

Drive Less Save More (DLSM) - FAQs

1) What is Drive Less Save More (DLSM)?

There has been a reduction in driving activity due to the COVID-19 pandemic with more people working from home. Etiqa understands the economic challenges faced by all and would like to provide support for people who are driving less with our new add-on.

Enjoy cash rebate of up to 30% of the basic premium (minus No Claim Discount and direct discount) when you sign up for our Private Car Insurance comprehensive plan with the FREE DLSM add-on.

2) How can I sign-up for Drive Less Save More (DLSM) add-on?

You can add this FREE add-on when you sign-up for our Private Car Insurance comprehensive plan.

3) When can I activate my Drive Less Save More (DLSM) add-on?

You can activate your DLSM add-on via our Tiq by Etiqa mobile app. This activation will be available three (3) days prior to your policy start date.

4) Will there be additional premium charged for the Drive Less Save More (DLSM) add-on?

No, the DLSM add-on is absolutely free-of-charge.

5) I am an existing Private Car Insurance customer; can I opt for Drive Less Save More (DLSM) add-on?

No. You are unable to opt for this DLSM add-on. The DLSM add-on is only applicable for New Business sign-up.

6) I am a Private Car Insurance new business sign-up but I have forgotten to add the Drive Less Save More (DLSM) add-on when I signed up for my Private Car Insurance. Can I do it now?

If you have any other enquiries, you may WhatsApp our friendly Customer Care Consultants at +65 6887 8777 during our operating hours – Mondays to Fridays, 8.45am to 5.30pm. We are closed on Saturdays, Sundays, and Public Holidays.

7) I am a Private Car Insurance new business sign-up and I have included Drive Less Save More (DLSM) add-on when I signed up for my Private Car Insurance. What should I do now?

You can activate your Drive Less Save More add-on after you have signed up for our Private Car Insurance via Tiq by Etiqa app.

Do note that this activation will be available three (3) days prior to your policy start date. Thereafter, you have to upload an image of your car odometer and car number plate and you will be eligible for the cash rebate, subject to the terms and conditions.

8) Are there any eligibility criteria to sign up?

Yes, to qualify for the Drive Less Save More, you need to meet the following criteria:

Age of Insured Person	25 - 80 years old
Age of vehicle	0 – 15 years
Plan Type	Comprehensive plan
Category	Used for private purposes

9) My car does not fall within the eligibility criteria. Can I still add on the Drive Less Save More (DLSM)?

No, all eligibility criteria must be met to add on the Drive Less Save More.

10) Do I still enjoy the No Claim Discount (NCD) with the Drive Less Save More (DLSM) add-on?

Yes, you are still entitled to the NCD for your Car Insurance. The DLSM cash rebate is calculated as a percentage of your premium, net of the yearly NCD (if any).

11) How does the Drive Less Save More (DLSM) add-on work?

Step 1: Activate your FREE DLSM add-on

After signing up for our Private Car Insurance comprehensive plan with the DLSM add-on, upload an image of your car odometer reading & car number plate via the Tiq by Etiqa App. You can do this at your convenience.

Step 2: Claim your cash rebate

Subsequent uploads of your car odometer reading will be required to claim a cash rebate during the coverage period. You can upload an odometer reading as frequently as you wish, subject to a minimum of 10 days between each upload.

Step 3: Enjoy the cash rebate

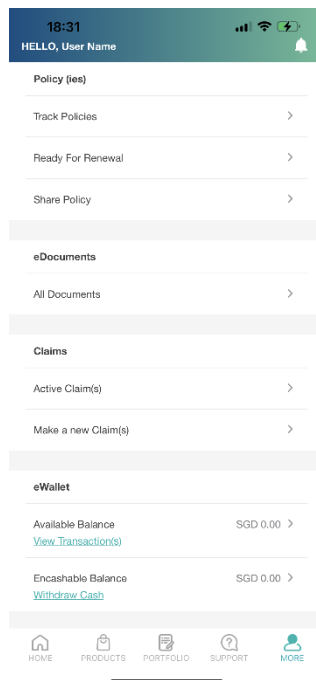
The cash rebate will be credited to your TiqConnect eWallet within 3 working days. A SMS notification will be sent to update you about the status.

