +65 6820 8888





Quick reference

	About your policy	1		Starting or ending your policy	16
	Words with special meaning	1		When your policy starts	16
	Your policy	1		When your policy ends	16
				Your right to cancel	16
				Our right to cancel	16
	Quick summary of your benefits	2			
	Table of benefits - your policy benefits at a glance	2			
	What you're covered for	5		Important things to know	17
	When your car is damaged in an accident	5		Dishonest, exaggerated, fraudulent claims	18
	When you or your passengers are injured in an accident	8		Legal action against you	18
	When your car caused harm or damage to others	10		Policy owners' protection scheme	18
	Optional protection for your car	10			
	General exclusions that apply to your policy	13		How to reach us	19
				If you have questions	19
				How to resolve a concern or complaint	19
	Making a claim	14		Important words and phrases	21
	How to make a claim	14			
	Your responsibilities	14			



About your policy

Thank you for choosing FWD Singapore Pte. Ltd. We're pleased to protect you so that you can focus on living life to the fullest.

Easy to read

We're here to change the way you feel about insurance – starting with this document. We've made it easy to read, so you can understand your benefits and what you're covered for.



We highlight important information like this.
Read these carefully.

Words with special meaning

Some words in this policy wording have special meaning.

Accessories	Period of insurance
Accident	Policy
Authorised driver	Windscreen
Family member	We, us, and our
Market value	Your car
Medically necessary	You and your

Who is eligible

You can buy this policy if:

- you are a resident of Singapore and have a valid NRIC or FIN;
- your driving license has not been revoked or suspended in the last 3 years, or you have never been convicted of DUI (driving under influence) or DWI (driving whilst intoxicated);
- you are holding a valid Singapore driving license;
- your car is not used for any rental purposes;
- your car is in roadworthy condition within the Land Transport Authority's (LTA) guidelines;
- your car is a private car used for the purpose of leisure/commuting only and is not used to deliver goods or passengers as part of your job or in exchange for financial rewards;
- you have never been refused when buying/renewing any car insurance, nor has your car insurance ever been cancelled/voided by your insurer;

- you have not had 3 or more "at fault" claims made against your car insurance in the past 3 years (excluding windscreen claims);
- you are the registered owner of the car declared in this application, or the car declared in this application is in your name under a financing agreement; and
- no material fact has been withheld and to the best of your knowledge, the information furnished is true and complete. You understand that, otherwise, FWD has the right to either decline your claims or cancel the policy and treat it as never having existed.

Your policy

Your policy is a contract of insurance between you and us. It is made up of the documents listed below:

- Information provided by you during the application process;
- This policy wording;
- Certificate of insurance;
- Your insurance summary;
- Any endorsement to your policy.



Quick summary of your benefits

Table of benefits – your policy benefits at a glance

The table of benefits below, shows you the maximum benefit limits that are payable per accident under this policy. Note that some limits and benefits depend on the plan chosen by you. Simply check the table below along with your insurance summary for details of your chosen cover.

The following amounts are the maximum benefit limits payable per accident under this policy.

When your car is damaged in an accident	Classic	Executive	Prestige
Any driver you trust to drive your car is covered Insures anyone who drives your car without naming them.	✗	✓	✓
Loss or damage to your car Pays for the cost to repair or replace your car if it is damaged, lost or stolen.	Market value at time of loss		
Car accessories Pays the costs to repair or replace your accessories if they are damaged, lost or stolen.	S\$500	S\$1,000	S\$2,000
Emergency assistance Offers assistance when your car breaks down or becomes unsafe to drive.	✓	✓	✓
Towing Pays for the cost to tow your car to the workshop if it is damaged or unsafe to drive.	S\$300	S\$400	S\$500
Safe travel after an accident Pays your taxi costs for you to reach your destination safely.	S\$40 per occupant	S\$60 per occupant	S\$80 per occupant
Daily transport allowance while your car is being repaired	S\$40/day, for up to 6 days	S\$60/day, for up to 8 days	S\$80/day, for up to 10 days
Replacement keys and locks Pays the costs to replace your keys and locks if they are damaged, lost or stolen.	✗	S\$500	S\$1,000
Personal belongings Pays for the cost to replace your personal belongings if they are damaged, lost or stolen.	✗	S\$1,000	S\$2,000
Windscreen cover Pays for the cost to repair or replace your windscreen with an excess payable by you.	✓	✓	✓



Courtesy car Provides you with a courtesy car: <ul style="list-style-type: none"> for up to 3 consecutive months if your car is damaged beyond repair or permanently lost; or for such necessary period if your car is damaged in an accident and has to be sent for repair. 	✗	✓	✓
New car replacement Pays for the cost to replace your car that is <12 months old with a new car if the cost of repairing is not economical.	✓	✓	✓
Car repairs at FWD premium workshops Repair or replacement of damaged car parts completed at FWD premium workshops.	✓	✓	✓
Extended workmanship guarantee For repairs done by FWD premium workshops.	✓	✓	✓
Lifetime no claims discount (NCD) guarantee Only if your NCD is at 50%.	✓	✓	✓

The following amounts are the maximum benefit limits payable per accident under this policy.

