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Allianz Insurance Company of Singapore Pte. Ltd.

# Motor Underwriting: Frequently Asked Questions

Allianz 

# Private Motor Vehicle Insurance

## Frequently Asked Questions

Product:	Private Motor
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### 1 Can I repair my car at the distributor's workshop?

For Allianz AutoSafe, all claims related repairs to be made and carried out at our Compulsory Authorised Workshops only. Please download a list of our Authorised Workshops from our website at <http://www.allianz.com.sg/claims.htm>.

Vehicles under Manufacturer's normal warranty are allowed to be repaired at the Agent's workshop upon proof of valid warranty subject to a maximum warranty period of three years only.

### 2 How is the market value of the car determined?

The market value is determined by looking at the recent transactions for the same model and age of vehicle. These transacted values are reported in various publications, such as newspapers, car magazines, motoring guides and information from car dealers.

### 3 What is the additional excess for Allianz Autosafe?

In addition to the policy excess stated in the Certificate of Insurance/Policy Schedule, an Additional Excess of S\$4,000.00 will apply to Authorised Drivers aged below 25 years or above 65 years or those with less than 2 yrs' driving experience or holder of a provisional licence.

### 4 The loan on my vehicle has been fully paid up. Can I choose to insure other than Comprehensive?

Yes, you can choose to insure on a Third Party Fire & Theft or Third Party only cover when the loan has been fully paid. We cover Comprehensive for vehicles up to 8 years old.

### 5 The accident is not solely my fault but my NCD has been affected upon renewal. Under what circumstances can this be reinstated?

If you have been successful in your counter claim for uninsured losses such as excess and loss of use (at least 80% success rate), Allianz will reinstate your NCD. Please provide copies of the letter of demand, Discharge Voucher and the settlement breakdown to enable us to assess and look into the request.

### 6 How does Allianz calculate my premium?

We adopt a "risk factor rating system" when setting your premium. This means that the premium is based on factors other than the vehicle's value or the price you paid for it. This is a better system, as the premium rate is not affected by the fluctuating COE prices.

In general, the following risk factors are considered:

- Make and model of vehicle
- Engine Capacity
- Age of Vehicle
- Age, Gender and Occupation of Insured
- Driving Experience of Drivers

- Claims History of Insured/ Drivers
- Usage of the vehicle (private use or corporate use)
- Records of revoked/ endorsed driving licence
- Physical Impairment
- Type of cover

## 7 Will I lose my NCD if there is a break in ownership of my vehicle?

NCD is not allowed if the entitlement has exceeded one year from date of expiry or cancellation.

## 8 Will Allianz recognize No Claims Discount (NCD) letter from overseas?

Original NCD letter has to be written in English from the foreign insurance company stating the number of years insured and claim records. This letter will be submitted for consideration on a case-to-case basis.

## 9 Do I get a discount if I have many years of driving experience and have not met with an accident?

You will earn a no-claim discount (NCD).

The rate of discount for private cars is:

Period of Insurance	NCD
Preceding year:	10%
Preceding two consecutive years:	20%
Preceding three consecutive years:	30%
Preceding four consecutive years:	40%
Preceding five consecutive years:	50%

## 10 Can I insure against the loss of my NCD?

It is applicable for those individuals with 50% NCD.

By paying extra premium, you can make one claim during the year and still have the NCD fully protected. The 50% NCD is protected as follows:

No. of claims made or arisen during the period of insurance	NCD Entitlement on renewal of the Policy
1	50%
2	20%
3	Nil

This NCD Protection entitlement shall be affected by late notification or failure in notification of an accident and / or occurrence by the Insured in accordance with the new Motor Claims Framework.

Please note that there are some insurers who do not offer such benefits.

## **11 Can I renew the road tax at your office, what are the documents I need to bring along?**

You can renew your insurance in our office from 8.30am to 4.30pm from Monday to Friday.

You need to bring along the

- Certificate of Insurance
- Road Tax Disc
- Inspection Certificate if it is required. This will be indicated on the road tax renewal letter.

Please ensure your period of motor insurance matches the expiry of your road tax.

## **12 What do I need to submit to claim for 5% safe driver's discount if my NCD is 30% and above?**

Please submit a copy of Traffic Police's Certificate of Merit in your name. You can print this from the website at [www.ecitizen.gov.sg](http://www.ecitizen.gov.sg) or [www.spf.gov.sg](http://www.spf.gov.sg).

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