12) How do I activate my FREE add-on and make my cash rebate submission?

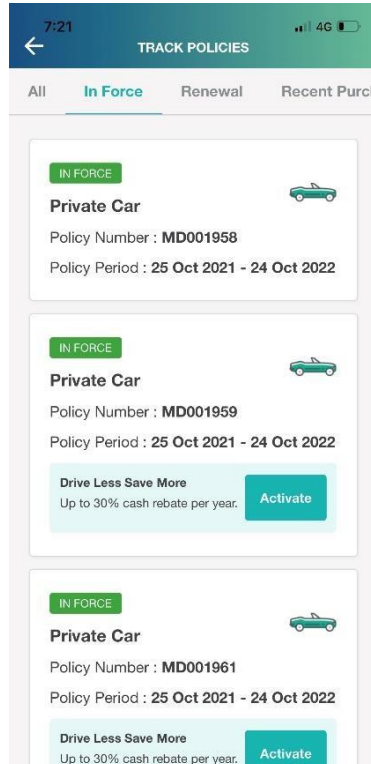
You will need to download the Tiq by Etiqa App on Google Play or the App Store and follow the steps below:

Step 1 Open the Tiq by Etiqa App and follow the instructions to set up your account.

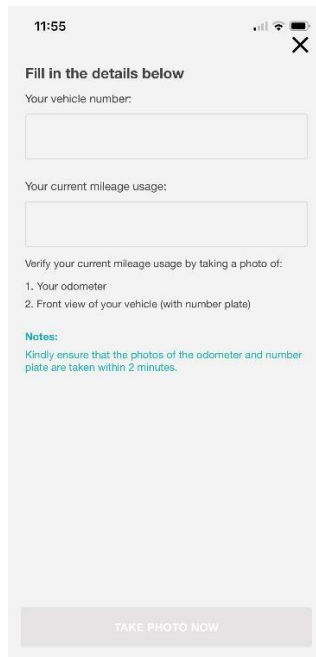
Step 2 Once you have successfully set up your account, select “MORE” at the bottom right tab of the main screen. Click on ‘Track Policies’ under the “Policy (ies)” section.



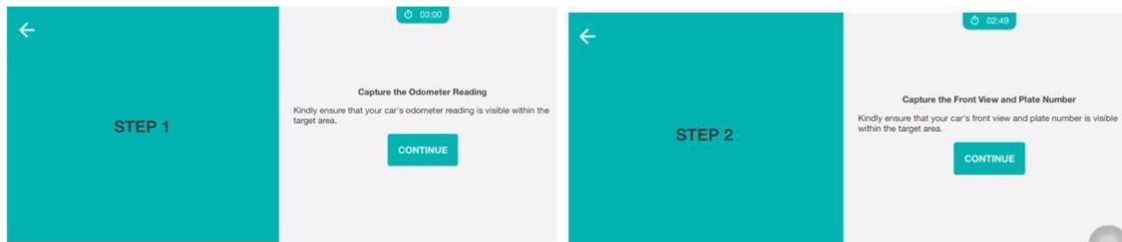
Step 3: Select the Motor Insurance plan for your respective vehicle, then click on the 'Activate' button to activate Drive Less Save More (DLSM).



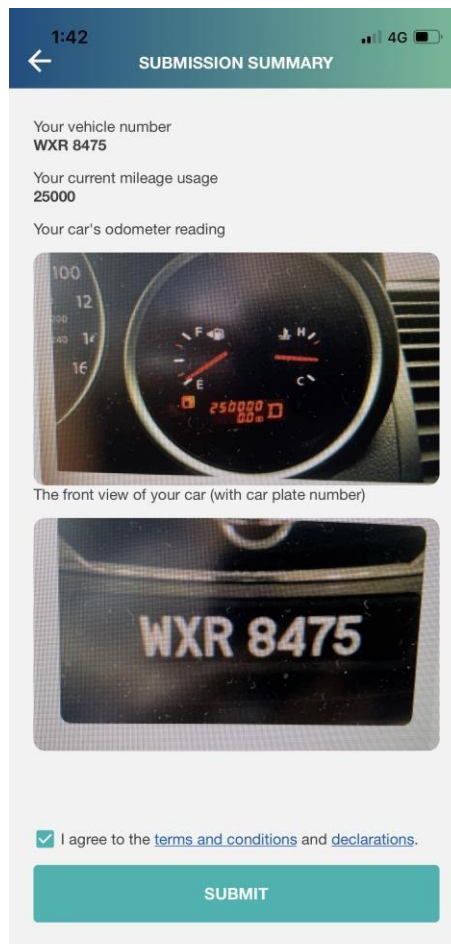
Step 4: Fill in your in-forced car plate and mileage reading, then click 'Take photo now' at the bottom of the screen.