When you or your passengers are injured in an accident	Classic	Executive	Prestige
Medical expenses Pays for the medical costs incurred by you, the authorised driver or any passengers who are injured in an accident.	up to S\$1,000 per occupant	up to S\$3,000 per occupant	up to S\$5,000 per occupant
Personal accident for driver Pay-out if the driver of your car dies or becomes permanently disabled from an accident.	up to S\$30,000	up to S\$50,000	up to S\$75,000
Personal accident for passengers Pay-out for each passenger in your car who dies or becomes permanently disabled from an accident.	up to S\$10,000	up to S\$20,000	up to S\$25,000
Guardian angel benefit One-time payment for surviving children if both parents die or are permanently disabled in a car accident.	S\$250,000	S\$375,000	S\$500,000

The following amounts are the maximum benefit limits payable per accident under this policy.

When your car caused harm or damage to others	Classic	Executive	Prestige
Third party liability For causing death or injury to a third party.	No limit		
Third party liability For causing damage to third party property.	S\$5,000,000		



Quick summary of your benefits

The following amounts are the maximum benefit limits payable per accident under this policy.

Optional protection for your car	Classic	Executive	Prestige
Any driver you trust to drive your car is covered Insures anyone who drives your car without naming them.	✓	included in base cover	included in base cover
Your preferred workshop Pick the repair workshop of your choice apart from FWD's list of premium workshops.	✓	✓	✓
Overseas booster Additional towing cover to get your car back to Singapore.	S\$500		
Overseas booster Mortal remains repatriation.	S\$50,000 per deceased		
Overseas booster Emergency expenses to send you back to Singapore.	S\$1,000		
NCD protector Protects your NCD of 30% or 40% (for one "at fault" claim).	✓	✓	✓
Waive your young driver excess of S\$2,500 Waives your young driver excess for drivers under 27 years old.	✓	✓	✓



What you're covered for

In this section, we explain what insurance benefits you and your car are covered for within the covered geographical area, and any specific exclusions or conditions that apply to those benefits in addition to the general exclusions.

When your car is damaged in an accident

You are entitled to the following benefits during the period of insurance.

Any driver you trust to drive your car

If your policy includes this benefit, we will automatically insure your authorised driver whilst this person drives your car on the same basis that we insure you, i.e. the same conditions and responsibilities that apply to you will apply to the authorised driver too, unless stated otherwise.

Loss or damage to your car

We will compensate you if your car, including its spare parts and car accessories, are stolen or damaged:

- in an accident;
- by fire;
- by flash flood;
- by natural disasters; or
- by acts of God such as a fallen tree.

What we pay

We have the option to:

- pay for damage repairs at an FWD premium workshop;
- replace your car, its accessories or its spare parts; or
- pay in cash the market value of your car, its accessories or its spare parts that were damaged or stolen, plus the standard market costs to fix those parts and the reasonable transportation cost, including any import duties, to ship those parts to Singapore.



Claim for accessories must be caused by accident or theft by visible, forcible and violent entry into your car.

Damaged beyond repair or exceeding economical repair limit

We will pay you the market value of your car if your car is damaged beyond repair or the cost to repair your car exceeds its economical repair limit, i.e. the difference between the market value and the scrap value of your car.

If we do so, we will be entitled to the scrap value of your car including the residual Certificate of Entitlement ("COE") and Preferential Additional Registration Fee ("PARF"), and you must sign all necessary documents and forms to transfer the ownership of your car to us or as we direct. The policy will then terminate.

Standard excess and young driver excess (if applicable) will apply. We will deduct the excess from the amount that we agreed to pay, except when the claim results from fire and theft.

Authorised repairs

You can authorise repairs on your car without our prior approval if the estimated cost of repair (after deduction of any excess) is not more than S\$300. You will need to provide us with copies of the original receipt for these repairs and photographs of the damaged car to claim from us.

Replacement parts

We may decide to replace the spare parts of your car with similar ones which are not supplied by the original car manufacturer where it is safe to do so.



We will only repair or replace the lost or damaged parts where it's safe, for example one wheel, and not the entire set of wheels where there is no proof of loss or damage to the rest of the wheels.

Car accessories

We will pay for the repair or replacement of any additional car accessories that are not manufacturer-fitted up to the limit indicated in your insurance summary.

Claiming under this benefit will not affect your NCD and no excess is payable.



Claim for accessories must be caused by accident or theft by visible, forcible and violent entry into your car.



What you're covered for

Emergency assistance

We provide help in the event your car breaks down or becomes unsafe to drive due to an accident or otherwise. You or the authorised driver must call our emergency assistance hotline at **+65 6322 2072** at any time in order for us to assist you.

