

It pays to choose

**Budget  
Direct  
insurance**

We hope this email finds you well during this very challenging time.

We would like to reassure you and update you about our services and the measures taken by us as we exit the circuit breaker and move into phase one of the progressive easing of restrictions.

**We remain 100% operational and ready to support you**

Visit [budgetdirect.com.sg](http://budgetdirect.com.sg) anytime to purchase, renew or manage your policies via [Policy Manager](#) – contact-free, 24/7. Log in securely using the SingPass Mobile app or your registered email address.

If you prefer a more personalised service, call our Customer Care team at 6221 2111, Mondays to Fridays, from 8am to 8pm, and Saturdays from 9am to 3pm (excluding public holidays). Or email [help@budgetdirect.com.sg](mailto:help@budgetdirect.com.sg) anytime.

For any claims' matters call our 24/7 Claims Hotline at 6221 2199 within Singapore or +65 6540 2199 outside Singapore.

**Extended access to complimentary COVID-19 virtual clinic teleconsultations**

We are pleased to announce that existing annual policyholders will continue to have free access to the Budget Direct COVID-19 Virtual Clinic until 13 July. If you believe you've been exposed to COVID-19 and have developed a cough, fever or other related symptoms, you can talk to a Singapore registered doctor for an initial risk assessment and get advice on next steps from the safety of your home.

Your well-being is important to us. [Register here](#) to gain access to the Budget Direct COVID-19 Virtual Clinic on the MyDoc platform.

**Bring a Buddy update; we are resuming delivery of rewards**

We are delighted to be able to resume delivery of our Bring a Buddy rewards. Eligible customers, who have already been notified, can expect to start receiving their shopping vouchers from 15 June onwards. We thank you for your patience and understanding.

Rest assured that you will continue to be rewarded when you refer your friends! [Details can be found here.](#)

Note, delivery dates may still change if COVID-19 restrictions are revised.

**Safe working measures for all our employees**

In adherence to COVID-19 phase one guidelines, the majority of the Budget Direct Insurance team will continue to work from the safety of their own homes until further notice.

**Our walk-in Customer Care counter will remain closed**

To ensure the safety of our staff and customers during this period our walk-in counter will remain closed. We will update [budgetdirect.com.sg](http://budgetdirect.com.sg) and our [Facebook page](#) when our counter reopens. Please follow our Facebook page to receive updates.

We thank you for all your support. The team and I are here to help. We will overcome COVID-19 together. #SGUnited

Yours sincerely,

Simon Birch  
CEO, Budget Direct Insurance

Auto & General Insurance (Singapore) Pte. Limited  
(Co. Reg. No. 201626103G), trading as **Budget Direct Insurance**

190 Clemenceau Avenue, #03-01, Singapore Shopping Centre  
Singapore 239924



**Customer Care Centre**

6221 2111

Mondays to Fridays, 8am to 8pm

Saturdays, 9am to 3pm

(excluding public holidays)

[help@budgetdirect.com.sg](mailto:help@budgetdirect.com.sg)

**Claims Hotline (24 Hours)**

6221 2199

(within Singapore)

+65 6540 2199

(if calling from overseas)

[claims@budgetdirect.com.sg](mailto:claims@budgetdirect.com.sg)