

INS. CASE OWNER:

C S3/EQ11500

3600 / Kha3sr

LKK:

IDAC:

ASSIGNMENT

Surveyor:

KENNETH

DOI:

27/2/15

Date / Time :

27/2/15

Pre-assign / CCU / FTE



Insured Vehicle No.:

SBP 99H

Name of Insured:

Tay Mei Mei

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

25/02/15

Claim No.:

Policy No.:

DMPPT215-0009H

Make / Model:

MAZDA 3

Place of Accident:

LORONG MAPICAN Junction

Is driver the owner? (YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

ONG Kiat Tin

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

90391131

(V/L: YES / NO Insured Liability:

% Final ? Yes / No

FBH 7484A



INSRS:

WSP:

Tel:

Liability: G453 8606

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

FOR CSO ONLY:

Is driver the owner? (YES / NO)

If NO, Driver Name / Age:

Driver's Own Vehicle Number:

Insurance Company:

FBH 7484A. X; SBP 99H. X

Please verify the relationship between OI & PH.

Called OI's Friend of insured's husband
Called OI's husband, Akhtar @ 81002888. Confirm
OID is a Family Friend & Accident Details: Rear-
Ended TP. Inform TP Claims & NCD Issues

OI WANT TO KNOW FINAL AMOUNT OF CLAIM

OI WANTS TO ESTABLISH RELATIONSHIP OF OI & OIW.

01-8-16 To ASK SURVEYOR IF THERE IS ANY DAMAGE TO T/P M/CYCLE
WHICH WAS HIT BY OI FROM BEHIND - NO BELIEVE CAR IS
NOT MUCH. LIABILITY IS CLEAR.

25/07/17

GIVEN TO TP TO CHECK IF STILL PURSUING CLAIM.

15/08/17 @
9:30AMUPDATES TO KENNETH (GAP) since NO REPORT yet. HE CHASED OWNER BUT NO
RESPONDING. HE ALSO OWNED CLAIM FOR THIS TO LAWYER. HE WILL CALL BACK
OWNER & LET US KNOW. NO ESTIMATE PROVIDED.

NO PA. NO ESTIMATE.

05/10/18

SUBMIT REPORT USING REPAIR RANGE (\$1-\$2K) 2 DAYS

FINAL SETTLEMENT	Date:	Confirm with	(OID REPAIR-ENDED TP)
Repair Cost:	SS -	Final Liability: 100	% (Agreed / Assessed)
Loss of Rental:	SS -	(days)	BOLA S/N No.: 22
Loss of Use:	SS -	(S x days)	If NO or B 28, Ass. Lia:
Disbursement:	-		1) Claim status: Normal/Reject/Private Settle
Legal Cost:	SS -		2) Report Format: WP
Total:	SS -	Global Sum: SS	3) Survey fee: \$100.00

ASS. REC. BY:

REF:

EQ /

Kenneth

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

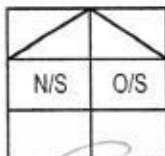
Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 02 days Res.: Yes or No

Lum Sum: _____ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: FBH 74844 Yr Regn: 09, 13

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Honda GLS c.c. 197Colour: White A/C: Insured / Std / NI / NASp. Reading: 14329 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: MH/MC 221X BK 083206Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 2.75 R18R: 100/90 R18

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or IRCFront 3 mm Rear 3 mmR/Bal. 3 mm R/Bal. 3 mmL/Bal. mm L/Bal. mmD.O.A. 25/2/15 D.O.I. 27/2/15Survey held at 12.04pmDes. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>Est not ready (1-2k)</u>
	<u>REPAIR RANGE</u>

Date/Time, File Pass to?

