

1/10/2018

INS. CASE OWNER:

CC 3/EQ1600

LKK:
IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:

(YES / NO)

Nature of Accident:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT

YES / NO

TP GIA REPORT

YES / NO

Insured Liability:

%

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time: 3/9/19

Confirm with: Patricia

Email

Call

Final Liability:

%

50

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

SS

906.49

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

125.00

(

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

5.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

Total: 2067.97

SS

1036.49

Global Sum SS: 1030.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

1030.00

Name 1:

SMRT Buses Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT

4/9/19

OK

6/9

OK

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Surveyor: Kavin

REP: _____

ASSIGNMENTFrom: _____ Date: 13/5/16

Estimated Cost: _____

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

To Inspect Vehicle No: SMBJ164Bat Workshop n/s SART (Ang Mo Kio)

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.



Bel. or Market Value: _____

IDAC Accident Report: _____ Consistent?: Yes or No

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

Est. Repairs: 0.5 days Res.: Yes or NoLum Sum: 2.B.2 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SMBJ164B Yr Regn: 4 Jan 2016

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

Truck / Trailer or _____

Make: MAN PR320F C.C. 10x15Colour: S/Ln A/C: Insured / Std / MI / NASp. Reading: 2280 T/Radio: Insured / Std / MI / NA

Eng/No: _____

C/No: WMAA22229F700236

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Mod: Nil / S/Rim / STD / R/Rim or

Tyre Size: F: 275/70R12

R: _____

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

TOYO / YOKO or Cont.

Front: _____ Rear: _____

R/Bal: 4 mm R/Bal: 4.4 mmL/Bal: 4 mm L/Bal: 4.4 mmD.O.A. 12/5/16 D.O.I. 17/5/16 1200hSurvey held at SART (Ang Mo Kio)

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

N/S Hing mirror

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

Date / Time Action / Instruction

3/9/19 Confirm 2.B.2 #1812.97 with 0.5 working days

Date/Time / File Pass to:

1) ☐ : Prel. ReportDate/Time, File Return to? ☐ : Final Report

2) _____

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

☐ Site Insp (\$)☐ Interview (\$)☐ Tech Inva (\$)☐ Weekend (\$)

Survey Fee

Transportation

S + Rd \$

Photos

Others

TOTAL

Report Format:

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



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/EQI16008921/K1yg3	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 16-05-2016	
			Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBD 7214J		Veh. Inspected	SMB 3164B
Policy No.			Coverage (\$)	0.00
Claim No.	DM16/1067-WY		Excess (\$)	0.00
Assign From			Assign Date	16/05/2016
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	10/05/2016		Inspection Date	13/05/2016
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD ANG MO KIO DEPOT			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised
Our ref: CC3/EQH6008921/K1yg3

Date: 16.05.2016

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD
Attn : Elaine

Dear Elaine,

PRELIMINARY ADVICE OF VEHICLE NO.

SMB3164B

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 13.05.2016 at the premises of M/s SMRT Automotive Services Pte Ltd (AMK) - Ang Mo Kio and have the following to re

Workshop Estimate Amount	: S\$	1,845.47
Revised Estimate Amount	: S\$	1,812.97
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
N/S window mirror



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 0.3 days

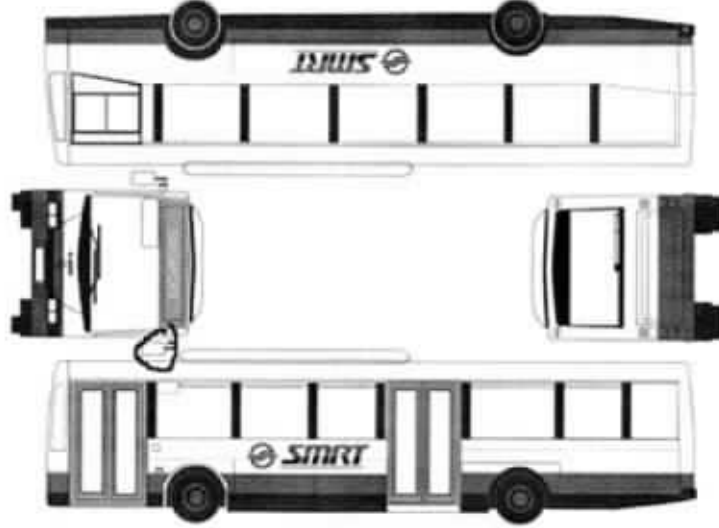
Yours faithfully,

KALVIN ANG
Licensed Appraiser

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SMB3164B
 Ref. No : BUS/05/16/1015
 Reg. Date : 01/01/1900
 Vehicle Type : BUS -12M
 Make : MAN
 Model : MAN
 Name of Driver : Khoo Yan Tik
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 10/05/2016 10:38:00 AM
 Accident Reported Date / Time : 10/05/2016 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : EQ Ins Co Ltd
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No :
 Special Instruction to ARC, if any :
 FRONT LEFT WING MIRROR.
 TP: GBD7214J
 Prepared Date : 12/05/2016 02:40:38 PM



