



SYNOPSIS OF MOTOR CLAIMS FRAMEWORK (MCF)

The Motor Claims Framework (MCF) is an initiative of the General Insurance Association of Singapore, to spell out clear and common procedures for motorists, on what to do in the event their vehicle is involved in an accident.

At present there are several concurrent and sometimes conflicting messages told to motorists in a post-accident situation.

The MCF seeks to distil the necessary and critical procedures that motorists must now adhere to, in order to enjoy hassle-free reporting of motor accidents as well as speedy and professional repairs of their vehicle.

Key topics covered at this briefing include:

1. What is the MCF?
2. Why have motor insurers introduced the MCF?
3. How do motorists benefit from the MCF?
4. What are the implications to motorists?

The MCF will be implemented on 1 June 2008. The GIA believes that public education is crucial in explaining the various aspects of the framework.

As such in addition to a comprehensive media campaign, the GIA will also undertake briefings to key stakeholders and members of the motoring community on the MCF.

