

PIAS TRAINING

16 OCT 2018, 10AM - 12PM



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AGENDA



Time	Subject	Presenter
10:05am	Business Update	Simon Chin
10:10am	How BPP and B360 helps for SME business owners?	Ching Ching
11:10am	FWB/FWMI	Sze Ling
11:30am	e-Bond	Celeste Chong
12pm	Q&A	All

H2 CAMPAIGN



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H2 BUILD-ON CAMPAIGN



Category	New Business	Reward	
		%	Cash
Bronze	\$12,000 - \$14,999	2%	\$240 - \$300
Silver	\$15,000 - \$24,999	4%	\$600 - \$1,000
Gold	\$25,000 - \$49,999	6%	\$1,250 - \$3,000
Platinum	\$50,000 & above	8%	\$4,000 - \$10,000

Terms and Conditions

1. Qualifying period is 30 Jun to 26 Dec 2018 (both dates inclusive)
2. All Agents and Nominees registered with Allied World Assurance Company Ltd, Singapore Branch ("AWAC Singapore") during the campaign period are eligible to participate
3. All AWAC Singapore products EXCEPT Motor insurance are eligible and proposals must be submitted, approved and premium paid during the applicable qualifying period
4. Only new business is eligible for the campaigns. Conversion and renewals of any existing AWAC Singapore policies will not qualify for the campaign
5. Maximum Cash Reward per qualifier under the Cash Reward Challenge will be capped at \$10,000 per agent/nominees
6. AWAC Singapore reserves the right and discretion to amend, withdraw or void any of the terms & conditions without prior notice
7. Decision of AWAC Singapore in any matter related to these campaign is final
8. Marketing activities are to be conducted appropriately and inducement of improper sales of products/services which are not suitable for the customer is strictly prohibited. Agent and nominees are to abide by the MAS Guidelines on Standards of Conduct for Marketing and Distribution Activities, GIA Code of Practice for Agents and the applicable laws and regulations.

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TRAVEL PROMOTION

NEW ENHANCEMENT

With effect 15 Oct 2018, Allied World will extend coverage for travel delay claims due to operational delay of the air carrier

Other great benefits are:

- Coverage for leisure sports including scuba diving, bungee jumping, hang gliding, tandem parachuting & skiing without additional premium **New!**
- Full Terrorism coverage including Nuclear, Chemical & Biological means **New!**
- Passive War coverage **New!**
- Inclusion of Myanmar under ASEAN region **New!**
- Inclusion of Bhutan, North Korea, Maldives & Nepal **New!**
- Continental Permanent Disability Scale (majority of providers offer basic scale)
- Post Journey Medical Expense up to 30 days
- Travel Cancellation up to 60 days of insured perils



Single Trip	Annual Plan	Period
40% OFF (15% comm)	30% OFF (20% comm)	15 Oct to 15 Nov 2018

Terms and Conditions

1. Promotion applicable to new business only and conversion of existing Allied World policies will not be eligible
2. All cases and premium must be submitted, approved and paid during the promotion period
3. Policy MUST be transacted online to be eligible for the premium discount
4. All agents registered with Allied World are eligible to participate in this promotion
5. Allied World reserves the right and discretion to amend, withdraw or void any of the terms & conditions without prior notice
6. The enhanced Travel Delay benefit applies to all travel delay claims with an event date on or after 15 Oct 2018, irrespective of the policy purchase date and/or travel departure date
7. Decision of Allied World in any matter for this promotion is final

KOREA CONVENTION 2018



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LIFE AGENCY CONVENTION 2019 – KOREA-SEOUL



GPW Qualification	Growth Target
\$65,000 - \$99,999	10%
\$100,000 and above	5%

Terms and Condition

- All lines of business EXCEPT Motor business
- Minimum case count requirement
- ✓ *Agents or Nominees must submit at least 9 new cases* of Home Insurance, Annual Group Personal Accident, Corporate Travel Plan or Maternity Plan*
- ✓ *\$500 GPW may be used to cover the shortfall for every one case**
- Qualification of this Convention Trip is neither transferrable nor convertible for cash
- First-time qualifiers will be exempted from the growth target requirement. However, GPW must include \$6,500 New Business
- Newly-contracted Individual Agents or Nominees Special
Agents or Nominees contracted in the current financial year after June need only to fulfil 75% of the GPW requirement
- **Early Bird Special (25% Discount)**
An Agent or Nominee who has achieved 75% of the qualifying GPW requirement, as well as met the case count condition, by 30 June will be awarded full convention qualification privileges, i.e. considered as a full (100%) qualifier
- **2nd Ticket Onwards Special (10% Discount)**
Upon full (100%) convention qualification, Agents or Nominees can qualify for additional tickets (flight travel only) by fulfilling 90% of the GPW requirements, i.e. \$225,000 or \$58,500 for Corporate and Individual Agents or Nominees respectively for every additional ticket
- Decision of AWAC Singapore in any matter related to this Convention 2019 is final
- Marketing activities are to be conducted appropriately and inducement of improper sales of products/services which are not suitable for the consumer is strictly prohibited. Agent and nominees are to abide by the MAS Guidelines on Standards of Conduct for Marketing and Distribution Activities, GIA Code of Practice for Agent and the applicable laws and regulations

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HOW BPP AND B360 HELPS FOR SME BUSINESS OWNERS?



