



Report

Notify us of the reason
of the bond call via
email: claims@tib.com.sg



Documentation

If the appeal is in progress,
the insured should provide
evidence to us for our
onward submission to the
insurers for them to hold
their payment



Claims Enquiries

Ms Tan Yen Huan (Ext: 125)
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FOREIGN WORKER BOND CALL



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Dear Sir/ Madam,

When a claim arises, we understand that you will be very much concerned as you will be required to payback the amount that is being guaranteed or paid out. We understand that this would be a challenging period for you and we stand by ready to assist you to ensure the process is less painful.

A bond call occurs when the Ministry of Manpower sends a bond call demand to the insurance company on the basis that the insured has breached the Employment of Foreign Manpower Act and the Employment of Foreign Manpower Regulations (Work Passes), i.e. the insured did not send the worker home by the given deadline.

Upon our notification, it is important for you to notify us of the reason of the bond call and whether you agree with such. Insurers are required to make payment to the Ministry of Manpower before the deadline and therefore any appeal from the insured should be sent in before the deadline. If the appeal is in progress, the insured should provide evidence to us for our onward submission to the insurers for them to hold their payment.

There are two outcomes to the appeal:

- The appeal is successful, the insurer does not have to make any payment and the matter is considered closed.
- The appeal is unsuccessful, the insurer will have to make payment and will seek recovery from the insured accordingly.

There is no typical processing time for foreign worker bond call.

Alternatively, if you require further clarifications or have other enquiries please do not hesitate to contact:

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