

## Liberty Insurance Contact List & Guides

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**Need a Quick Quote & Bind or Renew? Do it on OneLiberty at**

<https://online.libertyinsurance.com.sg/Portal/login>

OneLiberty User Guide book can be downloaded at:

<https://online.libertyinsurance.com.sg/Portal/files/Guidebook%20for%20OneLiberty%20Version.pdf>

**To help us serve you better, please state **New Biz** or **Renewal** in your subject header.**

Motor quotations & endorsements email: [motorquotation@libertyinsurance.com.sg](mailto:motorquotation@libertyinsurance.com.sg)

PetCare, Travel, Overseas Student Care & Foreign Worker Medical email: -

[servicecenter@libertyinsurance.com.sg](mailto:servicecenter@libertyinsurance.com.sg)

Renewals or processing for **foreign worker bond** & **maid insurance** renewals email:

[zhao.menglin@libertyinsurance.com.sg](mailto:zhao.menglin@libertyinsurance.com.sg)

New Business quotation for Levy Bond, Undertaking Bond, Foreign worker bond email:

[lee.jeannie@libertyinsurance.com.sg](mailto:lee.jeannie@libertyinsurance.com.sg)

Checking on status of premium payment (eg: AXS)- [accountsreceivable@libertyinsurance.com.sg](mailto:accountsreceivable@libertyinsurance.com.sg)

For refund status which you have informed the BD or Underwriter- [refund@libertyinsurance.com.sg](mailto:refund@libertyinsurance.com.sg)

For claims process, please refer to the guide on Liberty's webpage under claims at: -

<https://www.libertyinsurance.com.sg/claims>



To download brochures, wordings and proposal forms, you can refer to Liberty's webpage at: -  
<https://www.libertyinsurance.com.sg/downloads>

FA\_V2\_2022

Products & Capabilities on OneLiberty										
Type of Product	Accident & Health			Motor		Non Motor				
Name of Product	PA Care Plus Enhance	Tour Care	Foreign Workers Medical	Private Motor	Commercial Motor	Home Care	Beauty Care	Cafe Care (Food Stall)	Cafe Care (Restaurant)	Office Care
Individual	Yes	Yes	Not Applicable	Yes	Not Applicable	Yes	Not Applicable			
Corporate / SME	Yes	Not Applicable	Yes	Yes	Yes	Not Applicable	Yes	Yes	Yes	Yes

  

Capabilities	Activities performed	A&H - PA	A&H - Medical	A&H - Travel	Private Motor	Commercial Motor	Home Care	SME Packages
Quote & Bind	Quotation	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Issuance	Yes	Yes	Yes	Yes	No	Yes	Yes
	Payment	Yes	Yes	Yes	Yes	No	Yes	Yes
	Send quote in PDF	Yes	Yes	Yes	Yes	No	Yes	Yes
	View quote status	Yes	Yes	Yes	Yes	No	Yes	Yes
	View, download and send policy in PDF	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Renewal Quote	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Renewal Binding (Without Change)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Agency Services	Alerts of pending items (upcoming renewals, action required)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Commission statement	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Document listing (Policy, Renewal, Claims, Statement of Account)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Claims	Claims Tracking	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Agency Management	Agent production Performance	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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