

Association of Employment Agencies Singapore

Professional Indemnity Insurance Claims Procedure

Important note:

It is important that Insured (EA) do not admit liability or make any offer, compromise, payment or settlement to any claimant without the prior consent of Insurer as required under the Policy. In the event Insured (EA) receives any letter or notice of claim from any Third Party or through their solicitors, any writ, summons, legal proceedings, impending prosecution or inquest, this should be forwarded unanswered to AVA Insurance Brokers ("AVA") immediately for assistance.

- In the event of a notice of Professional Indemnity claim, please notify AVA immediately at office no. 6535 1828 or email address: claims_brokers@ava-ins.com.
 - AVA to make an immediate claim notification to Insurer.
 - Insurer to acknowledge the notification within 3 working days from date of receipt and request for further information within 7 working days from the date of acknowledgement.
 - Submit the following information/documents to AVA:
 - a) identity of claimant/s
 - b) brief description of the claim and claim amount
 - c) copies of letters and/or emails of claim
 - d) for bodily injury case -copy of police report, statement from witness and/or relevant personnel
 - For any Writ of Summons ("WOS") received, Insurer to review the claim within 2 working days from the date of receipt.
 - If liability is attached, Insurer to appoint a panel solicitor to enter appearance within 8 days from issuance date of WOS.
 - AVA to contact Insured (EA) to commence claims investigation if required.
 - AVA to join loss adjuster or solicitor during claim meetings (if required) with Insured (EA) to render assistance.
 - For claims which are repudiated by Insurer, AVA to assess and advice if the basis of repudiation is correct.
 - For claims which are admissible under the Policy, AVA to follow up with Insurer on claim settlement.
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Arranged by:
AVA INSURANCE BROKERS PTE LTD
91 Bencoolen Street #08-03
Sunshine Plaza Singapore 189652
Tel: +65 6535 1828 Fax: +65 6535 6898
Company's Registration No. 200706523M

List of panel of solicitors:

- DAC Beachcroft
- Rajah & Tann Singapore LLP
- Tan Kok Quan Partnership
- Straits Law Practice LLC
- Quahe Woo & Palmer

Claims queries?

Please contact **AVA Insurance Brokers Claims Manager** at office no. 6535 1828

Address: 91 Bencoolen Street #08-03, Sunshine Plaza Singapore 189652

Office hours: Monday – Friday (9:00 am to 6:00 pm)

Email address: claims_brokers@ava-ins.com.