What we will do

If we decide it is best to send a breakdown specialist to help you, we will pay the reasonable cost for them to help you with the following services:

- jumpstart your car;
- towing;
- replacement of flat tyre using your spare tyre;
- petrol top-up; and/or
- battery replacement.

If your car is beyond roadside assistance

If your car cannot be repaired or restarted at the roadside, our breakdown specialist will arrange for it to be towed to an FWD premium workshop or a workshop of your choice (if you have bought this option).

What you will pay

If your car requires the breakdown specialist to provide any replacement parts (such as a battery or tyre) and/or petrol top-up in order to restart your car, you will have to pay the breakdown specialist directly for the costs of such replacement parts and/or petrol top-up.

The services provided under this benefit will not affect your NCD and no excess is payable.

Not covered

- We do not pay for the cost of repairs or replacement of your car parts if damage is non-accident related.

Towing

We will reimburse you the reasonable cost you pay to tow your car to an FWD premium workshop or a workshop of your choice (if you have bought this option), if your car cannot be safely driven due to an accident or otherwise that is covered by this policy. You can arrange for the towing of your car on your own.

Claiming under this benefit will not affect your NCD and no excess is payable.

Safe travel after an accident

We will reimburse the cost you pay to transport the occupants in your car at the time of the accident to their destination in Singapore.

Claiming under this benefit will not affect your NCD and no excess is payable.

Daily transport allowance while your car is being repaired

We will pay you a daily transport allowance for each day you are unable to use your car because it is at the workshop undergoing repairs that are covered under the "Loss or damage to your car" benefit.

Not covered

- We will not pay under this benefit for claims under "Windscreen cover" benefit only.
- We will not pay under this benefit if you have decided to utilise the "Courtesy car" benefit instead.

Claiming under this benefit will not affect your NCD.

Replacement keys and locks

If your policy includes this benefit, we will pay the cost to replace the key or device used to access and lock your car should they be lost, stolen from your car or damaged in an accident. The theft or loss must be reported to the police.

What we pay

We have the option to pay for:

- the keys or locking device, key fob and affected locks of your car;
- the lock transmitter and central locking interface; and/or
- any affected parts of the alarm and/or immobilizer.

Claiming under this benefit will not affect your NCD and no excess is payable.

Personal belongings

If your policy includes this benefit, we will decide whether to pay the cost to replace or repair your personal property or those of your passenger(s) should they be stolen from your car or damaged in an accident. The theft or loss must be reported to the police.



Personal property

Personal property includes portable electronic equipment not permanently installed in your car, but excludes money, tickets, documents and goods carried in connection with any trade or business.

Claiming under this benefit will not affect your NCD and no excess is payable.

Windscreen cover

We will pay the cost to replace or repair the windscreen of your car if it is cracked, chipped or broken because of an accident and there is no other damage to your car.

What you will pay

You will need to pay an excess if the windscreen of your car is being replaced. The excess amount is shown in your insurance summary.

Not covered

We do not pay for:

- repairs for scratches; or
- any solar/security films, unless originally fitted by the manufacturer.

Claiming under this benefit will not affect your NCD.

Courtesy car

If your car is damaged beyond repair or permanently lost

If your policy includes this benefit and should we assess that your car is permanently lost, damaged beyond repair or the cost to repair your car exceeds its economic repair limit as determined by us, we will provide you with a courtesy car for up to three consecutive months, or until your claim or loss or damage to your car is settled (whichever is earlier). If you choose not to use a courtesy car, we will not pay you any other compensation to make up for the courtesy car.

What we cover

The courtesy car is available to you once your claim has been accepted and our assessment is completed. The standard courtesy car is a medium-sized saloon with a 1.6 litre engine size.

If your car is damaged in an accident

If your policy includes this benefit and your car has been damaged in an accident and a claim is made under the "Loss or damage to your car" benefit, you may opt for a courtesy car from the time your car is being repaired at the workshop to the time we inform you to collect your car.

What we cover

The courtesy car is available to you once your claim has been accepted and our assessment is completed. The standard courtesy car is a medium-sized saloon with an engine size of up to 1.6 litres.

Your responsibilities whilst the courtesy car is in your care

You agree to the following conditions:

- the courtesy car is strictly to be used within Singapore only;
- you may be required to provide the rental company with a refundable security deposit or have a temporary hold placed over a valid credit card for the duration of your use of the courtesy car;
- the rental excess amount you have to bear in the event of a loss of or damage to the courtesy car;
- you are between 23 to 70 years old with at least 1 year of driving experience; and
- to comply with any other terms & conditions of the rental agreement between you and our approved rental company.

Claiming under this benefit will not affect your NCD and no excess is payable.

Not covered

We will not pay under this benefit if you have decided to utilise the "Daily transport allowance" benefit instead.



What you're covered for

New car replacement

If your policy includes this benefit, we will replace your car with a new car of the same make, model and specification that is available in Singapore, if we assess that your car which is less than 12 months old, is permanently lost, damaged beyond repair, or the cost to repair your car exceeds its economical repair limit as determined by us.



