

## INTRODUCTION OF IDAC PROCESS

From **August 1 2002**, Tenet Insurance Company Ltd has joined forces with 30 other insurance companies providing motor insurance in Singapore to develop **Idac**, a network of Independent Damage Assessment Centres.

With this development, all new and renewal policies issued **on/after 1<sup>st</sup> August 2002** will carry a new condition stating that the accident vehicle will be sent to Idac to have it inspected and assessed immediately after a non-injury accident (excluding Windscreen damage only) occurred in Singapore. If this is not done, a reasonable and satisfactory explanation must be provided to insurer for consideration of the motor claim. Existing Motor policies which were incepted prior to this date will only be included this new condition at their next renewal. However, we encourage all insureds to begin to use the Idac service immediately.

### Why Idac?

**Idacs** are independent and provide professional reports of accident damage that everyone can rely on – you, your insurer and your repairer.

It is developed to tackle some of the uncontrolled costs currently driving up motor insurance premium rates. By increasing the transparency throughout the repair process, Idac will be a fairer system to ensure consumers get the most value for their insurance premiums in the future.

### What to do after an accident?

For a motor accident which :

- **Involve “bodily injury” to any of the parties,**
  - Please contact the Police and Medical Services immediately.
  - Make a Police Report of the accident.
  - If the situation permits, have the damaged vehicle inspected by Idac.
  - Make a Claim/Accident Report with Tenet or at the nearest Idac.
- **Does not involve any “bodily injury”**
  - Please call the existing Tenet Hotline **(65) 6334 1389** or Idac (1800 887 5151) immediately.
  - Have the damaged vehicle sent for inspection and assessed at the nearest Idac location (*not required* if damage is limited to Windscreen damage only).
  - File a Claim/Non-injury Accident Report with Tenet or at Idac. For claim *involving Windscreen repair only*, please file the Claim with Tenet or at its panel of ExcelDrive workshops.

### Other Useful Information To Know?

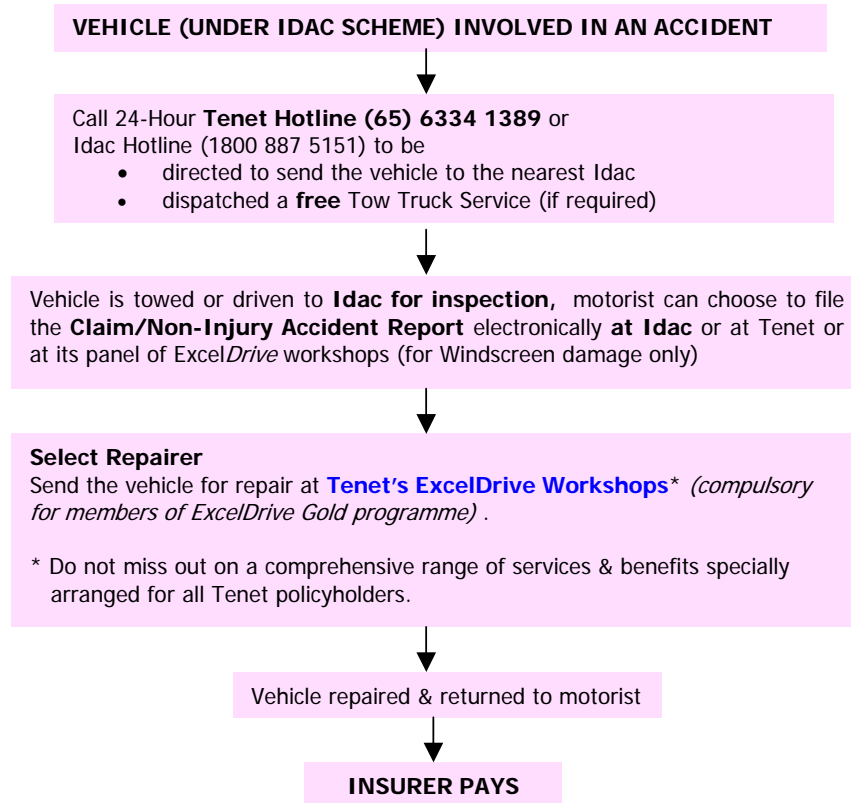
A Police Report is required to file a Claim/Accident Report if: any of the parties in the accident are injured, the accident involves government vehicles or property/ foreign vehicles/ pedestrians or cyclist or the accident is a hit and run accident.

Please contact your servicing agent or broker or our office if you need any clarification with regards to Idac and its services.

Working with you to make insurance premium more affordable in the future.

## Idac – Flow following a non-injury accident

While we hope that there will not be a need to take advantage of the Idac services, we hope the simplified diagram below will help you better understand the total **Non-injury Accident/Claim Reporting** process.



## Where are these Idac facilities located?

### Idac Bedok

1301 Bedok North Ave 4  
Singapore 489945  
Tel : (65) 6555 6333

### Idac Portsdown

No. 5 Portsdown Road  
Singapore 139296  
Tel : (65) 6555 6111

### Idac Braddell

205 Braddell Road  
Singapore 579701  
Tel : (65) 6383 7738

### Idac Sin Ming Drive

385 Sin Ming Drive  
Singapore 575718  
Tel : (65) 6455 5358 / 5555

### Idac Bukit Batok

511 Bukit Batok Street 23  
Singapore 659454  
Tel : (65) 6560 3312

### Idac Sin Ming Road

302 Sin Ming Road  
Singapore 575627  
Tel : (65) 6555 6888

### Idac Changi

20 Changi North Crescent  
Singapore 499613  
Tel : (65) 6542 1697

### Idac Ubi Close

5 Ubi Close  
Singapore 408605  
Tel : (65) 6555 6777

**Idac Kaki Bukit**

23 Kaki Bukit Avenue 4  
Singapore 415933  
Tel : (65) 6746 8651

**Idac Yishun**

501 Yishun Industrial Park A  
Singapore 768732  
Tel : (65) 6759 3347