



Great American Insurance Company Claims Service



We Protect. You Decide.



Overview

At Great American Insurance Company (GAIC), our claims management strategy strives to focus on techniques and services that will produce the best financial outcome for you, while meeting or exceeding your service expectations. We are a diverse, passionate group of experts who value collaboration and open communication to get the job done right. By aligning our goals with yours, and taking the time to understand your business, we strive to work with our claimants to achieve a timely resolution for each and every claim, each and every time.

Our Claims Philosophy

A Focus on “Appropriate Outcomes”

Every claim occurs under unique circumstances and while losses can be similar, no two losses are exactly alike. That is why our claims professionals focus on claims management, not claims processing. We do not just want an appropriate outcome. We want the appropriate outcome for your claim.

A Relationship Oriented Philosophy

Whether or not your insurance relationship with GAIC involves risk-sharing, our goals and objectives are aligned with those of your business. We are mindful of how resources are expended and value collaborative interaction and open communication. With us, you have a voice in the process.

Best Practice Execution

We are dedicated to paying what we owe, when we owe it — in a timely manner. To ensure we are doing just that, we perform a number of internal reviews and audits of our service providers. We strive to ensure that our claims professionals carry appropriate caseloads and have the tools they require to execute with excellence.

Technical Expertise

We have a team of outstanding professionals, and we take care to ensure that claims are assigned to the professional with the right experience and expertise to manage your case.

Regardless of the nature of your policy and whether you are a Business Owner or Individual, you can confidently depend on the Great American Insurance Company's Claims Service Team and know that your claim will be managed meticulously, in accordance with your policy.

Great American Insurance Company Claims Service

Great American Insurance Company views claims management as one of the most crucial service activities in our operations. Efficient claims management is vital to the success and reputation of all companies working within the insurance industry, and GAIC strives to deliver a world-class claims management solution.



Claims Process

A selection of fillable claim forms are now available on our webpage for your easy retrieval, anytime and anywhere.

To submit a claim, please visit our website:

<https://www.greatamericaninsurancegroup.com/for-businesses/claims/singapore-branch>



Step 1

Download our fillable PDF forms and email them to us with your supporting documents



Step 2

Our claims expertise will review and assess your claim



Step 3

Settlement and payment (in accordance with your policy)

List of Experts

Great American Insurance Company has a pool of Claims Service Providers who are equipped with the knowledge and expertise needed to handle your claims and give you peace of mind.

Our Claims Service Providers include:

- Marine Cargo Surveyors
- Marine Hull Surveyors
- Marine Recovery Agents
- Marine Fire Experts / Investigators
- Marine Lawyers
- Average Adjusters
- Loss Adjusters – General Insurance
- Orthopaedic Specialists – General Insurance
- Lawyers – General Insurance
- Motor Surveyors – General Insurance
- Authorised workshops and Accident Reporting Centres – General Insurance
 - Private Cars / Mid-Sized Trucks and Buses (up to 24 seaters)
 - Windscreen Replacement Workshops
 - Motorcycles
- Purchasers of CTL Wrecks
- Travel Insurance Assistance





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GAIC.com.sg

Our Dedicated Team

If you have queries about a claim or encounter an issue, please do not hesitate to contact your intermediary, or use our product-specific claims contacts listed below to enable us to assist you promptly.

DIRECTOR, CLAIMS

Mr. Lim Meng Juan
T: +65 8339 8808
E: mengjuan.lim@sg.gaig.com

FNOL CENTRE (MARINE)

E: marineclaims@sg.gaig.com

MARINE

HULL/ PROTECTION & INDEMNITY

Mr. Teo Wei Wen
T: +65 6804 7843
E: weiwten.teo@sg.gaig.com

CARGO/MULTI-MODAL TRANSPORT LIABILITY

Mr. Mark Zheng
T: +65 6804 7850
E: mark.zheng@sg.gaig.com

CYBER INCIDENTS REPORTING

Incident Response Manager: Crawford & Company

Cyber Incidents 24/7 Hotline: 800-321-1420

Email Address: cyber-claims@crawford.asia

Cyber Incidents Reporting Website:

<https://us-fnol.claims.global/GreatAmericanCyberClaims/submit>

ASSISTANT DIRECTOR, P&C CLAIMS

Ms. Lim Wen Hwei
T: +65 9667 4208
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FNOL CENTRE (PROPERTY & CASUALTY)

E: generalclaims@sg.gaig.com

PROPERTY & CASUALTY

Ms. Michelle Goh
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E: michelle.goh@sg.gaig.com

MOTOR/TRAVEL

Motor Insurance Hotline T: +65 6804 6003

E: motorclaims@sg.gaig.com

Travel Insurance Hotline T: +65 6804 6002