Chassis No :

Mileage

 Springer

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 132.50	0.00
Total Spray Painting Charges	: 0.00	0.00
Total Material Charges	: 1,712.97	1,712.97
Other Charges	: 0.00	0.00
TOTAL	: 1,845.47	0.00
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 0.25	0.00
Prepared / Adjusted By	: Sunny Tan Ah Leong	
Arc / Surveyor Sing Off Date	: 13/05/2016 09:15:45 AM	01/01/1900 12:00:00 AM

Sumu

Signature: _____
Date: _____

Prepared / Adjusted Date

Remarks

Prepared Date : 12/05/2016 06:20:18 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No	Invoice No
Quotation Date	Invoice Date
Invoice Amount	Prepared Date

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	132.50	0.00
Total Labour	132.50	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Spray Painting & Panel Beating		

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommended	Surveyor Approved	Photos Attached
4001M01-ACCE466	LEFT	6010159	FRONT VIEW MIRROR LH	1	1,903.30	10.00	1,712.97	Replace	Replace	No
TOTAL MATERIALS							1,712.97	1,712.97	1,712.97	
TOTAL MATERIALS(Discounted)							1,712.97	1,712.97	1,712.97	

Added Spare Parts / Material Usage After Surveyor Signed off

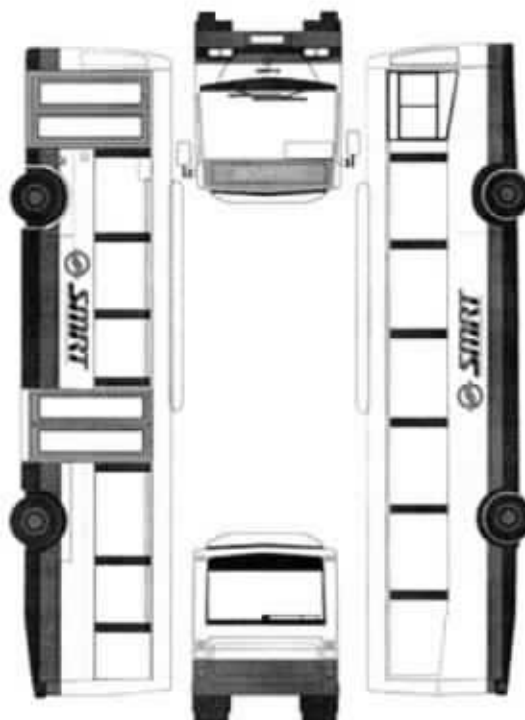
Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

Kalena 11/16/16
10/18/16

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SMB3164B
Ref. No : BUS/05/16/1015
Reg. Date : 01/01/1900
Vehicle Type : BUS -12M
Make : MAN
Model : MAN
Name of Driver : Khoo Yan Tik
Type of Accident : SIDE SWIPE
Date / Time of Accident : 10/05/2016 10:38:00 AM
Accident Reported Date / Time : 10/05/2016 12:00:00 AM
Surveyor is Required? : Yes
Survey by : EQ Ins Co Ltd
Vehicle is Towed Back? : No
Towed Back Date/Time :
Replacement Vehicle issued? : No
Accident Repair Job Card No :
Special Instruction to ARC, if any :
FRONT LEFT WING MIRROR.
TP: GBD7214J
Prepared Date : 12/05/2016 02:40:38 PM



Agnes Lim (LKKAUTO)

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Sent: Wednesday, 1 March, 2017 9:51 AM
To: Agnes Lim (LKKAUTO)
Cc: Jas Khine (LKKAUTO); Thin Thin (LKKAUTO); Admin A
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016
Attachments: SAS2165503.PDF

Dear Agnes,

We refer to your email below.

Please find attached OI's report.

Liability unclear.

Kindly obtain TP's video footage for us to review on liability.

Thank you.

