



THE ABCs OF MOTOR CLAIMS FRAMEWORK



The Motor Claims Framework (MCF) provides a clear and common procedure for reporting motor accidents. It is also supported by all motor insurers in Singapore. Under the MCF, you are advised to follow three steps when you are involved in a motor accident.



- Exchange particulars with parties involved in the accident including:
 - **NRIC/FIN**
 - **Address**
 - **Vehicle Numbers**
 - **Telephone Number**
 - **Insurer**
- Take photos of the scene of the accident and the damages to all vehicles and send them to your insurer or authorised accident-reporting centre.



Call your insurer's hotline for a tow-truck or further advice on the accident.

DO NOT deal with unauthorised tow- truck operators at the accident scene.



Report the accident to your insurer within 24 hours or by the next working day.

DO NOT send your damaged vehicle to any unauthorised repair workshop.

DO I NEED TO REPORT AN ACCIDENT IF A PRIVATE SETTLEMENT IS MADE?



Regardless of whether you plan to settle the matter privately with the other party and intend not to claim from your insurer or any third party, you should still report the accident, no matter how small, to your insurer, within 24 hours or by the next working day.

IF YOU DO NOT REPORT AN ACCIDENT...

You will be violating the Road Traffic Act.

Your insurer may repudiate liability.

Your No Claims Discount may be docked upon the renewal of your policy.

Your insurer may cancel or refuse to renew your motor insurance policy.

Your insurer will send you two registered letters asking you to report the accident.

Your case will be referred to the Traffic Police for further action, if you fail to respond to the letters.

USING A PRIVATE CAR TO FERRY PASSENGERS FOR A FEE?



A private vehicle can only be used for social, domestic, and pleasure purposes under the terms of cover of a typical motor insurance policy.



Under such policy, the insurer is not liable to pay for damage to the vehicle insured, damage to third-party property, or bodily injury resulting from an accident if the vehicle is used for commercial purposes.



The insurer is entitled to void the policy on account of breach of warranty if the vehicle is used for "hire or reward" purposes.



The driver and car owner are jointly liable for any losses if the driver is found to be negligent.



The driver of a hired car could suffer substantial financial losses if the car owner has no necessary insurance protection. The losses may involve not just property damage, but third party bodily injuries as well.



Drivers or hirers should check with the owners if the private cars have the required insurance cover before proceeding with the rental.



Those who wish to use their cars to ferry passengers for "hire and reward" should approach insurers that are prepared to expand their policy to allow their vehicles to be used for a fee.

RUNNING A BUSINESS WITH A FLEET OF MOTORCYCLES?



While a typical motorcycle insurance policy covers you against legal liability from an accident (e.g. death or bodily injury and damage to third-party property), it does not provide commercial coverage. Some courier and companies in Singapore commonly use motorcycles for delivery purposes—but often they do not have commercial coverage for their fleet.

What are the risks to them?

- Their insurer may repudiate liability if the insured motorcycle was used for commercial purpose.
- The company and/or driver may be liable for losses if the driver is found negligent.
- The insurer may cancel or refuse to renew the policy if the motorcycle was used for commercial purpose.
- There will be further complications to claims if the motorcycle accident involves a Malaysian-registered vehicle.

Courier and other companies with fleets of motorcycles can have a contingency policy arranged to provide them with public liability coverage. A number of Singapore insurers can also offer them commercial coverage for their fleet of motorcycles. All they have to do is approach a GIA member who offers motor insurance to arrange a policy that can cover the fleet for commercial use.



The General Insurance Association of Singapore (GIA) is the General Insurance industry's trade association whose membership comprises 35 Ordinary Members licensed by the Monetary Authority of Singapore (MAS) to transact General Insurance business in Singapore.

As a Trade Association, GIA's role is to be active in the business community representing the interests of its member companies. GIA helps identify emerging trends and responds to issues affecting the General Insurance industry. It seeks to promote the overall growth and development of the General Insurance sector in Singapore.