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Protect Your Assets



Protect Your
Business Operation



Protect Your People

Solution – Business Protector Plus / B360

BUSINESS PROTECTOR PLUS(BPP) VS B360



BPP

Pre-underwritten

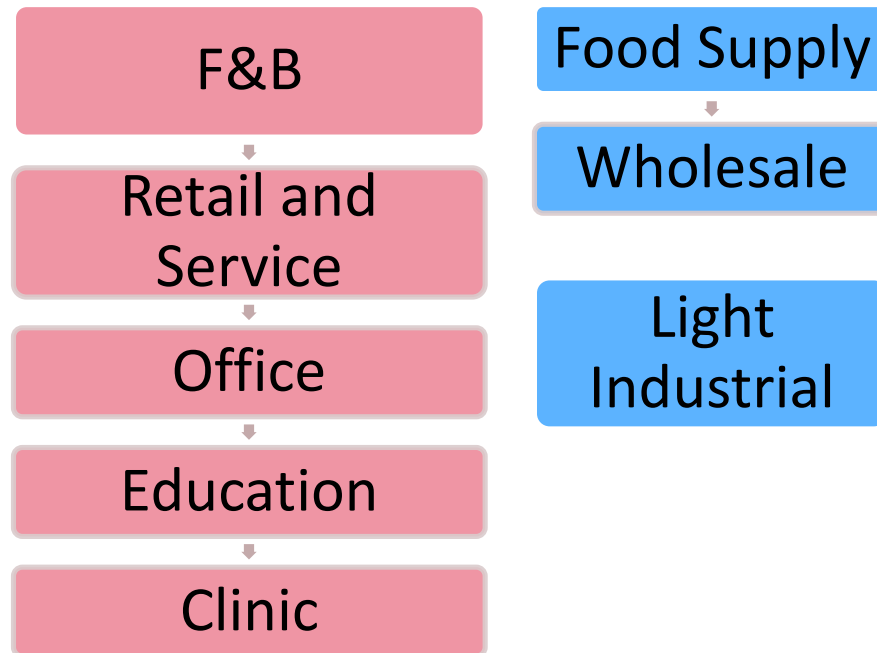
Products by
segmentation

B360

Underwriting
required

Simplified Proposal
Form with various
classes of
insurance

BUSINESS PROTECTOR PLUS



BUSINESS PROTECTOR PLUS – OFFICE



BUSINESS PROTECTOR PLUS OFFICE



www.alliedworldinsurance.com/Singapore

- ❖ Lawyer Office
- ❖ Maid Agency Office
- ❖ Insurance Agency Office
- ❖ Advertising Office
- ❖ Shipping Agency Office



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BUSINESS PROTECTOR PLUS – RETAIL & SERVICE



BUSINESS PROTECTOR PLUS RETAIL & SERVICE



- ❖ Apparels
- ❖ Optical
- ❖ Minimarts
- ❖ Gift and handicraft
- ❖ Florist
- ❖ IT including computer hardware and accessories
- ❖ Furniture and home furnishing
- ❖ Confectionery
- ❖ Stationery
- ❖ Beauty Salon including nail services



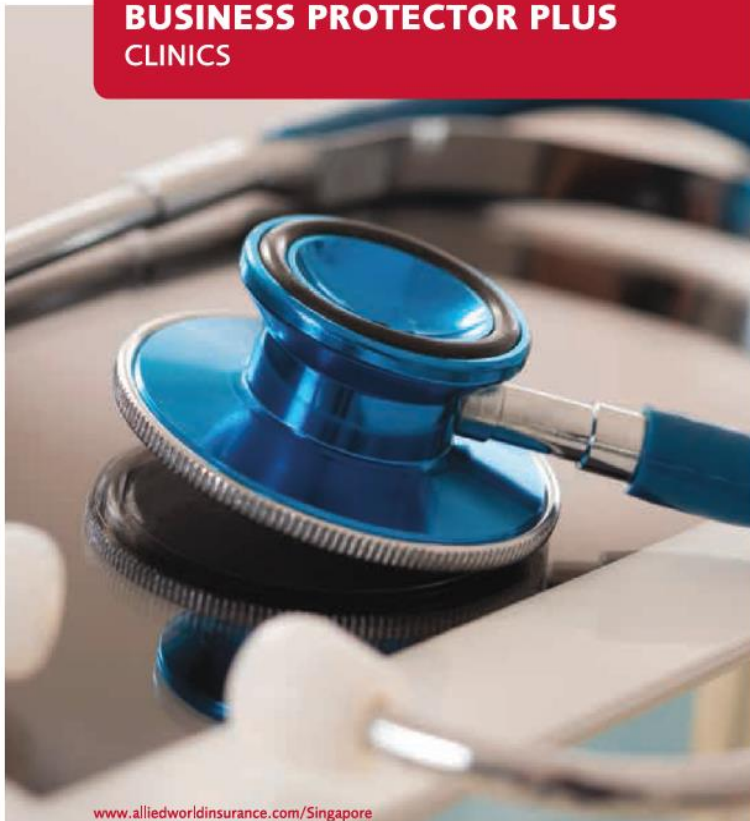
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BUSINESS PROTECTOR PLUS – CLINICS



BUSINESS PROTECTOR PLUS CLINICS

- ❖ Medical Clinic
- ❖ Dental Clinic
- ❖ Specialist Clinic
- ❖ Traditional Chinese TCM
- ❖ Medical Hall with TCM



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BUSINESS PROTECTOR PLUS – EDUCATION



BUSINESS PROTECTOR PLUS EDUCATION



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- ❖ Child Care Centre
- ❖ Nurseries
- ❖ Kindergartens
- ❖ Playgroups
- ❖ Before and After School Care
- ❖ Education and Enrichment Class such as tuition, language, drama, dancing

