

It pays to choose



Dear Valued Customer,

To all of our customers, we hope you and your loved ones are keeping safe during this time. It has been concerning how COVID-19 has very quickly changed how we live and manage our day-to-day lives.

We're Here For You - Budget Direct Insurance Remains Open

We will continue to provide the award-winning care and service our customers expect from us.

Putting our team's well-being front and centre, we are closely following the guidelines issued by the Ministry of Health.

Six weeks ago, our team started split-shift remote working arrangements. We are adapting to these changes and continue to deliver quality service when you need us most.

To our customers whose travel plans have been affected, our team is ready and available to support you. You can reach our Claims team in one of three ways:

- 1. Phone**
6221 2199 when you're in Singapore
+65 6540 2199 if you're overseas
24 hours a day, 7 days a week
- 2. WhatsApp**
+65 9654 4983
Mondays to Fridays, 8.30am to 5.30pm
- 3. Email**
claims@budgetdirect.com.sg
Mondays to Fridays, 8.30am to 5.30pm

Self-Service Options

- Need to update your address?
- Want to renew your policy?
- Need to access your policy documents?
- Want to share your Buddy ID with a friend to earn rewards?

At budgetdirect.com.sg, we offer a quality, digital experience where you can purchase, renew and manage your policies – contact-free, across mobile and desktop, at all times. **Log in** securely using either the SingPass Mobile App or by using your registered email address.

Of course, we will continue to offer personalised service from 8am to 8pm, Mondays to Fridays, and from 9am to 3pm on Saturdays (excluding public holidays). Our Customer Care team can be reached at 6221 2111.

Be Safe Online

As more people start buying online, please remain vigilant and watch out for scams related to COVID-19. Here are some quick tips to help you stay safe:

- Be cautious with SMS alerts and emails from senders you don't recognise, and don't click on any unknown links. Any SMS from Budget Direct Insurance will show the sender as **BDinsurance**.
- No reputable company or government department will call to ask you for your credit card information (PIN, expiry date, etc.), online or mobile banking credentials (username, password or OTP) over the phone.
- Check your bank statements regularly for unusual activity.

Visit budgetdirect.com.sg/online-security for our full list of expert tips on how to keep safe online.

We're Hiring

While there is a lot of uncertainty right now, there's one thing we're confident of – we're growing. We're looking for people to join our Customer Care team and Claims team.

If you have a customer service mindset, please consider joining our team. Or maybe you know someone who is looking for such a role. We offer full training, competitive employee benefits and the chance to work in a growing business. Visit budgetdirect.com.sg/careers or send your CV to us at joinus@budgetdirect.com.sg.

My team and I are here to help. Be well. Stay upbeat. We will overcome COVID-19 together. #SGUnited

Yours sincerely,

Simon Birch
CEO

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

Claims Hotline (24 Hours)
6221 2199
(within Singapore)
+65 6540 2199
(if calling from overseas)
claims@budgetdirect.com.sg