

Frequently Asked Questions: Motor Insurance

1. Do I need to purchase a specific policy to cover my electric vehicle?

MotorMax *Plus* will provide coverage for your electric vehicle with additional benefits including Emergency Electric Vehicle Towing Services, enhanced Medical Expenses and Replacement of Car Lock and Keys.

You will also enjoy customized protection under New for Old Replacement benefit and daily Transport Allowance.

For more information, please refer to the Benefit Summary.

2. What is Excess Waiver?

This is an optional benefit that you can add on with additional premium. It waives your standard policy Excess payable up to first 2 claims during the policy year.

Illustration:

You have purchased a motor insurance policy with a standard policy Excess of \$600 and added in the Excess Waiver optional benefit. This means that you are not required to make any out-of-pocket payment towards the Excess for the first 2 claims in the policy year. Unfortunately, if you are submitting a third claim, you must pay \$600 towards the Excess.

3. What is the Young and/or Inexperienced Driver Excess?

This Excess applies in respect of a claim for loss or damage when the vehicle is driven by you and any person who is under 23 years old, and/or held a valid driving license under 2 years. This is payable on top of the standard policy Excess.

4. What is the Market Value, and how is this determined?

This is the assessed value of your vehicle at the time of the accident determined by comparing retail prices for vehicles of the same make, model, age and condition.

5. What is the No-Claim Discount (NCD) Protector, and how does it work?

The NCD Protector is an optional benefit and is available only to holders of 30% NCD or higher at an additional premium. It protects your NCD entitlement in the event of a first claim in the policy year.

How it works:

No. of claims made or arisen during the Period of Insurance	NCD at the inception date of this policy		
	30%	40%	50%
0	40%	50%	50%
1	30%	40%	50%
2	0%	10%	20%
3 or more	0%	0%	0%

6. Do I have to reinstate my windscreen cover after a claim? Will my NCD be affected?

The windscreen benefit covers the cost of reinstating any glass in the windscreen and windows, including the in-vehicle unit (IU) subject to an Excess of S\$100 for each claim. The Excess will be waived where repair to the windscreen is done instead of replacement. Such claims do not affect your NCD entitlement, and your windscreen cover will be automatically reinstated at no cost to you.

7. Can I go to a workshop of my choice for accident repairs?

MotorMax *Plus* gives you the freedom to choose your own workshop, including the dealer’s workshop in Singapore. With MotorMax, accident damage repairs will have to be done at any of MSIG’s Authorised Workshops conveniently located all around Singapore.

8. How does the Transport Allowance benefit work?

The benefit will pay \$60 per day if the you are driving an electric vehicle and \$50 per day for all other vehicle types for approved accident repairs up to a maximum of 10 days.

If your electric vehicle sustains total loss following loss or damage by fire caused by the electric vehicle battery, the benefit will pay \$60 up to a maximum of 30 days.

Sample computation:

Repair Period	Benefit Payable	
	Fully Electric Vehicle	Petrol / Diesel / Hybrid
5 days	Pays 5 days x \$60 = \$300	Pays 5 days x \$50 = \$250
14 days	Pays 10 days x \$60 = \$600	Pays 10 days x \$50 = \$500
30 days	Pays 30 days x \$60 = \$1,800	Not Applicable