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BUSINESS PROTECTOR PLUS – F&B



BUSINESS PROTECTOR PLUS FOOD & BEVERAGE



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- ❖ Café
- ❖ Restaurants
- ❖ Food Court Stalls
- ❖ Coffeeshop Stalls



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BUSINESS PROTECTOR PLUS – WHOLESALE



BUSINESS PROTECTOR PLUS WHOLESALE



- ❖ Artificial flowers and plants
- ❖ Bags, luggage and travel accessories
- ❖ Carpet and floor covering
- ❖ Apparels and leather goods
- ❖ Computer hardware and peripheral equipment / accessories (except software)
- ❖ Crockery, cutlery and kitchen utensils
- ❖ Household and electrical goods
- ❖ Food supplies without cold stores
- ❖ General Hardware
- ❖ Glass
- ❖ Handicraft and gifts
- ❖ Lighting and lighting accessories
- ❖ Machinery and equipment
- ❖ Metal Furniture
- ❖ Musical instruments
- ❖ Optical equipment and supplies
- ❖ Soap and detergent
- ❖ Sporting goods and equipment
- ❖ Stationery, toys and games



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BUSINESS PROTECTOR PLUS – LIGHT INDUSTRIES



BUSINESS PROTECTOR PLUS LIGHT INDUSTRIAL



- ❖ Electronic, electrical appliances / parts
- ❖ Printing / Publishing
- ❖ Metal precision engineering
- ❖ Industrial machinery

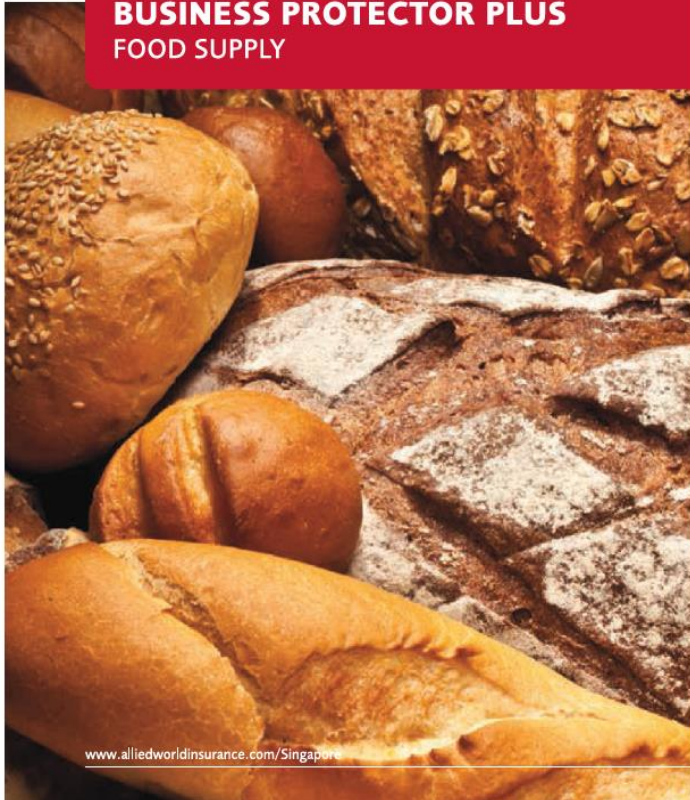


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BUSINESS PROTECTOR PLUS – FOOD SUPPLY



BUSINESS PROTECTOR PLUS FOOD SUPPLY



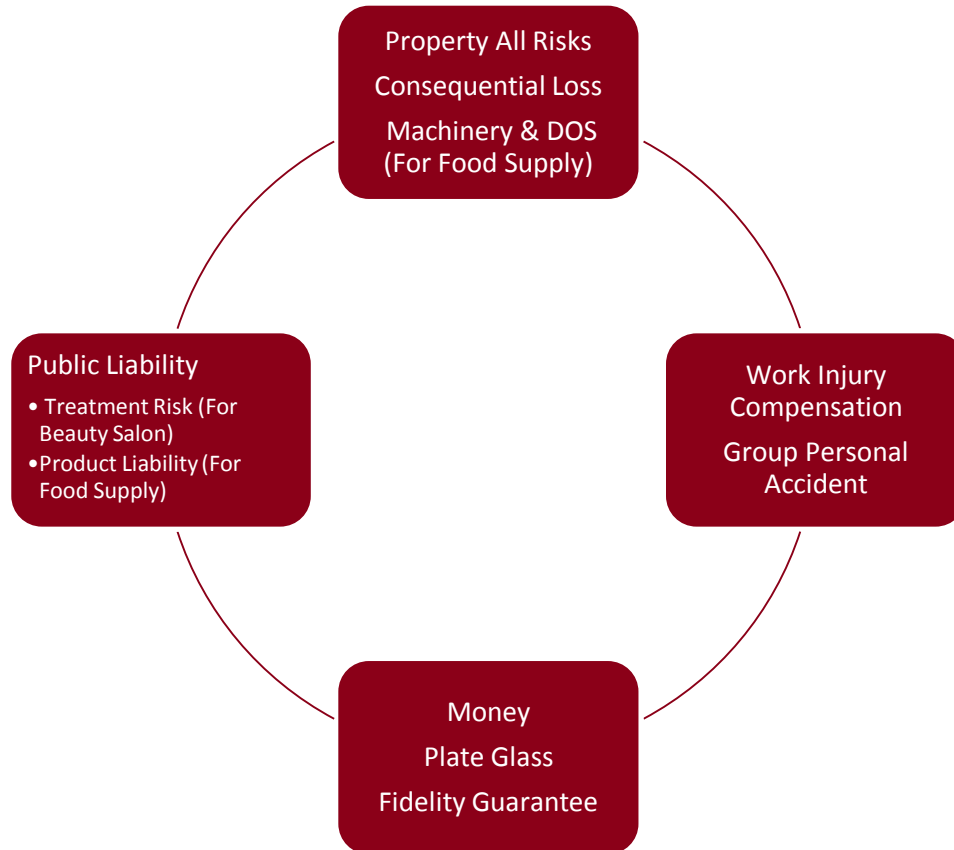
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- ❖ Bakeries / Confectioneries
- ❖ Beverages factory excluding canning
- ❖ Condiment and sauces
- ❖ Dim Sum Delicacies and Desserts
- ❖ Food Catering
- ❖ Fruits and Vegetables
- ❖ Meat or fish Products excluding roasting and frying
- ❖ Rice and noodles factory excluding deep frying process
- ❖ Snacks and savories



