

## Frequently Asked Questions

- Q1 “What action am I expected to follow up with if the motorist offers to compensate me for damages caused to my car at the point of the accident?”

*GIA: Regardless of such private settlement arrangements, you are still required to report the accident to your insurer within 24 hours or by the next working day. You may indicate in your report that a private settlement was reached.*

- Q2 “With the new Motor Claim Framework, do I still have to complete the Accident Statement at the scene of the accident? We were originally required to fill it in, sign it, and have the other driver involved in the accident sign it too.”

*GIA: There is no change to the status of the Accident Statement at the moment. Motorists will still have the option of filling up Part 1 of the SAS at the accident scene and that a complete accident reporting must still be done at the Approved Reporting Centres.*

- Q3 “Like to refer to the 'New Motor Claims Framework'”

Let say during an accident, we need to take down the other party particulars (NRIC, name, telephone number, address, insurer & digital photo of accident) And the other party refuse to give us any of the details & stopped us from taking any photo!

How we go about it? As I had meet with 1 of it just recently.

Can we still report the incident to our insurer?”

*GIA: We encourage motorist to take photo of the vehicle and accident scene. However, if it is not possible to do so, at the very least, you should still note the registration number of the vehicle in such circumstances and report the incident to your insurer.*

- Q4 “I would like to enquiry regarding the new report accident in 24hrs. It stated clearly that if we involve in accident major or minor, we need to follow 3 steps that was issued by GIA. Being a rider myself, if I was injured in an accident, it impossible for me to follow the 3 steps that was given. By not complying with the 3 steps given by the GIA, I could lose my claim. Do advise me more on this matter. “

*GIA: We will always consider exceptional circumstances which would justify any non-reporting. To facilitate the process, please provide proof to substantiate your reasons, eg hospitalization bills or passport showing travel dates.*

- Q5 “Under the new MCF, what happens if the accident involved foreign Vehicle (e.g. Malaysia Car) and the Driver refuse to exchange particulars?”

*GIA: At the very least, you should still be able to note the registration number of vehicle in such circumstances and report the incident to your insurer. You can also take MMS photo of the vehicle and accident scene.*

Q6 “I have read the Straits Time yesterday and was told that we have to report all accidents- no matter how minor- to our existing insurance company and I have some queries that need GIA clarification as my current insurance companies can't give me a concrete answer.

Questions.

i. If I have an accident and the other driver bang me from my rear can I go back to my own designated workshop after reporting to my own insurance company within 24 hours? Is it compulsory of me to go back to my authorised workshop even though it is not my fault?”

*GIA: Under the MCF, all accidents must be reported to your insurer and whether you can go to your own designated workshop depends on the terms of your motor insurance policy.*

ii. “If the accident happens on the weekend, do the 24 hours rule still apply?”

*GIA: The requirement is to report within 24 hours or by the next working day.*

iii. “If I have a serious accident in Malaysia and have problem towing the car back to Singapore, will I be penalised after I report within the stipulated 24 hours requirement?”

*GIA: We will always consider exceptional circumstances which would justify any non-reporting. To facilitate the process, please provide proof to substantiate your reasons, eg. hospitalization bills or passport showing travel dates.*

Q7 “I understand that all manner of accidents must now be reported. Would it be possible for some kind of memorandum of agreement to be signed by both parties in very minor accidents where 2 parties agree to settle on their own?”

*GIA: Regardless of such private settlement arrangements, you are still required to report the accident to your insurer within 24 hours or by the next working day.*

Q8 “I am a member of Automobile Association of Singapore, can I contact the AA tow-truck in an event of a motor accident.”

*GIA: You should discuss with your insurer as to whether you can continue to use AAS to tow your car in an accident. However, you are still required to report your accident with your car at your insurer's appointed reporting centre within 24 hours or by the next working day.*

Q9 "I noticed the new requirements being reported in the Straits Times recently and have some queries:

- i) When does it take effect? I have not been informed of any 24h hotline to date."

*GIA: The MCF took effect from 1 June 08. All insurers will have a 24 hour hotline. Suggest you check with your insurer or the GIA website at [www.gia.org.sg](http://www.gia.org.sg)*

- ii) "The Straits Times reported that in an accident, motorists have to "exchange particulars with the other parties involved, taking note of identity card and contact numbers, home addresses and names of insurers".

Currently, it is not compulsory to obtain that much information from the other parties involved. Will such a detailed amount of information be compulsory to exchange with other parties under the new requirements?"