We will only do so if you are the first registered owner of your car.

Standard excess, windscreen replacement excess and young driver excess (if applicable) apply

We will deduct the excess from the amount that we agreed to pay, except when the claim results from fire or theft.

The excess amount is shown in your insurance summary.

Car repairs at FWD premium workshops

Unless your policy includes "Your preferred workshop" benefit, all repairs including replacement of your car parts resulting from any damage covered under this policy must be carried out by an FWD premium workshop.

Extended workmanship guarantee

We offer a guarantee against defective workmanship if your damaged car was repaired at any FWD premium workshop for a benefit covered under this policy, until your car reaches 10 years of age from the original registration date.

Not covered

- Deterioration and/or damage resulting from an accident not covered under this policy;
- Deterioration and/or damage caused by other workshops, which is not an FWD premium workshop; or
- Manufacturing defects of the repair parts used.

Lifetime NCD guarantee

You are automatically eligible for this benefit if your NCD at the time of purchasing or renewing your car insurance is 50%.

This benefit guarantees that your 50% NCD is protected regardless of the number of "at fault" claims made against this policy, as long as you remain insured with FWD and continue to hold a valid and active Singapore driving license.

This benefit cannot be transferred to another person or insurer and only applies to one car at any one time, and does not guarantee our acceptance or offer of renewal terms.

When you or your passengers are injured in an accident

Medical expenses

If you, the authorised driver and/or any passengers in your car are injured solely and directly as a result of an accident while travelling in, getting into or getting out of your car, we will pay the medically necessary medical and dental expenses arising in connection with that accident, subject to the maximum amount per injured person per accident specified in the table of benefits.

Claiming under this benefit will not affect your NCD and no excess is payable.

Personal accident

If you, the authorised driver and/or any passengers in your car die or get injured solely and directly as a result of an accident while travelling in, getting into or getting out of your car, we will pay the injured person or their legal personal representatives a percentage of the personal accident sum insured (as stated in the table of benefits), based on the severity of the injury suffered as per the table below.

Death, total and permanent severance or loss of use must occur within 90 days of the accident for a claim under this benefit to be valid. Total and permanent severance or loss of use must be beyond cure either by surgical or other treatment and must be diagnosed by a medical practitioner approved by us.



Multiple conditions can be claimed

If you, the authorised driver and/or any passengers in your car suffer more than one condition stated in the table below, the total amount we will pay is calculated by adding together the various percentages, but we won't pay more than 100% of the benefit limit.

Claiming under this benefit will not affect your NCD and no excess is payable.

The lump sum amount will be paid according to the percentage of the benefit limit shown in the table below for that death or accidental injury.

Death or severity of disability	Percentage of benefit limit
Fatal injury directly resulting in death	100%
Total and permanent severance or loss of use of: <ul style="list-style-type: none"> one limb above the wrist or ankle two or more limbs above the wrist or ankle all fingers on one hand or toes on one foot 	50% 100% 50%
Total and permanent loss of sight in: <ul style="list-style-type: none"> one eye both eyes 	50% 100%
Total and permanent loss of hearing in one ear	50%
Total and permanent loss of speech	50%
Total and permanent loss of speech and hearing	100%
Third degree burns to the head: <ul style="list-style-type: none"> equal to or greater than 5% but less than 8% of the head equal to or greater than 8% of the head 	50% 100%
Third degree burns to the body: <ul style="list-style-type: none"> equal to or greater than 15% but less than 20% of the body equal to or greater than 20% of the body 	50% 100%

Guardian angel benefit

If, while occupying your car, both the driver of your car (whether you or the authorised driver) and their legally recognised partner suffer injury for which 100% of the Personal accident sum insured is payable (including a fatal injury directly resulting in death), and they are survived by one or more of their legally recognised children, we will pay the Guardian angel benefit stated in your car insurance summary to your or the authorised driver's legal personal representatives (as appropriate).

Claiming under this benefit will not affect your NCD and no excess is payable.



What you're covered for

When your car caused harm or damage to others

Third party liability

We will compensate the third party if you, the authorised driver and/or any passengers in your car are legally liable for an event covered by this policy that causes the:

- death of or bodily injury to a third party; and/or
- loss of or damage to a third party's property, resulting from the use of your car.

What we pay

We have the option to pay for:

- third party bodily injury, death or property damage claim.

We will pay the amount you are legally liable for as compensation to the third party.

- cost of legal representation and defence for:
 - a third party bodily injury, death or property damage claim;
 - offence of or charge for causing someone's death by driving, for up to S\$3,000.

Under this benefit, we have the option to:

- arrange for legal representation at any judicial or official enquiry;
- take over the defence in any proceeding for an act or alleged offence relating to an event covered under this benefit; or
- arrange at your request and pay for the legal defence against a charge of causing death by driving.