☐ : Preli. Report

1)

☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

\$ + RS. \$

Photos

Others

TOTAL

Report Format : _____

Lump Sum / I.B.I: (\$ _____)

Add Fee: ☐ : Site Insp (\$ _____)☐ : Interview (\$ _____)☐ : Tech. Invs (\$ _____)☐ : Weekend (\$ _____)




LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
EQ INSURANCE COMPANY LTD		Ref : CC3/EQI15003600/Kha3	
22 GEMMILL LANESINGAPORE 069257		Date : 02-03-2015	
		Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SBP 99H	Veh. Inspected	FBH 7484A
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	02/03/2015
2. Vehicle Particulars & Condition			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
4. Description of Damages			
5. General Information			
Accident Date	25/02/2015	Inspection Date	27/02/2015
Survey held at	ALAN'S UNITED AUTO PTE LTD BLK 7 SIN MING INDUSTRIAL ESTATE #01-76 SINGAPORE 575642		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

Admin-A (LKK Auto)

From: Admin-A (LKK Auto)
Sent: Thursday, 12 March, 2015 5:10 PM
To: Bryan Ang
Cc: KKLau; Vic; Kathy Lai; Annabel Tan; Hansel Ang
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Bryan,

Contents noted.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: admin-a@lkkauto.com | fax: 6741-4108

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

From: Bryan Ang
Sent: Thursday, 12 March, 2015 5:06 PM
To: Annabel Tan; Admin-A (LKK Auto); Hansel Ang
Cc: KKLau; Vic; Kathy Lai
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Mei Kwan

Please get our Investigators to verify the relationship between OID and PH before proceeding with any D/S.

Best Regards,

Bryan Ang

LKK Auto Consultants

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Annabel Tan [<mailto:annabel.tan@eqinsurance.com.sg>]
Sent: Thursday, 12 March 2015 5:03 PM
To: Admin-A (LKK Auto); Hansel Ang
Cc: KKLau; Vic; Kathy Lai
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Mei Kwan,

Our apologies for the delay.

Please refer to attached for OI GIA Report.

Thanks!

Regards,

Annabel Tan
Assistant Manager, Claims

EQ Insurance Company Limited
22 Gemmill Lane, Singapore 069257
DID: 6496 9115
Tel: 6223 9433
Fax: 6223 4190
www.eqinsurance.com.sg

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Admin-A (LKK Auto) [<mailto:admin-a@lkkauto.com>]
Sent: Thursday, March 12, 2015 4:44 PM
To: Hansel Ang
Cc: KKLau; Vic; Kathy Lai; Annabel Tan
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Hansel,

Kindly let us have a copy of your insured's GIA report as TP's repairer is chasing for liability.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: admin-a@lkkauto.com | fax: 6741-4108

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

From: Admin-A (LKK Auto)
Sent: Tuesday, 10 March, 2015 11:20 AM
To: 'hansel.ang@eqinsurance.com.sg'
Cc: KKLau; Vic; Kathy Lai
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Hansel,

Please be informed that the repairer for FBH7484A is M/s Alan's United Auto Pte Ltd instead of ComfortDelGro Engineering Pte Ltd (Loyang).

Sorry for the inconvenience caused.

Kindly let us have a copy of your insured's GIA report as TP's repairer is chasing for liability.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: admin-a@lkkauto.com | fax: 6741-4108

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

From: Admin-A (LKK Auto)

Sent: Tuesday, 3 March, 2015 9:54 AM

To: 'hansel.ang@eqinsurance.com.sg'

Cc: KKLau; Vic; Kathy Lai

Subject: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

WITHOUT PREJUDICE

Dear Hansel,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle FBH 7484A at ComfortDelGro Engineering Pte Ltd (Loyang).

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: admin-a@lkkauto.com | fax: 6741-4108

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



2015

Happy New Year!

Vic -

From: Admin-A (LKK Auto)
Sent: Thursday, 12 March, 2015 5:10 PM
To: Bryan Ang
Cc: KKLau; Vic; Kathy Lai; Annabel Tan; Hansel Ang
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Bryan,

Contents noted.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: admin-a@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Bryan Ang
Sent: Thursday, 12 March, 2015 5:06 PM
To: Annabel Tan; Admin-A (LKK Auto); Hansel Ang
Cc: KKLau; Vic; Kathy Lai
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Mei Kwan

Please get our Investigators to verify the relationship between OID and PH before proceeding with any D/S.

Best Regards,

Bryan Ang

LKK Auto Consultants

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Annabel Tan [<mailto:annabel.tan@eqinsurance.com.sg>]
Sent: Thursday, 12 March 2015 5:03 PM
To: Admin-A (LKK Auto); Hansel Ang
Cc: KKLau; Vic; Kathy Lai
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Mei Kwan,

Our apologies for the delay.

