

Claim Audit

| AUDIT TRAIL | | | | |
|-------------|-------------------|------------------------|--|---------------------|
| No. | On | Audit | Remarks | By |
| 1 | 30 Sep 2024 16:45 | Clim Dtl Modified | Claimant's Name: -> ETHOZ AUTO LEASING LTD. Claimant's ID: -> 201613943G. | [A] HOW MEI KWAN |
| 2 | 30 Sep 2024 16:45 | Clim Veh Model Changed | (207094) NISSAN NV200 1.5 MT (M). | [A] HOW MEI KWAN |
| 3 | 30 Sep 2024 16:45 | Clim Created | Reg No: GBJ7930T. Acct Date: 2024/09/14. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: SOMPO INSURANCE SINGAPORE PTE. LTD. (HQ). Workshop: ETH OZ Protect Pte Ltd (Bukit Batok) | [A] HOW MEI KWAN |
| 4 | 30 Sep 2024 16:45 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] HOW MEI KWAN |
| 5 | 30 Sep 2024 16:45 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2024/10/09 | [A] HOW MEI KWAN |
| 6 | 30 Sep 2024 16:45 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] HOW MEI KWAN |
| 7 | 30 Sep 2024 16:45 | Label Added | (30653):Direct Settlement. | [A] HOW MEI KWAN |
| 8 | 30 Sep 2024 16:45 | Adj Adjuster Assigned | [None] -> MOHD RASUL | [A] HOW MEI KWAN |
| 9 | 18 Oct 2024 12:04 | Video Downloaded | Downloaded Video - 3P | [A] CHEW HSIAO TONG |
| 10 | 30 Oct 2024 14:00 | Video Downloaded | Downloaded Video - 3P | [A] CHEW HSIAO TONG |
| 11 | 30 Oct 2024 14:13 | Adj Mandate Request | Cur.Req:0.00:Seek approval to reject TP claim as TP video shows that TP cut into ID's lane. | [A] CHEW HSIAO TONG |
| 12 | 04 Nov 2024 16:09 | Video Downloaded | Downloaded Video - 3P | [I] Sherini Pillai |
| 13 | 04 Nov 2024 16:09 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2024/10/09 | [I] Sherini Pillai |
| 14 | 04 Nov 2024 16:09 | Adj Mandate Set | Approved:0.00. | [I] Sherini Pillai |
| 15 | 19 Feb 2025 15:14 | Label Removed | (30653):Direct Settlement. | [A] CHEW HSIAO TONG |
| 16 | 19 Feb 2025 15:14 | Label Added | (30652):WP. | [A] CHEW HSIAO TONG |

Date From

Date To

Audit Type

None

Go

| ACTIVITY |
|-----------|
| No record |

| Merimen Billing for this case - Transaction History | | | | | | | | |
|---|----------------------|-------------------|----------|--|--|----------|----------------|--------|
| Bill Ref No | Bill Date | Bill Type | Acc Type | Acc Name | Co Name (Branch) | Ref 1 | Ref 2 | Amount |
| 3246121 | 01 Oct 2024 09:19:31 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | India International Insurance Pte Ltd (HQ) | GBJ7930T | SLR2512P | 12.00 |
| 3256400 | 18 Oct 2024 11:58:25 | Video Upload | Motor | India International Insurance Pte Ltd (HQ) | India International Insurance Pte Ltd (HQ) | GBJ7930T | Sherini Pillai | xx.xx |

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 6 November 2024 12:08 PM
To: 'Selamatshahh Zainal'
Cc: Admin A; Bobby Lee Chor Kiat; Lim Ai Lee
Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We have reviewed the matter.

We are of the view that your driver had cut into our insured's lane and resulted the collision.

In view of the above, we regret to inform you that we are unable to look into your client's claim.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>

Sent: Friday, 18 October 2024 2:04 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Bobby Lee Chor Kiat <Bobby.Lee@ethozprotect.com>; Lim Ai Lee <AILee.Lim@ethozprotect.com>

Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

Hi Hsiao Tong,

Please refer to video footage attached. Footage shows SLR2512P clearly cuts across GBJ7930T path from extreme left lane.

Warmest Regards,

Selamatshahh Zainal

18, Pandan Road S(609270)

DID: 6654 7717

H/P: 9624 8656

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, October 18, 2024 11:52 am

To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

[EXTERNAL EMAIL] This email originated from a non-ETHOZ GROUP address. Please exercise caution when clicking links or opening attachments from external sources.

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

We would like to request for a copy of your client's video footage for our necessary action.

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Monday, September 30, 2024 9:38 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Selamatshahh Zainal' <Selamatshahh.Zainal@ethozprotect.com>

Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

Dear Surveyor,

Please conduct a survey on TP vehicle **GBJ7930T** and let us have your report urgently.

*Kindly upload this survey request email to merimen. Please check with workshop if they have negotiated any COR settlement with our insured.

Thank You.

Jacelyn Loh

Motor & Work Injury Claims Dept

India International Insurance Pte Ltd

6 Raffles Quay, #22-00,

Singapore 048580

Tel: 6347 6100 (EXT 246)

Email: Jacelyn.lohCL@III.COM.SG

From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Sent: Monday, 30 September 2024 9:26 am
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

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Secured by Check Point

Dear Sir / Mdm,

Vehicle still pending for survey. Appreciate if you could make the arrangement soonest.

Please make arrangement for LKK Auto Consultant to conduct the survey at **ETHOZ 18 PANDAN ROAD**.

*Warmest Regards,
Selamatshahh Zainal
18, Pandan Road S(609270)
DID: 6654 7717
H/P: 9624 8656*

From: Selamatshahh Zainal
Sent: Thursday, September 26, 2024 3:00 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

Dear Sir / Mdm,

Please make arrangement for LKK Auto Consultant to conduct the survey at **ETHOZ 18 PANDAN ROAD**.

*Warmest Regards,
Selamatshahh Zainal
18, Pandan Road S(609270)
DID: 6654 7717
H/P: 9624 8656*

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Thursday, September 26, 2024 2:32 PM
To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Subject: RE: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

[EXTERNAL EMAIL] This email originated from a non-ETHOZ GROUP address. Please exercise caution when clicking links or opening attachments from external sources.

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Autolyst Pte Ltd
- Form Team Adjusters Pte Ltd
- LBS Auto Consultants Pte Ltd
- LKK Auto Consultants Pte Ltd
- Perfect Automobile Appraisal Services

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Thanks

Jacelyn Loh

Motor & Work Injury Claims Dept
India International Insurance Pte Ltd
6 Raffles Quay, #22-00,
Singapore 048580
Tel: 6347 6100 (EXT 246)
Email: Jacelyn.lohCL@III.COM.SG
Co. Reg Number: 198703792K

From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>

Sent: Thursday, 26 September 2024 2:02 pm

To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: [EXTERNAL] - Request TP Claim Survey for GBJ7930T accident on 14/09/2024 against SLR2512P

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Secured by Check Point

Hi Motor Claim,

Please assist to make arrangement for TP survey **GBJ7930T** accident on 14/09/2024. Claiming against your insured **SLR2512P**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at **ETHOZ 18 PANDAN ROAD (609270)**.

Warmest Regards,
Selamatshahh Zainal
18, Pandan Road S(609270)
DID: 6654 7717
H/P: 9624 8656

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