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BUSINESS PROTECTOR PLUS - COVERAGE



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BUSINESS 360



Comprehensive Business Package

9 Sections in 1 Policy

- Industrial All Risks
- Work Injury Compensation
- Public Liability
- Money
- Fidelity Guarantee
- Plate Glass
- Group Personal Accident
- Computer All Risk
- Directors & Officers & /or Data Protection

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BACK TO BASIC



Theft vs Shoplifting

- “Theft” – the act of stealing, taking of someone property
- “Shoplifting” - To steal (articles or an article) from a store that is open for business

Sum Insured

- ❖ Insured is responsible to determine adequate sum insured
- Should represent the full value;
- is the amount upon which the premium is calculated;
- is the limit of Insurer’s liability;
- is not the amount promised to be paid;
- Average condition will apply if sum insured is inadequate;
- You can’t over-insure to make money out of insurance!

BACK TO BASIC

What are the difference between Fire and Property All Risk ?

Fire EP is named perils such as

- Extraneous Perils
- Aircraft and Other Aerial or Spatial Devices and Articles dropped therefrom
- Bursting, Discharging, Leaking or Overflowing of Water Pipes, Water Tanks, Water Systems, Apparatus, Roof, Roof Gutting, Downpipes or Pipes (Excess: S\$50 for each and every claim)
- Earthquake, Earthquake Shock, Subterranean Fire, Volcanic Eruption, Hurricane, Cyclone, Typhoon, Windstorm, Flood, Snow, Ice or Frost (Excess: 1% of total sum insured or S\$200 for each and every claim, whichever is lesser)
- Explosion
- Full Flood (Excess: S\$1,000 for each and every claim)
- Malicious Damage
- Riot and Strike
- Self Ignition
- Smoke Damage
- Sprinkler Leakage
- Vehicle Impact Damage (Excess: S\$50 for each and every claim)

Property All Risks is unnamed perils policy which does not state what is covered

All is cover except the exclusions

In simple terms, covers fire EP, burglary and accidental damage and full theft

BACK TO BASIC

What is the difference between Burglary and Full Theft ?

- Burglary means with violent forcible entry
- Full Theft means without violent forcible entry
- Theft can be used interchangeably with burglary too (therefore to check wordings to ensure the coverage)

What is the difference between Full Value and First Loss ?

- Full Value is the total value of the insured property
- First Loss is the maximum loss value and no average clause

PRINCIPLES OF INSURANCE

Insurable Interest – concerning the right to insure

Proximate Cause – concerning the real reason for the loss

Average Clause – underinsurance



INSURABLE INTEREST

- The Insured must have Insurable Interest in the subject matter of the insurance. (recognized relationship to the object of insurance)
- Financial loss as a result of the subject matter of the insurance contract being damaged or not.

Principle of insurable interest denotes that only the person who has insurable interest on a subject matter of insurance can insure that particular subject matter. It is not possible to affect an insurance policy on a subject matter by someone who has got no insurable interest on that subject matter

PROXIMATE CLAUSE

- Claims will be paid only to a loss caused by an insured perils or proximately caused by an insured peril.
- Active and efficient cause that sets in motion a train of events which brings about a loss, without any intervention of any force started and working from a new and independent source.
- The most effective and dominant cause.

Example :-

- ❖ Firemen were able to remove the undamaged stock from a burning building and protecting it from the fire. It was stacked in the open yard and was subsequently damaged by rainwater. Here the proximate cause of the damage was the fire or the rain?
- ❖ If the rain had damaged the goods before the policyholder had an opportunity to protect it, then here the proximate cause of the damage would be fire, which was covered under the fire insurance policy. However, if stocks were left uncovered for a long period, the rain would be considered as a new and independent cause of damage.

AVERAGE CONDITIONS

Example :

Sum Insured : S\$100,000

Actual Value of Property : S\$200,000

Loss : S\$ 50,000

Insurance Company pays : $\frac{\text{Sum Insured}}{\text{Actual Value}} \times \text{Loss}$
 $\frac{\text{S\$100,000}}{\text{S\$200,000}} \times \text{S\$50,000}$
 $= \text{S\$ } 25,000$
Insured bears = S\$ 25,000

Insured considered as being his own Insurer for the difference

WORK INJURY COMPENSATION

Who needs to be insured ?

- An employer is **required** to buy work injury compensation insurance for:
 - All employees doing manual work, regardless of salary level.
 - All employees doing non-manual work, earning \$1,600 or less a month.
- An employer must have insurance for **both** local and foreign employees.

