



GENERAL INSURANCE ASSOCIATION OF SINGAPORE

**The Singapore
General Insurance
Code of Practice**



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1 Our commitments

We promise that we will:

- Act fairly and reasonably when we deal with you
- Make sure all the information we give you is clear and not misleading
- Give you enough information and help so that you can make an informed decision before committing to buying an insurance policy
- Handle your claims fairly and promptly
- Handle your complaints fairly and promptly

2 Marketing

2.1 Advertising

We will make sure that all advertising and promotional materials are clear, fair and not misleading.

2.2 Information about products and services

We will explain all the main features of the products and services that we offer, including:

- Who the insurer is (in the case of intermediaries)
- All the important details of cover and benefits
- Any significant or unusual restrictions, warranties or exclusions such as frauds and wars
- Any significant conditions or obligations which you must meet
- The period of cover



2.3 *Protecting your interest*

In order to ensure that your interest as a general insurance customer is protected at all times and that you will obtain the quality products and services we promise you, we advise you to deal only with:-

1. Insurers which are Members of the General Insurance Association of Singapore and which have committed in writing to faithfully uphold and apply this Code of Practice;
2. Agents who are registered with the Agents' Registration Board; and
3. Brokers who are registered with the Singapore Insurance Brokers Association – And no others.

If you need any information, please contact the General Insurance Association of Singapore or the Singapore Insurance Brokers Association.

3 *Helping you to find insurance that meets your needs*

3.1 *Explaining our service*

We will give you enough information and help so that you can make an informed decision before committing to buying an insurance policy

We will explain the products and services we offer and our relationship with you, including:

- The type of products and services we offer



- The choice of products and services we offer you
- Whether we act for an insurer or act independently for you as an intermediary

3.2 *Matching your requirements*

- We will use the information that we obtained from you ONLY to assist you in the identification of your needs
- We will offer products that meet your needs

3.3 *Information on costs*

We will provide you with the full details of the costs of your insurance, including:

- Separate insurance premiums for each of the individual products or services we are offering
- Details of any fees and charges other than the insurance premium, and the purpose of each fee or charge
- When you need to pay the premium, fees and charges, and an explanation of how you can pay
- If we are acting on your behalf in arranging your insurance, we will tell you what our commission is, if you request

3.4 *'Free Look'*

For new policies issued to you, we will give you a 'Free Look ' period of at least **14 working days** from the date you receive the policy document. Should you decide not to continue with the insurance purchased, you can cancel your cover within this period and get all your money back, if you have not made a claim. The



policy document is deemed to have been received by you 3 days after we have despatched it.

The 'Free Look' period will not apply to short-term policies with terms of less than a year. It will also not apply to policy renewals.

4 Confirming cover

- We will respond to your request for insurance within **three working days**
- We will confirm cover or otherwise within **five working days** after receipt of the required information for policy processing
- We will give you enough information to check the details of cover
- We will provide you with any certificates or documents you need

5 Despatch of policy

We will despatch complete policy documents to you within **seven working days** from date of confirmation of cover.

6 Providing ongoing service to you

We will answer any questions promptly and give help and advice to you whenever needed.



6.1 Changes to your policy

We will deal with any changes to your insurance policy promptly including the following:

- Give you written confirmation of any changes to your policy within **seven working days**
- Give you full details of any premiums or charges that you are expected to pay or that will be returned to you
- Give you any certificates or documents that you need to have by law
- Give you a receipt as proof of payment, if you pay by cash. We may not issue receipt if payment is made by cheque
- Send you any refunds of the premiums, fees or charges due to you within **seven working days** from the date of endorsement

6.2 Notice of renewal

We will tell you when you need to renew your policy or when the policy will end, at least **30 working days** before expiry, to allow you to consider and arrange continuing cover. We will:

- Explain the renewal terms (if offered)
- Tell you of any changes to the cover, service or insurer being offered
- Bring to your attention the need to disclose material information to insurers
- If we decide not to renew your policy, we will inform you and provide you with an explanation



- When your policy is renewed, we will send you the documentation you are entitled to within **seven working days**
- We will make sure you receive all the documentation you need

7 Claims

We will handle claims fairly and promptly.

7.1 Information on claims procedures

When you first become a customer, we will explain to you:

- How to make a claim
- Our complaints procedures

7.2 If you make a claim

If you make a claim, we will follow set procedures and will advise you on claims settlement.

- We will acknowledge your notification of a claim within **three working days**
- If we need additional information we will contact you and request that information within **seven working days** of the date of your notification of claim. Note: the information required is typically standard documents, e.g., workshop estimates, original receipts etc.
- You will need to provide all information requested on the claim form and supply all the necessary documents



- We will give you sufficient guidance to help you make a claim under your policy
- We will consider and handle your claim fairly and promptly, and tell you how your claim is progressing. We will give you a first update within **15 working days** from date of receipt of all the required documents for our claim processing. We will then update you every **45 working days** thereafter
- If we appoint an adjuster, we will inform you of his or her identity and contact details
- If we cannot deal with all or any part of your claim, we will tell you in writing and explain
- Once we have agreed to settle your claim and on receipt of all relevant documents, we will issue the cheque within **seven working days**

8 Documentation

8.1 Information in writing

We will give you any important information in writing

8.2 Standards of written information

We will make sure that all the written information and documents we send you are clear and not misleading

9 Complaints

We will handle your complaints fairly and promptly



9.1 Information on complaints procedures

When you first become a customer, we will give you details of our complaints procedures in our policy or service documentation

9.2 If you make a complaint to us

If you make a complaint to us, we will:

- Acknowledge your complaint within **three working days**
- If we need additional information we will contact you and request that information within **seven working days** of the date of your complaint
- We will endeavour to resolve all complaints as soon as possible. If your complaint takes longer to resolve, we will contact you and update you on progress on your complaint within **15 working days** of our last communication to you

9.3 Disputes resolution scheme

If you are not satisfied with our final response to your complaint, we will advise you how to take your complaint to an independent disputes resolution body

10 Other information

10.1 Copies of the code

Copies of the General Insurance Code of Practice are available free from the GIA website at <http://www.gia.org.sg> or from the General Insurance Association of Singapore



10.2 *More information*

If you have any questions about the code, please contact the General Insurance Association of Singapore (GIA) at the address below.

General Insurance Association of Singapore

103 Amoy Street

Singapore 069923

Tel: 6 2218788

Fax: 6 2272051

Email: feedback@gia.org.sg

11 Disclaimer

Nothing in this code shall give any general insurance customer any right or cause of action whatsoever against GIA or its Members.