Step 5: You will be given 2 minutes to capture an image of your odometer reading and car number plate in two steps. Follow the instructions and start taking the photos.



Step 6: Once you have completed taking the images, tick “I agree to the Terms and Conditions” and click submit to complete the submission. Your submission will be approved within 3 working days.



13) Is there a timeframe for the odometer reading submission? How frequent can I submit?

You can submit your odometer reading at any time and as frequently as you wish, subject to a minimum of 10 days between each upload.

14) What is the monthly cash rebate payout?

The cash rebate is calculated on a daily basis, as a percentage of your basic premium (minus No Claim Discount and direct discount) based on the variables in the Rebate Table below:

Tier	Kilometer Range per day	Daily Rebate%	Total Rebate % for a year
1	Less than 14 km	0.082%	30%
2	Less than 22 km	0.055%	20%
3	Less than 33 km	0.027%	10%

Note: Fractions of distance driven will be rounded up to the nearest km.

Here's how your cash rebate is calculated based on the illustration tables below.

Section A – Information of your odometer uploads

This section contains the basic information of your odometer readings – coverage start date, basic premium, and upload date & count.

Section B – Calculation to determine your eligible Rebate Tier

- a) The difference in mileage (row D) and Number of days (row E) between the current and activation odometer readings will be calculated. For example, in illustration 1, the difference between the 3rd and 1st odometer readings are 900km and 150 days.
- b) The difference in mileage (row D) will be divided by the Number of days (row E) to derive the Average Kilometre per day (row F). The Average Kilometre per day (row F) will be rounded up to the nearest kilometre and then matched to the eligible cash rebate tier in the Rebate Table. For example in Illustration1, in the 3rd odometer reading, the average kilometre per day (row F) is 6km which is less than 14 km/day, thus the cash rebate tier is Tier 1.

Section C – Calculations to determine your Total Cash Rebate Amount

- a) The Total Cash Rebate (S\$) is calculated by multiplying the number of days between the current upload and previous upload (row I) with the eligible rebate percentage (row H) and the basic premium. For example in illustration 1, the Total Cash Rebate (row J) for the 3rd upload is 31 days x 0.082% x S\$1,200 = S\$30.50.
- b) The Total Cash Rebate % (row K) is calculated by dividing the Total Cash Rebate (row J) with the basic premium of S\$1,200. For example, in illustration 1, the Total Cash Rebate % (row K) for the 3rd upload is $S\$30.50/1,200 = 2.54$

The difference between illustrations 1 & 2 below demonstrates the rebate you will enjoy based on different activation dates.

Cash Rebate Illustration 1 – Activate Earlier

Section A – Information of your odometer uploads									
	Coverage Start Date	25-Jun-2021							
	Basic Premium (S\$)	1,200							
A	Odometer Uploads Date	28-Jun-2021	25 Oct 2021	25 Nov 2021	25 Jan 2022	25 Mar 2022	25 May 2022	25 Jun 2022	
B	Odometer Uploads Count	Activation Upload	2nd Upload	3rd Upload	4th Upload	5th Upload	6th Upload	7th Upload	TOTAL
C	Actual Odometer readings (km)	10,000	10,500	10,900	11,800	12,200	21,300	21,500	-
Section B – Calculation to determine your eligible Rebate Tier									
D	Mileage difference between current and activation odometer uploads	N/A	500	900	1,800	2,200	11,300	11,500	
E	Number of Days between current and activation odometer uploads	N/A	119	150	211	270	331	362	
F	Average kilometre per day	N/A	4	6	9	8	34	32	-
G	Eligible Rebate Tier based on usage	N/A	Tier-1	Tier-1	Tier-1	Tier-1	No Rebate	Tier-3	-
Section C – Calculations to determine your Total Cash Rebate Amount									
H	Eligible Rebate % based on usage	N/A	0.082%	0.082%	0.082%	0.082%	0.000%	0.027%	
I	Number of Days between current and previous odometer uploads	N/A	119	31	61	59	61	31	
J	Total Cash Rebate (S\$)	N/A	117.10	30.50	60.02	58.06	0.00	10.04	275.72
K	Total Cash Rebate (%)	N/A	9.76%	2.54%	5.00%	4.84%	0.00%	0.84%	23%

