

CLAIMS PROCEDURE

A. At the Accident Site

1. Exchange particulars with all parties involved in the accident including name, NRIC/FIN number, telephone number, address and insurance company.
2. Take note of the third party vehicle numbers. Please also take digital photographs (e.g. MMS) of all the third party vehicles involved in the accident and a view of the accident scene. These are to be included in the accident report to be filed later.
3. If there are witnesses, note down their names, NRIC/FIN numbers, telephone numbers and addresses.

B. What to do immediately after

1. Call our **Customer Helpline at 1800-8804741** or **AXA's Premium Workshops** listed below for further advice/assistance.
2. Report the accident to one of **AXA's Premium Workshops** listed below, with your vehicle (whether damaged or not) within 24 hours of the accident or by the next working day. AXA's Premium Workshops are authorised to assist our policyholders for accident report.
3. Lodge a police report for the following motor accident cases:-
 - injury case;
 - non-injury case involving a government vehicle or damage to government property;
 - non-injury case involving a foreign vehicle;
 - non-injury case involving a pedestrian or cyclist;
 - any accident outside of Singapore.
4. Avoid all unauthorised tow-truck operators or repair workshops.
5. Forward all letters and communications received from third parties concerning the accident to AXA Insurance

AXA PREMIUM WORKSHOPS

NORTH ZONE
Ah Lim Motor Company 10 Ang Mo Kio Ind. Park 2A #01-09, AMK Auto Point Singapore 568047, Tel: 6483 1244, Fax: 6483 6170
ComfortDelgro Engineering Pte Ltd (Main) 205 Braddell Road Singapore 579701, Tel : 6383 7118 / 6553 1111, Fax: 6284 4284
Hua Hong Trading Co (Heavy Vehicles Only*) 18 Kranji Road Singapore 739461, Tel: 6763 6681, Fax: 6765 4915
Tuffi Tech Pte Ltd (Windscreen Only) 34 Sin Ming Drive #01-134 Singapore 575708, Tel: 6453 3722/ 9666 6729, Fax: 6458 9355
SOUTH ZONE
Charn's Customcraft Blk 1010 Bukit Merah Lane 3 #01-105 Singapore 159724, Tel : 6271 7054, Fax: 6273 6676
STAR Automotive Centre 5 Portsdown Road Singapore 139296, Tel : 9718 9999, Fax: 6475 1991
EAST ZONE
Progressive Automotive Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716 Tel : 6741 5336, Fax: 6741 7208
Standardise Mechanical Engineering Blk 1069 Eunos Ave 5 #01-179/181 Singapore 409748, Tel : 6747 6106, Fax: 6744 2368
WEST ZONE
Sng Ah Tee Motor & Panel Service (Inclusive of Heavy Vehicles*) Blk 3 Pioneer Road North #01-18 Singapore 628457, Tel : 6268 6183 / 9118 1186, Fax: 6268 1429
Orix Fleet Management Pte Ltd (Main) 30 Bukit Batok Crescent Singapore 658075, Tel : 6319 8011, Fax: 6319 8009
Orix Fleet Management Pte Ltd (Branch) 50 Gul Crescent Singapore 629543, Tel : 6862 7117 / 9144 5989, Fax: 6861 3020

* Commercial Vehicles Above 2 Tons in Weight