*GIA: Section 84(1) of Road Traffic Act states: "If in any case owing to the presence of a motor vehicle on a road an accident occurs whereby damage or injury is caused to any person, vehicle, structure or animal, the driver of the motor vehicle shall stop and, if required to do so by any person having reasonable grounds for so requiring, give his name and address and also the name and address of the owner and the identification marks of the motor vehicle."*

Q10 "I am a new driver and I heard most of my friends and colleagues said that once you report a minor accident to my insured policy company, my premium upon next renewal would be heavily increased. If so, I would think that most motorists will not report minor accident based on MCF method, they would prefer to settle privately. Please advise. Thank you."

*GIA: No matter how minor the accident is or even when both parties have agreed to make a private settlement, it is still necessary to report because you can never be certain that the other party would not file a claim against you later. Moreover, any breach of this reporting requirement will entitle insurer to decline your claim and you will lose all or part of your NCD due to non-reporting. By reporting accident alone will not translate to increase in your premium. Premium is adjusted according to claims experience of driver, market competition, drivers' profiles etc.*

Q11 "I am astounded that the literature received regarding the new Motor Claims Framework to be introduced from 1 June 2008 was so amazingly uninformative.

I have spoken to other policy holders with your company who feel the same way. As far as I am concerned I am your Customer and as such expect you as a responsible Company to provide with all the relevant details regarding what to do in the event of an accident. This should include you telling me the approved two truck companies that I can use along with all the relevant phone numbers - not me having to ring you and ask for permission and the relevant tow truck in the event of an accident.

The brochure you sent out simply is just a gimmick that really only tells me how much trouble I am in should I fail to follow the very strict rules.

I am amazed and very disappointed (considering that the premiums here in Singapore are some of the most expensive that I have encountered) that as a presumably responsible company you did not issue clearer and more concise instructions. A simple laminated step by step help card that could be put in your motor vehicle would have been much more useful than what I received.

I guess you have realised by now that I am a very unhappy policy holder and would move to another insurer but I am guessing that you will all be the same.

I will be sending this same letter to the media in hope that it also sparks some response from other motorists, who I know, are equally disgruntled."

*GIA: GIA has produced collaterals for consumer education e.g. brochures, decals, flyers etc. They contain the essential steps which motorists should follow in the event of a motor accident.. Kindly obtain a copy from your insurer. For more information, you can also refer to our website at [www.gia.org.sg](http://www.gia.org.sg)*

Q12 "My concern is for very minor accident, its condition is, however small they still need to report even though there is no visible damage, my question here will the NCD of the insured be affected since a reserve will be put aside pending the outcome of the case, if the answer is yes than this would eventually create unhappiness for everyone, knowing fully well most of the time the case would have no conclusion and no payout. Second issue more often time the insured's driver did not report accident and company would have to bear the consequences, could the penalty be directed to the insured's driver instead."

*GIA: Not all accidents reported will result in a claim. For accidents that do not result in a claim, the NCD will not be affected. If the Insured is not making an Own Damage (OD) claim, there will be no reserve put up by the Insurers.*

Q13 "The burning question some of us have over the new comprehensive motor accident reporting procedure called MCF is whether we still need to park by the roadside or expressway side to fill in the carbon copy form.

Please tell us clearly (i.e. Yes or No) whether that form is still needed or not."

*GIA: There is no change to the status of the Accident Statement at the moment.*

Q14 “With the start date of the implementation of the new accident reporting scheme approaching, I would need to clarify as to how this new system would affect us and what are the exact rules and regulation.

Your presentation slides on the MCF mainly addresses the concerns of private vehicle owners but as we are a car rental company.

There are several concerns that we need your help to address.

- i) Our main concern is that as most of our hirers are foreigners, they would therefore be unfamiliar with this.

And furthermore if the accident vehicle is still drivable, they would likely report to us only when they return the vehicle to us which might be more than 24 hours after the accident.

If this is the case, how would this affect us? Would the insurance company still extend coverage after the given 24 hours period?”

*GIA: We would suggest that for car rental companies, they should brief the hirer on MCF and what to do in case of accident.*

- ii) “It is also reported in the newspapers that in the event of accident, car owners will contact the insurance companies and the insurers will make the necessary arrangements for the insured.

Does this apply to us? If our hirers have an accident in Malaysia, what would the procedure be like?

Our Current system is that they will call our appointed breakdown service and on our side, we will attend to the customer the next working day.

If the accident is in Malaysia, We would arrange the vehicles to be towed to our office in Malaysia and then make arrangements for the vehicle to be towed / shuttled back to Singapore.”

*GIA: Kindly check with your insurer.*

- iii) “Is it compulsory to submit photos of the accident via MMS?”

*GIA: Motorists are encouraged to submit photos of the accident via MMS i.e. it is not compulsory.*