Cash Rebate Illustration 2 – Activate Later

Section A – Information of your odometer uploads								
	Coverage Start Date	25-Jun-2021						
	Basic Premium (S\$)	1,200						
A	Odometer Uploads Date	25-Oct-2021	25 Nov 2021	25 Jan 2021	25 Mar 2022	25 May 2022	25 Jun 2022	
B	Odometer Uploads Count	Activation Upload	2nd Upload	3rd Upload	4th Upload	5th Upload	6th Upload	TOTAL
C	Actual Odometer readings (km)	10,500	10,900	11,800	12,200	21,300	21,500	-
Section B – Calculation to determine your eligible Rebate Tier								
D	Mileage difference between current and activation odometer uploads	N/A	400	1,300	1,700	10,800	11,000	
E	Number of Days between current and activation odometer uploads	N/A	31	92	151	212	243	
F	Average kilometre per day	N/A	13	14	11	51	45	-
G	Eligible Rebate Tier based on usage	N/A	Tier-1	Tier-2	Tier-1	No Rebate	No Rebate	-
Section C – Calculations to determine your Total Cash Rebate Amount								
H	Eligible Rebate % based on usage	N/A	0.082%	0.055%	0.082%	0.000%	0.000%	
I	Number of Days between current and previous odometer uploads	N/A	31	61	9	61	31	
J	Total Cash Rebate (S\$)	N/A	31	40	58	0	0	128.82
K	Total Cash Rebate (%)	N/A	2.54%	3.36%	4.84%	0.00%	0.00%	11%

15) I had uploaded the required details such as mileage and odometer images, will I be updated if the submission is successful?

Yes. A SMS notification will be sent to update you about the status within 3 working days. Alternatively, you may wish to login to your Tiq by Etiqa app to check the in-app status of your submission under 'Manage policies'.

16) When will I receive my cash rebate?

Your rebate will be credited to your TiqConnect eWallet within 3 working days. A SMS notification will be sent to update you about the status.

17) I have just made a claim on my Motor Insurance plan. Will I still be entitled for the cash rebate?

Yes, you will still be entitled for the cash rebate even if you have made a claim on your Motor Insurance plan.

18) If my car is in the workshop, will I still be required to submit an image of my car odometer?

No, you can submit an image of your car odometer after your car is out of the workshop.

19) I had added the Drive Less Save More (DLSM) for my current car, but decided to sell it within the coverage period and terminate my policy. Am I still entitled for the cash rebate?

No, you will only be entitled for the cash rebate for the days preceding the termination of your policy.

20) I cancelled my policy; can I continue to upload images of the odometer readings and car plate number?

No, you will not be able to upload images of the odometer readings and car plate number if you cancel your policy and is not in-forced with us.

21) I am facing technical issues and I am unable to upload the images in Tiq by Etiqa app. Who should I contact?

If you have any other enquiries, you may WhatsApp our friendly Customer Care Consultants at +65 6887 8777 during our operating hours – Mondays to Fridays, 8.45am to 5.30pm. We are closed on Saturdays, Sundays, and Public Holidays.

22) Are there any other circumstances where the cash rebate will NOT be paid out?

You will not be entitled to the cash rebate in the event of the following:

- a) The policy has been cancelled by you or us at any time before the end of the Period of Insurance. However, any eligible rebate prior to the cancellation will still be granted.
- b) There is an unauthorized tempering / modification / replacement or malfunction to your car odometer or the image you uploaded to us.
- c) You are a high mileage driver and your mileage data uploaded does not fall within the Rebate Table.