Please refer to attached for OI GIA Report.

Thanks!

Regards,

Annabel Tan



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/EQI15003600/Kha3

23 March 2015

TAY MEI MEI
897 TAMPINES ST 81
#07-822
SINGAPORE 520897

Dear Sir/Madam,

ACCIDENT INVOLVING SBP99H AND FBH7484A ON 25/02/2015

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Wei Jie
Case Handler
DID: 6741 4263
FAX: 6741 4108
Email: weijie@lkkauto.com

c.c. *EQ INSURANCE COMPANY LIMITED*
(Motor Claims Dept)

Joy Irene (LKKAUTO)

From: Joy Irene (LKKAUTO)
Sent: Wednesday, 3 January, 2018 10:02 AM
To: 'Janet Tan'
Cc: Vic (LKKAUTO); Admin A
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

YOUR REF: DM15HO005211 / FILE REVIEW

Dear Ms. Janet,

We would like to update you that there is no further development in this claim since inspection on 27.02.2015.

We were informed by Mr. Kenny of TP workshop that their client did not come back for repair of his motorcycle and have not responded to their calls.

In view of this, we will be closing case file on our end and submit our report to your good-office.

In future, if there are any feedback from claimant or further action, we will notify you for our further handling.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Vic (LKKAUTO)
Sent: Thursday, 16 March, 2017 10:05 AM
To: Annabel Tan
Cc: KKLau; Admin A; Vic (LKKAUTO)
Subject: RE: Direct Settlement - Accident Involving SBP99H (OI : EQI - TBA) AND FBH7484A (TP : LKK REF - CC3/EQI15003600/Kha3) on 25.02.2015

Dear Ms Annabel,

We refer to your below email.

Please be informed that till date, we are still pending documents from TP.

We will follow up and will revert for an update.

Thank you.

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Wednesday, 3 January, 2018 9:49 AM
To: 'alanauto@gmail.com'
Cc: Vic (LKKAuto); Admin A
Subject: Your ref: FBH7484A AND (EQ:SBP99H)ON 25.02.2015

WITHOUT PREJUDICE

Dear Kenny,

With reference to your telephone conversation with our Mr. Vic, we understand that vehicle owner did not come back for repair of his motorcycle since inspection on 27/02/2015.

In view of this, we will be closing case file on our end and submit our report to our principal M/s EQ Insurance.


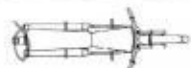
In future, if there are any feedback from your client, please inform us so we would notify our principal for our further handling.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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PRE-REPAIR INSPECTION REPORT				
EQ INSURANCE COMPANY LTD		Ref: CS3/EQI15003600/Kha3s2		
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEX SINGAPORE 069110		Date: 11-01-2018		
		Code: EQI		
1. Policy Particulars :- (THIRD PARTY CLAIM)				
Insured Veh.	SBP 99H	Veh. Inspected	FBH 7484A	
Policy No.	DMPPHQ15-000901	Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From	JANET	Assign Date	02/03/2015	
2. Vehicle Particulars & Condition				
Make & Model	HONDA GLS200	c.c	197	
Engine No.	HIDDEN	Year of Reg.	2013	
Chassis No.	MH1MC221XBK083206	Colour	WHITE	
Odometer	14329 KM	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	2.75 R18	IRC	3 mm	
L/H Front Tyre			mm	
R/H Rear Tyre	100/90 R18	IRC	3 mm	
L/H Rear Tyre			mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.				
5. General Information				
Accident Date	25/02/2015	Inspect Date / Time	27/02/2015 (12:09 PM)	
Survey held at	ALAN'S UNITED AUTO PTE LTD BLK 7 SIN MING INDUSTRIAL ESTATE #01-76 SINGAPORE 575642			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION. THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE. C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS. D) THE ESTIMATED REPAIR COST OF THE DAMAGED VEHICLE IS IN THE REGION OF \$1,000-\$2,000				

Report Ref No. CS3/EQI15003600/Kha3s2

Inspected By



KONG SENG CHEONG

Licensed Appraiser



K.K.LAU CPT(RET)

BEng(Hons), B.Bus, MBA, PEng, PE, MInstAEA, MASME, MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

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