- costs and expenses:
 - we will pay for any reasonable costs and expenses in connection with an event that is covered under this benefit of the policy, if you have our written permission beforehand.

Not covered

- We will not pay for any legal defence against a charge for murder.
- We will not cover any claims for death or injury sustained by you or any authorised driver while driving your car, or damages to your car and damages to property or belongings owned by you, any authorised driver, your family members or your passengers.

Optional protection for your car

You can increase your cover by adding optional protection for your car to your policy. Any options you choose are shown in your insurance summary.

Your preferred workshop

If you choose this cover, all repairs including replacement of your car parts resulting from any damage covered under this policy can be carried out by any workshop of your choice.

You should note that the "Extended workmanship guarantee" benefit only applies if repairs are done at an FWD premium workshop.

Overseas booster

If you choose this cover, the applicable benefit limit for towing is increased up to the benefit limit in your insurance summary. In addition, we will reimburse you for any emergency if your car is stolen or damaged in an accident caused by or resulting from the use of your car whilst overseas and your car becomes unsafe to drive.

What we pay

- Economy-class transportation costs to send you, the authorised driver and/or any of your passengers back to Singapore along with any telephone charges incurred for organising the return transportation and towing of your car back to Singapore.
- Repatriation costs to send the mortal remains of you, the authorised driver and/or any of your passengers back to Singapore along with any funeral expenses incurred.

Claiming under this benefit will not affect your NCD and no excess is payable.



NCD protector

If you choose this cover, we will protect your NCD for one "at fault" claim. If more than one "at fault" claim is made against this policy, then your NCD will be affected as outlined in the table below:

Current NCD	Your NCD at renewal		
	One "at fault" claim:	Two or more "at fault" claims:	Three or more "at fault" claims:
30%	30%	0%	0%
40%	40%	10%	0%

This benefit cannot be transferred to another insurer or person, and does not guarantee our acceptance or offer of renewal terms.

Waive your young driver excess of S\$2,500

If you choose this cover, we will waive your young driver excess for drivers under 27 years old.

No claims discount (NCD)

The premium we charge for this policy is based on your NCD. It is determined by the number of car insurance claims made for your car under this or any previous car insurance policies using the following scale when you renew your policy:

No claims	Your NCD at renewal
One year	10%
Two consecutive years	20%
Three consecutive years	30%
Four consecutive years	40%
Five or more consecutive years	50%

If one or more "at fault" claims are made under this policy and the "Lifetime NCD guarantee" benefit does not apply to you, we will reduce your NCD using the following scale when you renew your policy:

Current NCD	Your NCD at renewal	
	One "at fault" claim:	Two or more "at fault" claims:
10%	0%	0%
20%	0%	0%
30%	0%	0%
40%	10%	0%



What you're covered for

Renewal premium with unsettled claim

If at renewal, you have made a claim under this policy that has not been assessed yet, we reserve the right to calculate your renewal premium, taking this claim into consideration. Afterward, if we assessed that you or your authorised driver was not at fault for the accident, we will restore your NCD and refund any extra premium you have paid.

Late reporting reduces your NCD

If you or the authorised driver fail to report an accident to us within 24 hours or by the next working day, we reserve the right to reduce your NCD by an additional 10%. This will apply even if this policy includes the NCD protector.

Your NCD cannot be transferred to another person and only applies to one car at any one time.

Excess

General description of an excess

An excess is an amount that you have to pay for each eligible claim before we will make any benefit payments.

If we have made any payment under this policy that includes an excess you need to pay, you will have to refund us the excess amount. You are legally responsible for any goods and service tax charged on any excess payable.

Scenarios where an excess is or is not payable are clearly highlighted in this policy. The types of excess that may apply are described below and the amount can be found in your insurance summary.

Standard excess

This amount has been selected and agreed upon by you when you were buying this policy online. It applies to all claims under the "Loss or damage to your car" and "New car replacement" benefits.

Young driver excess

This amount applies to all claims under the "Loss or damage to your car" and "New car replacement" benefits where the authorised driver (if covered by your policy) is under 27 years old at the time of the accident. This young driver excess is in addition to your standard excess.

Windscreen replacement excess

This amount applies each time one or more of your car's windscreens are replaced under the "Windscreen cover" benefit.



General exclusions that apply to your policy

General exclusions

These general exclusions outline scenarios that this policy does not cover, and apply to the whole policy unless stated otherwise.