- ❖ Provide coverage for ALL EMPLOYEES in general, who are engaged under a contract of service, or contract of apprenticeship' with an employer regardless of their level of income
- ❖ Self-employed persons, independent contractors, domestic workers, members of the Singapore Armed Forces, officers of the Singapore Police Force, the Singapore Civil Defence Force, the Central Narcotics Bureau and the Singapore Prisons Service are not covered under the Work Injury Compensation Act

- Failure to provide adequate insurance is an offence carrying a fine of up to \$10,000 or jail of up to 12 months, or both.
- For other employees where the flexibility to decide whether to buy insurance for them. However, if those employees make a valid claim, an employer will have to compensate them regardless of whether they are insured.

WORK INJURY COMPENSATION



This policy covers the liability of employer to pay compensation to their employees who suffered **work-related injury, occupational illness or diseases** in accordance to the Work Injury Compensation Act (WICA), **arising out of and in the course of employment.**

What can be claimed under WICA?

Medical Expenses

Lump Sum Compensation for Death or Permanent Incapacity

Medical Leave Wages

- ❖ The amount of compensation is computed based on a fixed formula and is subject to capping.
- ❖ Common Law Limit: S\$10,000,000 for any one claim or series of claim arising out of one event

WORK INJURY COMPENSATION

What is considered “an accident arising out of and in the course of employment”?

It refers to an accident that



A

happened during working hours / overtime or while on official duties (in the course of employment”) and



B

happened due to work (out of employment)



C

Includes incidents that are incidental to employment such as while going to the toilet as well as slipping and falling within company’s premise

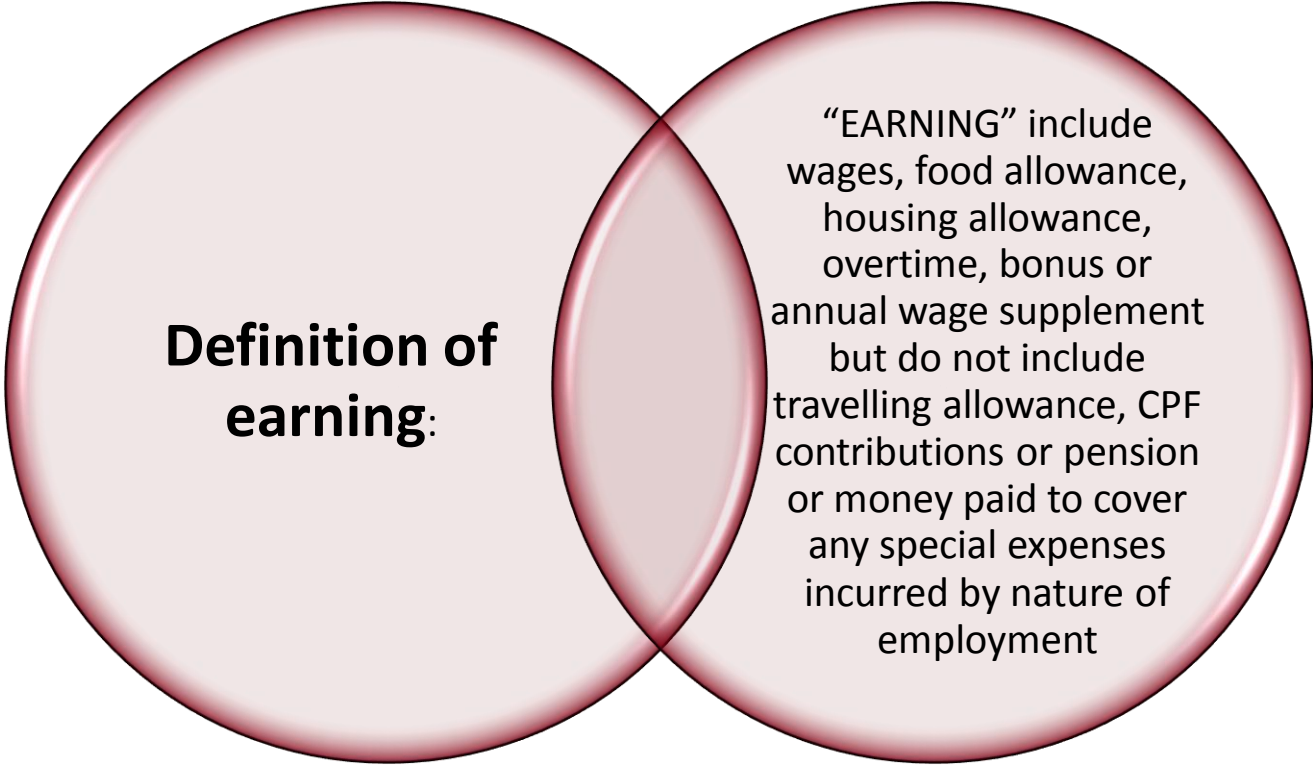
WORK INJURY COMPENSATION



For accidents that happened outside Singapore, Work Injury Compensation will cover only if all these criteria are met :-

- The injured worker is employed by a **Singapore Employer**
- The injured employee is an '**ordinarily resident**' in Singapore
- He is **required in the course of employment to work overseas**, and
- He was injured in a **work related accident**

WORK INJURY COMPENSATION

A Venn diagram consisting of two overlapping circles. The left circle is labeled 'Definition of earning:'. The right circle contains a list of items included in 'EARNING' and a list of items excluded. The overlapping area is the intersection of the two circles.

