



## Report

Report to Tan Insurance Brokers Pte Ltd via email: [claims@tib.com.sg](mailto:claims@tib.com.sg)



## Documentation

Forward us any accident related photographs/ relevant documents via email: [claims@tib.com.sg](mailto:claims@tib.com.sg)



## Claim Submission

Submit completed claim form and documents to:  
Tan Insurance Brokers Pte Ltd  
3A/5A Aliwal Street  
Chenn Leonn Building  
Singapore 199896



## Claims Enquiries

Ms Tan Yen Huan (Ext: 125)  
[yenhuan@tib.com.sg](mailto:yenhuan@tib.com.sg)  
Mr Vince Pang (Ext:130)  
[vincepang@tib.com.sg](mailto:vincepang@tib.com.sg)

Dear Sir/ Madam,

When a claim arises, we understand that you will be very much concerned on how to go about submitting a claim. 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.

It is important that you notify us of the incident immediately upon having news of it. You will then be required to complete the claim form and forward us accident related photographs for our onward submission to the insurer. Please kindly ensure that the attached claim form is completed with basic information such as policy number, date of loss, loss location, brief description of the accident, extent of damages, loss amount and etc so that the insurer can be made aware clearly of the policy that should be responding to the case. The contact details of the personnel onsite should also be provided in case further clarification is required. A surveyor may or may not be appointed, the appointment is dependant on the seriousness of the accident.

For cases where surveyor is involved, the surveyor will decide on the list of documents to be submitted and the process may be a bit longer due to the thorough investigation required. For cases where surveyor is not involved, the insurer will then decide on the list of documents to be submitted. You are likely to be required to present three quotations for the insurer's consideration of the repair work (if there are repair works to be done).

The typical processing time of a property & casualty claim may take six to ten weeks depending on the complexity of the case. The assessment by insurer will only commence upon full receipt of claims documents.

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

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