



FOR IMMEDIATE RELEASE

Etiqua Fast-Tracks Vehicle Claims Process With Launch of Video Claims Service E-CLEVA in Singapore

E-CLEVA allows real-time assessment and approval of vehicle claims in just minutes

Singapore, 29 January 2020 – Etiqua’s motor policyholders can now enjoy a faster and simpler claims process as the insurer launches Etiqua Claims Express Video Assist or **E-CLEVA**. The new video-assisted claim service allows Etiqua’s motor surveyor to interact with the claimant or workshop directly and remotely via an audio-video call. Through this express service, damages can be accessed and approved by Etiqua in just a matter of minutes, reducing turnaround time by 80%.

The service experience starts with a two-way, real-time video call that enables the motor surveyor to view and assess any damage to a claimant’s windscreen or vehicle in detail – via **E-CLEVA**’s ability to utilise the claimant’s smartphone camera to zoom in, turn on the flashlight, take a photo or record a video of the damaged area. While the smartphone’s gallery will be accessible by the surveyor, access is limited to only zooming and viewing the pictures taken through **E-CLEVA**, ensuring the privacy and security of the claimant’s gallery content.

Once the damage has been accessed, Etiqua’s motor surveyor can instantly calculate the cost of repair in a seamless process which will take no more than 30 minutes, from the early start of the call until the disbursement of money.

Shirley Tan, Head of Customer Experience & Propositions of Etiqua Insurance Singapore, has this to say, “We are constantly innovating and looking for new ways to improve customer experience, as we believe it is vital that as an insurer, we are there for our customers and deliver on our Fast & Easy mantra especially in times of distress. We empathise with the tedious process motor claimants have to go through from the arranging of damage assessment to finally getting a quote and eventually starting repair work. **E-CLEVA** is a great example of Etiqua’s commitment to tap on new technologies to simplify processes and transform experiences for our customers.”

Available Mondays to Fridays, 8.45am to 5.45pm, the pilot programme for **E-CLEVA** was launched on 29 January 2020, with all 25 of Etiqua’s approved panel repairers are offering the video assistance service, starting with repair estimates under S\$5,000. The insurer emphasises that **E-CLEVA** is established for minor and straightforward damages (involving own party) only, such as general bumps and scratches, cracks and broken parts. If the claimant has been in an accident where another party is involved, Etiqua will be processing it through its normal claims survey and assessment process.

The customer-centric digital insurer plans to increase the claims limit over time and extend the use of this video-enabled service to provide convenience to more customers in the near future, such as for minor home contents claims, subject to further review.

For more information, please contact Etiqua at customer.service@etiqua.com.sg or 6887 8777.

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About Etiqa

Protecting customers since 1961, Etiqa is a licensed life and general insurance company registered in the Republic of Singapore. We are regulated by the Monetary Authority of Singapore (MAS) and governed by the Insurance Act.

With a comprehensive suite of protection, savings, retirement and legacy planning solutions, we are committed to helping our customers plan for a better future. Rated 'A' by Fitch in April 2019 for our financial strength and stable outlook, we humanise insurance by placing people over policies.

Etiqa is owned by Maybank Ageas Holdings Berhad, a joint venture company that combines local market knowledge with international insurance expertise. The company is 69% owned by Maybank, the fourth largest banking group in Southeast Asia, and 31% by Ageas, an international insurance group with footprints across 16 countries and a heritage that spans over 190 years.