Definition of earning:

“EARNING” include wages, food allowance, housing allowance, overtime, bonus or annual wage supplement but do not include travelling allowance, CPF contributions or pension or money paid to cover any special expenses incurred by nature of employment

WORK INJURY COMPENSATION

MEDICAL EXPENSES

- Payable by employer, up to maximum limits *, as long as treatment is considered necessary by a Singapore registered doctor
- Medical expenses include
 - Medical consultation fees
 - Ward charges
 - Treatment
 - Charges by physiotherapy
 - Occupational and speech therapy
 - Cost of Medicines
 - Artificial limbs and surgical appliances etc
- Up to \$36,000 or 1 year from date of accident, whichever is reached first



WORK INJURY COMPENSATION

MEDICAL LEAVE WAGES

Medical Leave Wages		
	Outpatient Medical Leave (MC)	Hospitalisation Leave
Full Day	Up to 14 days	Up to 60 days
2/3 pay	15 th day onwards Up to 1 year from accident	61 st day onwards Up to 1 year from accident

Things to note about medical leave wages :-

Computed based on worker's average monthly earnings (AME) ie average earnings over last 12 months before the accident, including overtime pay, but excluding transport allowance and reimbursement
Payable only for working days that are covered by MC / hospitalization leave

No medical leave wages payable on non working days eg rest day
Employers are required to make payment no later than the worker's usual pay day

WORK INJURY COMPENSATION



Compensation for Permanent Incapacity and Death

	Permanent Incapacity Compensation	Death Compensation
When is it payable	When injury or illness has permanent effects on the employee's ability to work	When injury caused death of employees
Formula for computing compensation	Amount Payable = (employee's avg monthly earnings) x age multiplying factor x(% of permanent incapacity)	Amount Payable = (employee's avg monthly earnings) x age multiplying factor
Compensation is payable to	Injured Employee	Dependents of deceased employee

WORK INJURY COMPENSATION



Amount is subjected the below limits	Permanent Incapacity Compensation	Death Compensation
Min	S\$ 88,000 x % PI	S\$ 69,000
Max	S\$262,000 x % PI	S\$ 204,000

% permanent incapacity (%PI) is based on doctor's assessment after the employee's medical condition stabilizes.

Doctor makes assessment based on a set of guidelines in the Guideline to the Assessment of Traumatic and Occupational Diseases for Work Injury Compensation .

An additional 25% of the compensation amount is awarded if an injured employee suffered total permanent capacity (ie 100%)

WORK INJURY COMPENSATION



❖ **COMPENSATION FOR PERMANENT INCAPACITY**

Compensation payable = [employee's monthly earnings] x [age multiplying factor] x [% loss of earning capacity]

Maximum Limit = \$262,000

Minimum Limit = \$ 88,000

Awarded by MOM depending on severity of injury

❖ **COMPENSATION FOR DEATH**

Compensation payable = [employee's monthly earnings] x [age multiplying factor]

Maximum Limit = \$204,000

Minimum Limit = \$ 69,000

ALLIED WORLD WORK INJURY BENEFITS



	AW Benefits	Statutory Benefits
Medical Expenses	S\$ 100,000 *	S\$ 36,000
Hospitalization Leave	120 days (full pay)	60 days
Outpatient Leave	30 days (full pay)	14 days

	AW Benefits
Overseas Medical Expenses	Up to limit provided under Medical Expenses
Repatriation Expenses	S\$ 5,000 per employee
Funeral Expenses	S\$ 2,000 per employee
Traditional Chinese Medicine	S\$ 500 per accident and S\$ 1,000 in aggregate
Employees based overseas	Extends to cover employees who ordinarily reside outside Singapore and employees who are seconded

KRANJI WAREHOUSE CATCHES FIRE; SECOND MAJOR FIRE IN 3 DAYS (22 MARCH 2018)

- ❖ Firefighters took about eight hours to quell a warehouse fire in Kranji
- ❖ At least 70 firefighters were deployed to the scene
- ❖ Fire started around 2.15am and the blaze was put out at about 10.15am the next day
- ❖ The firefighters faced tricky conditions including a buckled zinc roof and smoke-logged surroundings
- ❖ The fire involving piles of waste materials is contained within a warehouse



FIRE BREAKS OUT AT COFFEE SHOP IN BENDEMEER, RESIDENTS EVACUATED (31 JULY 2018)

- Residents at 44 Bendemeer Road were evacuated early Tuesday morning (Jul 31) after a fire broke out at a coffee shop
- The fire involved one of the stalls at the coffee shop and was put out by SCDF with fire extinguishers
- No injuries were reported
- Part of the block was also cordoned off by the police



FIRE BREAKS OUT AT BISHAN COFFEE SHOP; 2 TAKEN TO HOSPITAL (2 APRIL 2018)

- Two men were hurt after a fire broke out at a coffee shop in Bishan
- The fire involved contents at the coffee shop and was extinguished using two water jets
- Members of the public were not allowed to go near the area, but nearby shops were not affected



FIRM FINED \$190K OVER WORKPLACE DEATH (10 NOV 2017)

- A Singapore logistics firm has been fined \$190,000 over its role in a workplace accident which ultimately caused the death of an employee
- The driver, said he was unable to see Tan while reversing the vehicle but had sounded his horn anyway in attempt to warn anyone who may have been in his path.
- While the driver was reversing the vehicle, he noticed a slipper and a blood trail then saw Tan pinned under the rear right-side tyre.
- A Ministry of Manpower investigation found that Poh Tiong Choon Logistics neglected to implement a traffic management plan in the workplace, leaving vehicles to move dangerously around the area
- The firm also failed to install rear cameras so drivers could see clearly where they were going and didn't rota on employees who could guide reversing drivers.
- "It is the duty of every company to properly manage the traffic and safe operation of vehicles and keep their workplace safe for all employees and visitors," said Chan Yew Kwong, director of occupational safety and health inspectorate of the Ministry of Manpower.