We will not pay for claims arising in relation to, or that are directly or indirectly caused by or result from the following:

- depreciation (including as a result of an accident), wear, tear and mechanical, electrical and/or structural breakdowns;
- damage to tyres or rims, unless other parts of the car were also damaged by an accident covered by this policy;
- any loss or damage whilst your car is being used for any rental or leasing purposes;
- any loss, damage or consequential loss caused by factors beyond our control such as unavailability of car parts;
- any losses caused by damage to or loss of your car's software or software data;
- any loss or damage due to the failure or negligence to take reasonable and necessary precautions to protect property and minimise claims under this policy such as failing to follow any manufacturer's recall;
- loss or damage caused by the lawful repossession or seizure of your car;
- loss or damage caused by war or other acts of foreign enemy (whether war is declared or not), pollution by chemical, biological, nuclear or radioactive agents or any act of terrorism, regardless if any other cause or event contributes concurrently or in any other sequence to the loss;
 - an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat of force and violence, by any person or group of persons, whether acting alone or on behalf or in connection with any organisation or government committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear.
- your car is not in a roadworthy condition, or is modified without approval from LTA and us;
- you or your authorised driver driving without a valid license;
- you or your authorised driver driving whilst under suspension from driving;
- you or your authorised driver driving whilst under the influence of drugs and/or alcohol;
- your car is being used in preparation or participation for any motor competition, track day, any form of race and speed testing;
- driving with more passengers or load than your car is licensed for; and
- intentional self-injury, attempted suicide or suicide.

In addition to the general exclusions above, we may also set out, throughout this policy, any specific exclusions and conditions where they apply to a certain policy benefit.



Making a claim

Need to make a claim? Read this section to find out how.

How to make a claim

- Report the accident to us at our approved accident reporting centre (ARC) within 24 hours or by the next working day. You may contact our emergency assistance hotline at **+65 6322 2072** for help.
- You need to make a traffic police report as soon as possible or within 24 hours of the accident if the accident involves:
 - fatality;
 - damage to government property;
 - a foreign vehicle;
 - any pedestrian or cyclist;
 - is a hit-and-run case; and/or
 - injury to any party.
- If you are claiming under your car policy, just drive to any FWD premium workshop that is nearest to you if your car is safe to drive. If not, our emergency assistance will send help to tow your car to the nearest FWD premium workshop where they will handle any necessary repairs and help you file a claim.
- You need to provide the following documents:
 - the driver's driving license at point of accident (yours or your authorised driver's);
 - your NRIC;
 - soft copy of your certificate of insurance;
 - police report (if any);
 - scene photos (if any); and/or
 - witness reports (if any).

Your responsibilities

When you make a claim, you have certain responsibilities. These responsibilities apply to you and your authorised driver. If you or your authorised driver don't meet these responsibilities, we may not pay your claim in full, or we may decide not to pay the claim at all.

We reserve the right to lodge a report with the Singapore police or foreign authorities if you or your authorised driver submit a dishonest, intentionally exaggerated or fraudulent claim.

Tell us within 14 days

Claims need to be made within 14 days from the day the accident happened.

Cooperate with us

You and your authorised driver need to provide us with any information and help that we need to process your claim, even after we have already paid your claim. We have the right to refuse to pay your claim if you don't provide us with the information or help we ask for. This may include any of the following:

- attending court to give evidence if there is a dispute.
- allowing us to examine your car.
- undergoing a medical examination, or allowing a post-mortem examination (at our expense).
- being interviewed by us and/or our third party service provider or representatives.
- providing confirmation that you cannot claim against another individual, company or insurer.
- providing (at no cost to us) copies of any documents we request, such as:
 - medical reports or other information about your condition and treatment;
 - original invoices and receipts;
 - police reports; or
 - accurate English translations (confirmed by oath if necessary) of any documents.

If you receive payment from other sources

We will reduce the benefit limit for this policy by any amount you or your authorised driver receives (or is entitled to receive) from any other person or source.



Things to know

Costs of preparing your claim

We are not responsible for any of the costs of filling-in any form or getting any documents, such as death or other certificates.

How we pay property claims

We pay all property claims based on the value of the items at the time of loss or damage. This means you may not get back the full purchase price. If we assess an item as being beyond repair and pay for its replacement, the damaged item becomes our property. You must keep any damaged property and send it to us if we ask for it. You will need to pay for any postage or transportation cost.

Financing agreements

If we are informed that your car is under a financing agreement such as hire-purchase, leasing or loan, and we decide to settle a claim under the “Loss or damage to your car” benefit by paying in cash, we will make the payment to the owner as named in that financing agreement.



Starting or ending your policy

This section explains when your policy starts and ends, and what you'll receive if you cancel it.

When your policy starts

Your insurance cover starts from your coverage start date as shown in the insurance summary.

When your policy ends

Your insurance cover ends on the coverage end date as shown in the insurance summary.

Under this policy, you will not be able to claim for any loss or accident that happens after your policy ends.

Your right to cancel

You can cancel your policy by giving us 7 days' written notice via contact.sg@fwd.com.

What you receive if you cancel your policy

If you cancel your policy after its coverage start date, we will refund 80% of the pro-rated premium (including GST) for the unexpired period if no benefits are payable under your policy, and the refund amount is S\$25 + GST or more.

If you cancel your policy before its coverage start date, we will refund you 100% of the premium less S\$50 + GST being the administrative charge.

Any amount owed by you

You must pay any outstanding amounts you owe us within 14 days of cancellation.