Regards,

Tan Wei Yin
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 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: Agnes Lim (LKKAUTO) [mailto:AgnesLim@lkkauto.com]
Sent: Wednesday, March 1, 2017 9:32 AM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Cc: Jas Khine (LKKAUTO) <jaskhine@lkkauto.com>; Thin Thin (LKKAUTO) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Wei Yin,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Tuesday, 24 January, 2017 8:28 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

We refer to your email below.

Insured had yet to report the accident.

We shall send him a reminder.

Regards,

Tan Wei Yin

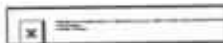
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 065110

DID 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 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: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Monday, January 23, 2017 5:34 PM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Wei Yin,

We refer to the above matter.

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

Thank you.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Wednesday, 14 December, 2016 10:25 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Insured had yet to report the accident.

Thank you

Warmest Regards,

Tan Wei Yin

Claims Executive

EQ Insurance Company Limited

5 Maxwell Road,

#17-00 Tower Block,

MND Complex

Singapore 069110

6223 9433 (Tel)

6496 9034 (DID)

6223 4190 (Fax)

Website: www.eqinsurance.com.sg

Disclaimer : 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: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Thursday, November 24, 2016 4:19 PM

To: Elaine Cheong

Cc: Tan Wei Yin; Jas Khine (LKKAuto); Vic (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Elaine Cheong [<mailto:elaine.cheong@eqinsurance.com.sg>]

Sent: Monday, 24 October, 2016 11:02 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto)

<vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Accident not reported yet.

Regards,

Elaine Cheong

Senior Executive, Claims

EQ Insurance Company Limited

5 Maxwell Road,

#17-00 Tower Block,

MND Complex,

Singapore 069110

DID : 6500 6772

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: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Friday, October 21, 2016 11:27 AM

To: Elaine Cheong

Cc: KKLau; Jas Khine (LKKAuto); Vic (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)

Sent: Thursday, 22 September, 2016 11:10 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQJ - TBA) AND SMB3164B (TP : LKK REF - CC3/EQJ16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

Enclosed for your perusal is:

- Photographs of TP vehicle in its damaged condition

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)

Sent: Wednesday, 24 August, 2016 8:53 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQJ - TBA) AND SMB3164B (TP : LKK REF - CC3/EQJ16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)
Sent: Tuesday, 26 July, 2016 2:11 PM
To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)
Sent: Tuesday, 12 July, 2016 10:17 AM
To: 'Elaine Cheong' <elaine.cheong@eqinsurance.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)
Sent: Monday, 13 June, 2016 7:16 PM
To: 'Elaine Cheong' <elaine.cheong@eqinsurance.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

From: Elaine Cheong [<mailto:elaine.cheong@eqinsurance.com.sg>]

Sent: Tuesday, 24 May, 2016 5:55 PM

To: Agnes Lim (LKK Auto) <AgnesLim@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>;

Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Our insured have not reported the accident to us yet.

Regards,

Elaine Cheong

Senior Executive, Claims

EQ Insurance Company Limited

5 Maxwell Road,
#17-00 Tower Block,

MND Complex,
Singapore 069110

DID : 6500 6772

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: Agnes Lim (LKK Auto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Tuesday, May 24, 2016 1:23 PM

To: Elaine Cheong

Cc: KKLau; Jas Khine (LKK Auto); Vic; Admin A

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)

Sent: Monday, 16 May, 2016 4:05 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>;

Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBD7214J (OI : EQJ - TBA) AND SMB3164B (TP : LKK REF - CC3/EQJ16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SMB 3164B at SMRT Automotive Services Pte Ltd (AMK) - Ang Mo Kio.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6841 2928.

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

Vivian Lau (LKKAUTO)

From: Vivian Lau (LKKAUTO)
Sent: Tuesday, 3 September, 2019 3:21 PM
To: GO Sashe
Cc: Admin A
Subject: Your ref: C0382665, Our Ref: CC3/AXA16008426/Kwa3, Accident Involving SGV 5614YU & SHD 5514K on 29/04/2016

Your ref: C0382665
Our Ref: CC3/AXA16008426/Kwa3

Dear Sashe,

Accident Involving SGV 5614YU & SHD 5514K on 29/04/2016

We refer to above matter.

Based on the circumstances of both parties and available information in hand, if we base on TP sketch plan he has driven to the wrong exit. Lane which is meant for season parking holder. Therefore, TP has to move to the right exit which is the visitor. Since OI strongly dispute deny his contributory fault.