WORKPLACE DEATH RATE HIT 13-YEAR LOW IN 2017 BUT OCCUPATIONAL DISEASES UP 9% (13 FEB 2018)

- With the workplace death rate last year falling to its lowest since 2004, the spotlight has shifted to the rising incidence of workplace illness.
- The number of occupational diseases rose 9 per cent in 2017, to 799 cases
- Increases were seen in each of the top three workplace disease types - musculoskeletal disorders, noise-induced deafness and skin diseases - which together made up over 90 per cent of all cases.
- The largest jump was in occupational skin diseases, which rose by two thirds, to 78 cases last year.
- The MOM said plans to "enhance its targeted programmes to prevent the occurrences of these occupational diseases. These include efforts on reducing excessive noise at source, improving ergonomics and strengthening the management of hazardous chemicals at workplaces."
- In all, the MOM carried out 16,000 inspections last year and issued 71 stop-work orders, more than 1,200 fines and 9,000 notices of non-compliance



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EMPLOYERS FINED OF \$41,000 FOR WORK INJURY INSURANCE OFFENCES (4 JAN 2018)



- Two Singaporean employers were given a total fine of \$41,000 by the State Courts in December. According to the Ministry of Manpower (MOM), they were convicted of failing to purchase work injury insurance for their workers, as well as failing to pay compensation for their injuries even when they have been ordered to do so
- Renovation firm Valiancy Enterprise was charged with \$20,000 fine after it pleaded guilty for not paying one injury compensation and five insurance for their employees on Nov 7
- Valiancy Enterprise was found to fail in paying a carpenter's compensation for work injury of \$25,000 despite it has been told to do so by MOM in October last year. The said worker, Mr Phua Soon Beng had the tip of his thumb sliced off by a wood cutting machine in November 2015.
- Ridgeway Marine and Construction was found to pay only \$2,480 of the \$11,625 compensation he was supposed to give a marine trade worker by required deadline, after an order was issued on Sept 28 last year.
- Bangladeshi worker in the firm, Mr Sujan Ahmed Late Ali Ahmed, had injured his right elbow and back after falling from a ladder at the workplace in May 2015. MOM's examination showed that Suriakumar failed to purchase insurance for 11 employees, including Mr Sujan, at the time of the accident.

SINGAPORE CATERER TEAM CATERING DOWNGRADED AFTER 54 PEOPLE REPORTED FOOD POISONING LAST YEAR (15 FEB 2018)

- A catering company has had its food hygiene grade downgraded to “C” by the National Environment Agency (NEA) after 54 people reportedly suffered food poisoning in November



CASE STUDY



What are the risk for a gym and fitness operator ?

1. **Third party liabilities claims:** Claims related to bodily injury or property damage to someone, might be a visitor or a gym member are covered under gym insurance. For example, A slip or fall due to water on the gym floor can be covered under third party liabilities as the incident occurred within gym premises.

Case Study: One of the staff mishandled the faulty machinery which resulted in the break of plated glass nearby and injured a third party passes by outside the gym. The passer by sued the gym owner for the medical expenses.

CASE STUDY

- **2. Property Claims:** Damages to the property or gym equipment in the event of fire or other natural perils . Financial loss following a fire can cost the business severe financial strain. Repairing of gym equipment and machinery consume hefty costs and can wipe out all the savings.
- **Case Study:** ABC fitness studio is a reputed gym centre. It has various tech-friendly gym equipment, weightlifting machines, treadmills. It is popular among youth for being highly updated in terms of technology and automatic gym equipment. The gym faced a disastrous mishap as all its expensive and exclusive equipment have been damaged in a recent fire.



CASE STUDY

- **3. Error and omission claim:** Professional indemnity claims such as incorrect advice, given by a personal trainer resulted in damage to the client, can be covered under gym and health club insurance. Any negligent act resulted in client's loss or damage might be reported and can invite a claim of professional indemnity against gym owner. It is important for every fitness professional or trainer to Professional Indemnity policy to cover the defence cost and settlement cost.
- **Case Study:** A professional gym instructor recommended a diet plan to one of its clients in order to reduce weight. The gym instructor was not aware of the health conditions of the client and recommended the diet plan in combination with heavy weightlifting which ultimately impacted negatively on client's health and leads to various critical disease. The client sued the gym instructor for such negligence and asked for compensation. In such cases, Professional Indemnity policy provides coverage of defence cost against the lawsuit.



CASE STUDY

- **4. Employee Practices Liability Claims:** A gym owner might get sued by his employees against workplace injuries or sexual harassment so, in order to safeguard yourself as a gym owner, you should buy employee practices liability insurance. To gain security and financial protection against employee-related lawsuits, EPLI coverage should be included under Directors and Officers policy.



