

General insurance services will remain available

SINGAPORE, 3 April 2020 – The general insurance sector confirms that insurance services will continue to be provided and we support the Government’s efforts to prevent the spread of the Coronavirus Disease 2019 (“COVID-19”).

General Insurers Stand Ready to Continue Servicing Customers

General insurers will continue providing the full range of services, including insurance policy issuance, premium payment and claims processing services, to customers and members of the public through our contact centres and digital means. Customers should defer non-urgent visits to the insurer’s premises.

Customers are advised to contact their respective insurers by telephone and digital means if they require any assistance.

Measures by General Insurers to Support Customers

Policyholders facing financial difficulties during this period should contact their respective insurers to review and discuss flexible premium instalment payment plans while maintaining their insurance protection for the paid-up period.

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Established in 1966, the General Insurance Association of Singapore (GIA) is the general insurance industry’s trade association whose membership comprises 37 Ordinary Members licensed by the Monetary Authority of Singapore (MAS) to transact general insurance business in Singapore.

As a trade association, GIA works to make all aspects of insurance easier and more effective for consumers, agents and insurance companies in Singapore. It helps identify emerging trends and responds to issues affecting the general insurance sector and seeks to promote the overall growth and development of the sector in Singapore.

For more information, please visit: www.gia.org.sg

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