We reserve the right to:

- reduce any premium refund due by the amount owed; and
- charge interest if the amount owed is not paid within the 14 days.

Our right to cancel

We may cancel your policy by giving you 7 days' notice in writing.

What you receive if we cancel your policy

We will refund 80% of the pro-rated premium (including GST) for the unexpired period if no benefits are payable under your policy, and where the refund amount is S\$25 + GST or more. You will still be able to claim a benefit for an event that happened before your policy ends.



Important things to know

In this section, we explain the important legal rights and obligations under your policy.

The information you give us needs to be correct and complete

Read all parts of your policy to make sure they are correct and complete

Your policy is based on the information you gave us during the application process. It is important that the information is correct and complete and you were truthful and accurate with all of the information you provided. This information helped us to decide if you were eligible for the policy, and how much you need to pay.

You should let us know immediately if the information you gave us during the application was inaccurate, misleading, or exaggerated. You should also let us know immediately if the information you gave us has changed after your coverage start date.

You need to provide correct and complete information



Under Section 23(5) of the Insurance Act 1966, we must tell you that you have a duty to provide correct and complete information.

For the information to be correct and complete, you need to tell us:

- everything you know; and
- everything you could reasonably be expected to know, that is relevant to our decision to insure you.

If we later find out that any information is inaccurate, misleading, or exaggerated, we may do any of the following:

- not pay your claim.
- change your insurance coverage by charging a different premium.
- cancel your policy and treat it as if it had never existed.
- request you to top up the premium.

Covered geographical area

This policy is only valid when your car is being driven within the covered geographical area – defined as the Republic of

Singapore, West Malaysia (including Penang and other Malaysian islands offshore of West Malaysia) and Southern Thailand (within 80 kilometres of its border with West Malaysia) and when in transit by seas between any of these areas.

This is a Singapore insurance contract

Your policy is governed by the laws of the Republic of Singapore. Under this contract of insurance, we agree to provide the benefits and protection based on the terms and conditions set out in your policy, and you agree to keep to those terms and conditions.

All amounts are in Singapore dollars

All amounts payable by you or us in relation to this policy will be in Singapore dollars. We will convert any eligible expenses you incur overseas into Singapore dollars at a reasonable foreign currency exchange rate that we choose. We are not legally responsible for any exchange rate-related losses that you may incur.

No benefits are paid if they are illegal

We will not pay any benefit under this policy if paying that benefit is illegal in Singapore under its economic and trade sanctions.

Right of recovery

You must repay us if we are not legally responsible under this policy but are obliged to make a payment under the following:

- The Motor Vehicles (Third Party Risks and Compensation) Act 1960 of the Republic of Singapore;
- Agreement between the Minister of Finance of the Republic of Singapore and the Motor Insurers' Bureau of Singapore on 22 February 1975;
- Agreement between the Minister of Transport of the Government of Malaysia and the Motor Insurers' Bureau of West Malaysia on 15 January 1968;
- The Road Transport Act 1987 of Malaysia; and
- Any later changes to any of these laws or agreements.



Important things to know

Basis for offering this policy

This policy is offered on the basis that you agree to:

- keep your car, its accessories and its spare parts in a roadworthy condition and take reasonable care to safeguard them from loss or damage;
- comply with the relevant laws and requirements of the public authorities when driving in the covered geographical area;
- inform us immediately if you no longer own or have a financial interest in your car; and
- inform us immediately if there is any change in your car that materially impairs your ability to drive safely and legally and we may change the terms and conditions of your policy or adjust the premium payable.

Assignment

You may assign your rights, benefits and claims under this policy to another person, only if we agree to it in writing.

Dishonest, exaggerated, fraudulent claims

We may report you to the Singapore police or foreign authorities if we determine that you have submitted a dishonest, intentionally exaggerated, or fraudulent claim. If this happens, you must pay us any amount that we have paid to you (or to another party) under this policy, and that would not have been paid but for the dishonest, intentionally exaggerated, or fraudulent claim.

No rights for others under the policy

You and we are the only parties to your policy. Any person who is not a party to this policy has no rights under the Contracts (Rights of Third Parties) Act 2001 to enforce any of its terms.

Legal action against you

If there is legal action against you under this policy, you have to do the following:

- you should inform us immediately.
- forward all communication that you receive regarding any legal action to us.
- check with us before communicating to any third party (including the police) about any legal action.
- you or any person acting for you must not negotiate, admit or reject any claim without our approval in writing.

We may take over to settle or defend any legal claim

We may take over any rights to defend or settle any claim and to take legal action in your name to enforce your rights, or ours, against any other person.

We may also take legal action in your name (at our own expense) to recover any payment we have made under this policy to anyone else.

Policy owners' protection scheme

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 General Insurance Association (GIA) or SDIC websites (www.gia.org.sg) or (www.sdic.org.sg).



How to reach us

In this section, we explain your options if you have a query or a problem with your policy.