We had check with both parties there is no evidence to prove.

As such, we intend to reject the claim.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

Vivian Lau (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Tuesday, 3 September, 2019 3:33 PM
To: Vivian Lau (LKKAUTO)
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16HO01067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Vivian

Please proceed to offer 50%.

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate



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From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Tuesday, September 3, 2019 2:09 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: EQI PRS <EQIPRS@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Janet,

We refer to the above matter.

According to TP ,there is no CCTV for this case.

Based on your Insured's statement, he admitted that he was changing lane when the accident occurred.

In view of conflicting version, both parties no evidence, we propose 50% liability to TP.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Wednesday, 1 March 2017 9:51 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQ) - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQ16008921/K1yg3) on 10.05.2016

Dear Agnes,

We refer to your email below.

Please find attached OI's report.

Liability unclear.

Kindly obtain TP's video footage for us to review on liability.

Thank you.

Regards,

Tan Wei Yin

Executive | Claims

The logo for eqinsurance, with 'eq' in a stylized lowercase font and 'insurance' in a standard lowercase font.

EQ Insurance Company Limited

S Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate

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.

A stylized signature in black ink, followed by the text 'you've got a friend'.

From: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Wednesday, March 1, 2017 9:32 AM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Wei Yin,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Tuesday, 24 January, 2017 8:28 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

We refer to your email below.

Insured had yet to report the accident.

We shall send him a reminder.

Regards,

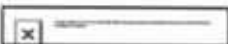
Tan Wei Yin

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
DID 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 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 this message.

From: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Monday, January 23, 2017 5:34 PM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Wei Yin,

We refer to the above matter.

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

Thank you.

“Wishing you a Happiness and Prosperity New Year”

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin [<mailto:weiyin.tan@eqinsurance.com.sg>]

Sent: Wednesday, 14 December, 2016 10:25 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Insured had yet to report the accident.

Thank you

Warmest Regards,

Tan Wei Yin

Claims Executive

EQ Insurance Company Limited

5 Maxwell Road,

#17-00 Tower Block,

MND Complex

Singapore 069110

6223 9433 (Tel)

6496 9034 (DID)

6223 4190 (Fax)

Website: www.eqinsurance.com.sg

Disclaimer : 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: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Thursday, November 24, 2016 4:19 PM

To: Elaine Cheong

Cc: Tan Wei Yin; Jas Khine (LKKAuto); Vic (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Elaine Cheong [<mailto:elaine.cheong@eqinsurance.com.sg>]

Sent: Monday, 24 October, 2016 11:02 AM

To: Agnes Lim (LKKAuto) <AgnesLim@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - DM16/1067-WY) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Accident not reported yet.

Regards,

Elaine Cheong

Senior Executive, Claims

EQ Insurance Company Limited

5 Maxwell Road,
#17-00 Tower Block,
MND Complex,
Singapore 069110
DID : 6500 6772
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: Agnes Lim (LKKAuto) [<mailto:AgnesLim@lkkauto.com>]

Sent: Friday, October 21, 2016 11:27 AM

To: Elaine Cheong

Cc: KKLau; Jas Khine (LKKAuto); Vic (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)

Sent: Thursday, 22 September, 2016 11:10 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

Enclosed for your perusal is:

- Photographs of TP vehicle in its damaged condition

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)

Sent: Wednesday, 24 August, 2016 8:53 AM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)

Sent: Tuesday, 26 July, 2016 2:11 PM

To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)

Sent: Tuesday, 12 July, 2016 10:17 AM

To: 'Elaine Cheong' <elaine.cheong@eqinsurance.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)
Sent: Monday, 13 June, 2016 7:16 PM
To: 'Elaine Cheong' <elaine.cheong@eqinsurance.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Elaine Cheong [<mailto:elaine.cheong@eqinsurance.com.sg>]
Sent: Tuesday, 24 May, 2016 5:55 PM
To: Agnes Lim (LKK Auto) <AgnesLim@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Agnes,

Our insured have not reported the accident to us yet.