Q & A

**FOREIGN WORKER BOND &
FOREIGN WORKER MEDICAL**



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AGENDA FOR TODAY

MOM Requirement for FWB and FWMI

- What is the guarantee amount for FWB
- What is Minimum Limit for FWMI

FOREIGN WORKER BOND

- Allied World Risk Appetite for FWB
- Allied World Accumulation
- Documents required for AW underwriting
- Procedure to provide instruction to Proceed to AW
- Letter of Indemnity
- Claims Procedure



AGENDA FOR TODAY

Foreign Worker Medical Insurance

- Benefits and Limits of FWMI
- Proposal Form to AW
- Policy Administration on FWMI
- Claim Procedure



MOM REQUIREMENT FOR FWB & FWMI



Foreign Worker Bond

- Guarantee Amount of SGD 5,000 per foreign worker
- Standard Bond Wordings provided by MOM – no change allowed
- Insurer transmits confirmed cases electronically to MOM
- FWB required for all foreign worker (Work Permit Holder only) nationalities EXCEPT Malaysian

Foreign Worker Medical Insurance

- Minimum Sum Insured / Limit is SGD 15,000 per foreign worker
- No electronic transmission to MOM but Client (usually HR/finance) will require FWMI Policy Number to enter in MOM portal when renewing work permit
- FWMI required for Work Permit and SPASS Holders

FOREIGN WORKER BOND



Allied World Risk Appetite

- No restriction on Type of Industry
- AW Preferred industries
 - Manufacturing industries
 - Services industries
 - Healthcare industries

Allied World Accumulation

- Max Accumulation for Construction Industry is S\$250,000 per Contractor (ie max 50 workers)
- We can write up to max SGD 1M (ie max 200 workers) for all other industries
- Any requests for higher accumulation would need referral to Head Office

FOREIGN WORKER BOND



Documents for UW

- ACRA (Company Profile, Directors and Incorporation)
- Full Audited Financial Report for Employers with 20 workers or more
- Income Tax Assessment, if necessary (for Directors / TPG)
- Full listing of Current Foreign Worker, if possible
- Letter of Counter-Indemnity :
 - Corporate Guarantor (Company)
 - 2 Directors or Owners signing as Personal Guarantors (Sporean / PR)
 - Third Party (min annual income S\$30,000) to sign as Personal Guarantors whereby Directors are foreigners
 - All guarantors subject to clean litigation search

FOREIGN WORKER BOND



Procedure to provide instruction to Proceed to AW

- Copy of MOM In-Principle Approval (IPA) for new arrivals – Employer Copy (not Employee copy)
- MOM Renewal Notice for Work Permit (for renewal)
- Commencement Date and Period of Insurance required (14 or 26 months)
- Premium charged as agreed
- Submission time:
 - Normal working days no later than 4:00pm
 - For new MOM In-Principle Approval (IPA), to allow minimum 3 working days in advance prior to arrival date in Singapore

FOREIGN WORKER BOND



Procedure to provide instruction to Proceed to AW

-Acknowledgement of Instruction for each submission email

- Allied World will acknowledge each email instruction and shall proceed with policy issuance/MOM transmission on same working day subject to :-
 - Full and correct information received required for processing
 - Receipt of email instruction not later than cut-off time of 4:00pm on same working day

-Provision of Policy Numbers for Successful Transmission Cases

- Allied World will reply back our Policy Numbers via Daily Report on next working day if the transmission to MOM is successful

FOREIGN WORKER BOND



Procedure to provide instruction to Proceed to AW

-Failure of MOM Transmission / Receipt of Discrepancy Report from MOM

- Upon receipt of Discrepancy report from MOM on Unsuccessful transmission next working day, Allied World will advise Intermediary on the discrepancy to rectify the issue and do the re-transmission to MOM upon rectification

FOREIGN WORKER BOND



Letter of Indemnity to AW

- AW only accepts MASTER Letter of Indemnity (LOI). Copy can be obtained upon request
- Submit Master letter of indemnity no more than 1 month after the issuance of the first foreign workers bond for individual company. All pages of Master Letter of Indemnity and NRIC must be signed by guarantors

FOREIGN WORKER BOND



Claim Procedure for FWB

- In event of Bond call, AW will receive Letter of Demand from MOM requesting for payment
- AW will request **intermediary's assistance** to check with Client (Management) to understand circumstances of the case and what are the plans of the Directors to best handle this situation

FOREIGN WORKER MEDICAL INSURANCE



Benefits and Limits of FWMI

- **AW Standard Policy Wording**
- **'As-Charged' Plan for H&S**
- **Pre-and-Post 90 days applicable expenses**
- **Limit of S\$15,000 per disability per worker**
- **Personal Accident (Non work-related) sum insured S\$10K**
- **Repatriation Expenses at S\$3K**
- **Above for four-Bedded Government and/or Restructured Hospitals**
- **Eligible age limit from 17 to 65 years old**

FOREIGN WORKER MEDICAL INSURANCE

Schedule of Benefits (per Worker)	Maximum Any One Disability (per Worker)
Hospital Room & Board	AS CHARGED PLAN SUBJECT TO MAXIMUM LIMIT OF SGD 15,000 PER WORKER
Intensive Care Unit Room & Board	
Hospital Miscellaneous Services	
Surgical Benefits	
Pre-Hospitalization Specialist Consultation, Examination and Laboratory Test (Within 90 days Prior to Admission)	
Post-Hospitalization Treatment Test (Within 90 days of Discharge from Hospital)	SGD 10,000
Personal Accident (Non-work related)	
Repatriation Expenses	
	SGD 3,000

Note : Above restricted to four-Bedded Government and/or Restructured Hospitals

FOREIGN WORKER MEDICAL INSURANCE



Proposal Form

- Copy can be obtained upon request

Policy Administration of FWMI

- Policy on Headcount basis
- Adjustment (if any) processed at policy expiry
- Upon receipt of instruction to proceed, we can advise the Policy number within same working day

Claim Procedures

- Copy of Claim Form can be obtained upon request

QUESTIONS AND ANSWERS

E-BOND