If you have questions



Chat with Faith, our friendly chatbot

Need help? Chat with Faith and she can help you anytime of the day.



Write to us

You can also email us at contact.sg@fwd.com.



Call us

Alternatively, you can call us at **+65 6820 8888** if you prefer to speak to our customer service team.

How to resolve a concern or complaint

We want to resolve any concerns or complaints you may have, as quickly as possible. You should follow the steps below to resolve your concerns.

Step 1 Talk to us	<p>The first thing you should do is talk to one of our consultants about your concerns or complaints. Call our hotline at +65 6820 8888 (9am to 10pm – Mondays to Fridays, 9am to 1pm - Saturdays (excluding public holidays)). The consultant may be able to resolve your concerns or complaints. If not, they may refer you to a manager.</p> <p>The consultant will try to resolve your complaints or concerns as soon as possible.</p>
Step 2 Call or write to our Customer Engagement Department	<p>If you feel that your complaint has not been resolved, you can write to:</p> <p>FWD Singapore Pte. Ltd. 6 Temasek Boulevard, #18-01 Suntec Tower 4, Singapore 038986 Tel: +65 6820 8888 Email: contact.sg@fwd.com Website: www.fwd.com.sg</p> <p>We will respond to your complaint within 3 working days of us receiving it.</p>



How to reach us

<p>Step 3</p> <p>Seek an external review from the Financial Industry Disputes Resolution Centre (FIDReC)</p>	<p>If we cannot arrive at a mutual agreement, you may approach the FIDReC, a free, independent and fair dispute resolution centre for resolution of disputes between financial institutions and consumers. You can lodge your concerns or complaints by post, online, or in-person. The FIDReC's details are:</p> <p>Financial Industry Disputes Resolution Centre 36 Robinson Road #15-01 City House Singapore 068877 Tel: +65 6327 8878 Email: info@fidrec.com.sg Website: www.fidrec.com.sg</p> <p>You need to remember to quote your policy number in any communication with us or with FIDReC.</p>
<p>Step 4</p> <p>Mediation and arbitration</p>	<p>Any unresolved dispute must first be referred to FIDReC as above. If the sum involved in the dispute is outside the jurisdiction of FIDReC, you agree to resolve the dispute through mediation via the Singapore Mediation Centre in accordance with their mediation rules.</p> <p>If you agree to take part in the mediation, you and we will be required to agree to participate in good faith and agree to adhere to the terms of any settlement reached.</p> <p>If you choose not to take part in mediation or if mediation fails, the dispute will be referred to arbitration in Singapore according to the Arbitration Rules of the Singapore International Arbitration Centre that apply at the point in time. The outcome of the arbitration will be final.</p>



Important words and phrases

The list below explains the meanings of important words and phrases shown in your policy.

Accessories	Parts of your car that are not directly related to its driving functions. These include all audio and multimedia equipment, personal in-car computers, satellite navigation systems, detections systems and other standard equipment permanently fitted into your car by a certified technician.
Accident	An event that is sudden, unexpected and unintentional occurring during the period of insurance that is the only cause of damage or injury, and has a visible impact on the external appearance of a person's property (for property related claims).
Authorised driver	Any person holding a valid class of driving licence whom you have given permission to drive your car.
Family member	Your spouse or legally recognised partner, children, parents, brothers and sisters, parents-in-law, brothers-in-law, sisters-in-law, grandparents, grandparents-in-law, daughters-in-law, sons-in-law, or grandchildren.
Market value	Cost of replacing your car, its accessories and/or its spare parts with one of the same make, model, specification and age and of similar condition at the time of loss or damage. The market value of your car is inclusive of residual certificate of entitlement (COE) and preferential additional registration fee (PARF).
Medically necessary	<p>The medical service, procedure or supply is necessary according to a medical practitioner to treat an injury. Also, that medical service, procedure or supply is:</p> <ul style="list-style-type: none">▪ necessary because the medical condition of you or anyone involved in the accident will be negatively affected without it;▪ widely accepted within the medical profession in Singapore or the country of treatment, as being effective, appropriate and essential to treat the injury based on recognised medical standards of the specialty involved;▪ not for cosmetic or aesthetic purposes;▪ not elective, preventive or screening in nature;▪ not for your personal convenience or comfort; and▪ not experimental, unless it is widely recognised by the medical profession in Singapore as having the potential to become part of conventional western medicine.
Period of insurance	The period between the coverage start date and coverage end date (both inclusive) as shown in the insurance summary.
Policy	Refers to the information provided as part of the application process, this contract including the table of benefits, the insurance summary, certificate of insurance and any endorsements attached by us.
Windscreen	Refers to the front, side and rear windows but not the sunroof or any glass roof of your car.
We, us, and our	FWD Singapore Pte. Ltd. the issuer of your policy.
Your car	Refers to the vehicle registered with the Land Transport Authority under the car plate number listed in the certificate of insurance.
You and your	The policyholder. Your details are shown in the policy summary or endorsement.