

Claim Audit

| AUDIT TRAIL | | | | |
|-------------|-------------------|--------------------------|---|---------------------|
| No. | On | Audit | Remarks | By |
| 1 | 04 Nov 2024 19:52 | Clm Dtl Modified | Claimant's Name: -> S M PERFORMANCE PTE. LTD.. Claimant's ID: -> 201800898K. | [A] HOW MEI KWAN |
| 2 | 04 Nov 2024 19:52 | Clm Veh Model Changed | (205388) TOYOTA C-HR HYBRID 1.8 S CVT (A). | [A] HOW MEI KWAN |
| 3 | 04 Nov 2024 19:52 | Clm Created | Reg No: SMQ1282C. Acct Date: 2024/10/25. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Income Insurance Limited (HQ). Workshop: Sm Spray Panti ng (HQ) | [A] HOW MEI KWAN |
| 4 | 04 Nov 2024 19:52 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] HOW MEI KWAN |
| 5 | 04 Nov 2024 19:52 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2024/11/13 | [A] HOW MEI KWAN |
| 6 | 04 Nov 2024 19:52 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] HOW MEI KWAN |
| 7 | 04 Nov 2024 19:53 | Label Added | (30653):Direct Settlement. | [A] HOW MEI KWAN |
| 8 | 04 Nov 2024 19:53 | Adj Adjuster Assigned | [None] -> MARCUS CHUA | [A] HOW MEI KWAN |
| 9 | 05 Nov 2024 15:20 | Clm Dtl Modified | Insured Name: -> PRIME CAR RENTAL & TAXI SERVICES PTE LTD. Insured ID: -> 19960629 3Z. | [A] HOW MEI KWAN |
| 10 | 05 Nov 2024 19:50 | Adj Adjuster Assigned | MARCUS CHUA -> ADRIAN LING | [A] HOW MEI KWAN |
| 11 | 05 Nov 2024 19:58 | Adj Im. Advice Submitted | Next Rpt:Final Rpt.Due Date:2024/11/13 | [A] HOW MEI KWAN |
| 12 | 06 Nov 2024 11:11 | Adj Mandate Request | Cur Req:0.00:SEEK REJECTION AS TP PASSENGER OPEN DOOR. BOLA 26 APPLICABLE. | [A] CHEW HSIAO TONG |
| 13 | 07 Nov 2024 09:20 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2024/11/13. Mandate Remarks: KINDLY PROCEED TO REJECT LIABILITY ON OUR BEHALF. Thank you. | [I] Edmund Law |
| 14 | 07 Nov 2024 09:20 | Adj Mandate Set | Approved:0.00:KINDLY PROCEED TO REJECT LIABILITY ON OUR BEHALF. Thank you. | [I] Edmund Law |
| 15 | 14 Nov 2024 10:09 | Label Removed | (30653):Direct Settlement. | [A] CHEW HSIAO TONG |
| 16 | 14 Nov 2024 10:09 | 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 |
| 3266391 | 05 Nov 2024 09:31:08 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | India International Insurance Pte Ltd (HQ) | SMQ1282C | SHD2598M | 12.00 |
| 3267047 | 05 Nov 2024 19:58:02 | OD/TP Case (Adjuster) | Motor | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ) | SMQ1282C | SHD2598M | 12.00 |

https://singapore.merimen.com/claims/index.cfm?fusebox=MTRadjuster&fuseaction=dsp_viewhistory&caseid=1486936&extid=467949&CFID=93...

1/2

Hsiao Tong (LKKAuto)

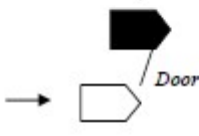
From: Hsiao Tong (LKKAuto)
Sent: Thursday, 14 November 2024 10:08 AM
To: alice@smspraypainting.com.sg
Cc: wendy@smspraypainting.com.sg; Admin A
Subject: RE: [EXTERNAL] - SMQ1282C for third-party vehicle SHD2598M

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference.
We regret to inform you that we are unable to look into your client’s claim as we are of the view that BOLA 26 is applicable.

| | OPENING/ CLOSING OF VEHICLE DOOR (Anywhere) | | | |
|-----|--|---|------|----|
| 26. |  | Vehicle X – Driver / passenger opening/closing the vehicle door into path of other traffic – Driver / passenger inside / outside the vehicle Vehicle Y – Moving Reason: Driver should not obstruct / cause danger to passing vehicles | 100% | 0% |

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: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, October 29, 2024 2:51 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Wendy Chiong @ SMSP <wendy@smspraypainting.com.sg>; 'Alice @ SMSP' <alice@smspraypainting.com.sg>
Subject: RE: [EXTERNAL] - SMQ1282C for third-party vehicle SHD2598M

Dear Surveyor,

Please conduct a survey on TP vehicle **SMQ1282C** 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
Co. Reg Number: 198703792K

From: Alice @ SMSP <alice@smsprayingpainting.com.sg>

Sent: Tuesday, 29 October 2024 11:57 am

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

Cc: Wendy Chiong @ SMSP <wendy@smsprayingpainting.com.sg>

Subject: RE: [EXTERNAL] - SMQ1282C for third-party vehicle SHD2598M

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

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You don't often get email from alice@smsprayingpainting.com.sg. [Learn why this is important](#)

Hi Jacelyn,

We would like to select LKK Auto Consultants Pte Ltd as our motor surveyors.

Thank you for your assistance.



Alice

Admin Assistant

T: +65 6384 1755 / 1766

www.smsprayingpainting.com.sg

25 Kaki Bukit Road 4

#08-30/31 | Synergy@KB Singapore 417800



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

Sent: Tuesday, October 29, 2024 11:42 AM

To: Alice @ SMSP <alice@smsprayingpainting.com.sg>

Cc: Wendy Chiong @ SMSP <wendy@smspraypainting.com.sg>

Subject: RE: [EXTERNAL] - SMQ1282C for third-party vehicle SHD2598M

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: Alice @ SMSP <alice@smspraypainting.com.sg>

Sent: Tuesday, 29 October 2024 11:19 am

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

Cc: Wendy Chiong @ SMSP <wendy@smspraypainting.com.sg>

Subject: [EXTERNAL] - SMQ1282C for third-party vehicle SHD2598M

This is the first time you received an email from this sender (alice@smspraypainting.com.sg). Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

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Dear Sir / Madam,

We would like to inform you that our customer will be claiming insurance regarding the vehicle with license plate number SHD2598M.

Please refer to the attached GIA report and estimated report for further details.

Could you please provide us with the list of surveyors so we can make a selection?

Thank you for your assistance.



Alice
Admin Assistant
T: +65 6384 1755 / 1766
www.smspraypainting.com.sg
25 Kaki Bukit Road 4
#08-30/31 | Synergy@KB Singapore 417800
 

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consent that the personal data may be processed and retained by India International Insurance Pte Ltd (“III”) in line with the purposes in III’s Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party’s personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III’s website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message.”