

Should I make an Own Damage Claim or Third-Party Claim?

We're sorry to hear you've had an accident, choosing between an Own Damage Claim or a Third-Party claim can be tricky, and we hope these few points can help.

No matter how minor is your accident, please keep in mind that you must report the accident within 24 hours. After which, if you want to submit an Own Damage claim you have 14 days to do so, from the day of the accident; whereas if you have gone through our HSBC Life Premium Workshops to submit a 3rd party claim but were rejected, you can submit an Own Damage claim up to 30 days from the accident date.

Filing an Own Damage Claim

Advantage

- HSBC Life will be handling your repairs and will liaise directly with your workshop. This way, your vehicle's repairs will be authorized earlier than for a Third-Party Claim.
- We can closely monitor the progress for you if the repair is conducted at our HSBC Life Premium Workshops.
- If your car is repaired at our HSBC Life Premium Workshops, there is a 12-month warranty on the repairs done, including the parts replaced. For your reference, a list of our HSBC Life Premium Workshops can be found [here](#):

Disadvantage

- Depending on your policy you might have to pay an excess, this would be indicated on your policy.
- There will most likely be an impact on your NCD, and this together with your claim payout may affect your premium at the time of renewal.
- You will need to liaise with the other party's insurer for the recovery of any uninsured losses such as policy excess, rental car, taxi fees, etc...). If you are able to recover at least 80% of your uninsured losses from the party's insurers, we will be happy to reinstate your NCD accordingly.

Filing a Third-Party Claim

Advantage

- Your NCD will not be affected and you will not be required to pay any excess.
- You can attempt to claim other related expenses such as rental car fees.
- As an added assurance to you, if you have chosen our HSBC Life Premium Workshops to submit a third party claim, you have up to 30 days from the date of accident to change back to Own Damage Claim, should your claim against the 3rd party be rejected

Disadvantage

- HSBC Life is unable to lodge a claim on your behalf with a third party insurance company, nor can we intervene in that process. You must contact their insurer directly.
- Commencement of your vehicle repairs will be dependent solely on the other party's insurer.
- Note that a 3rd party Insurer may reject your claim if the other party breached their policy conditions during the accident (i.e. if they were driving under the influence of alcohol etc...).
- If the claim is rejected by the third party insurer after 30 days, it might be too late to file an Own Damage claim with HSBC Life; and therefore you may have to bear the full expense yourself.



You may seek further guidance from us as well as from your workshop or seek advice from your legal counsel. Your lawyer will be able to advise you if the legal costs can be covered as part of the overall claim amount. If you have any queries, you can contact us via email at cc.gi@mail.life.hsbc.com.sg or by phone on +65 6880 4888. Further information can also be found on Singapore's General Insurance Association website (http://www.gia.org.sg/public_type_motor_intro.php).