Regards,

Elaine Cheong
Senior Executive, Claims

EQ Insurance Company Limited

5 Maxwell Road,
#17-00 Tower Block,
MND Complex,
Singapore 069110
DID : 6500 6772
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: Agnes Lim (LKK Auto) [<mailto:AgnesLim@lkkauto.com>]
Sent: Tuesday, May 24, 2016 1:23 PM
To: Elaine Cheong
Cc: KKLau; Jas Khine (LKK Auto); Vic; Admin A
Subject: RE: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

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

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKK Auto)
Sent: Monday, 16 May, 2016 4:05 PM
To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>; Vic <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving GBD7214J (OI : EQI - TBA) AND SMB3164B (TP : LKK REF - CC3/EQI16008921/K1yg3) on 10.05.2016

Dear Elaine,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SMB 3164B at SMRT Automotive Services Pte Ltd (AMK) - Ang Mo Kio.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6841 2928.

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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



N-Repairs

SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel : 65 6866 2652
Fax : 65 6368 7421
www.smrt.com.sg

EQ Insurance Company Ltd
5 Maxwell Rd #17-00 Tower Block
MND Complex
Singapore 069110

Date: 20 June 2016

Our Ref.: BUS/05/16/1015/lg

Dear Sirs,

**ACCIDENT INVOLVING SMB 3164B & GBD 7214J ON 10/05/2016
AT THE JUNCTION OF GEYLANG RD & HAIG RD**

LETTER OF CLAIM

We claim on behalf of **SMRT BUSES LTD**, owner of bus no. **SMB 3164B**.

Your insured's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$1812.97
2. Loss of Use for <u>1</u> day @ S\$ <u>250.00</u> per day	:	\$ 250.00
3. Loss of Income for _____ days @ S\$_____ /day	:	\$
4. Police Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
5. Survey Fee	:	\$
6. Others	:	_____
Total Claims		: \$2067.97

We enclose the following documents:-

☐ Survey Report	☒ LTA Search result
☒ Repair invoice	☐ Others :
☐ Investigation results	1. _____
☐ Proof of Loss of Use/Rental/Income	2. _____
☒ Police / GIA report of <u>SMB 3164B</u>	3. _____

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT BUSES LTD**

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD

Tan Lee Gek
For Manager, Claims
Claims Department
Direct line: 6866 2647
Email address: leegek@smrt.com.sg



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/EQI16008921/K1yg3

29 MARCH 2017

GM ENGINEERING PTE LTD
11 OPAL CRESCENT
SINGAPORE 328406

Dear Sir/Madam,

ACCIDENT INVOLVING GBD 7214J & SMB 3164B ALONG/AT GEYLANG ROAD/HAIG ROAD ON 10/05/2016

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.

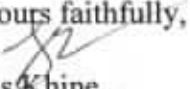
Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 08/04/2017, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

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,


Jas Khine
Case Handler
DID: 6841 2928
FAX: 6741 4108
Email: jaskhine@lkkauto.com

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

AUTHORISATION TO ACT

- BUS/05/16/1015/PT

I/We, SMRT BUSES LTD ("the third party claimant") of 6 Ang Mo Kio Street 62
Singapore 569140 (address), owner of SMB 3164B (vehicle no.) hereby authorize SMRT
AUTOMOTIVE SERVICES PTE LTD ("the workshop") to act for me with respect to my
claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. SMB
3164B that was damaged pursuant to the accident which occurred on 10/05/2016 (date)
along GEYLANG RD (location) involving vehicle no/s GBD 7214J ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they
deem fit and the workshop is further authorized to receive payment further to settlement of
my claim with payment cheque/s being made in favour of the SMRT BUSES LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a
without prejudice and without admission of liability basis insofar as the driver/owner/insurers
of the other vehicle/s is concerned.

Dated this 03 (day) of September (month) 2019 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV160500646
Date : 24.05.2016
Vehicle No. : SMB3164B
Your Ref No. : BUS/05/16/1015
Our Ref No. : 24081901
Terms : 30 Days

Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140

LH
26 MAY 2016

Description	Qty	Unit Cost	Add \$	(Discount) Amount	Amount
Parts					
MIRROR, VIEW:FRONT, LH, FOR MAN A22 BUS	1.00	\$1903.30	(10.00)	\$ 190.33	\$ 1712.97
Sub-Total					\$ 1712.97
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
GRAND TOTAL					\$ 1,812.97

CERTIFIED TRUE COPY



Remark :

Make/Model : MAN
Accident Date : 10.05.2016

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd



Enquire Transaction History

Transaction History Details

Log Date/Time: 11 May 2016 / 10:45:55

Asset Type: Vehicle Transaction Amount: \$5.35

Asset ID: GBD7214J

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel: External Agency

User ID: ESASBAHD - BALQISH BINTE ABDUL HALIL Business Transaction Reference No: 20160511104555859113

Search Date / Time: 10 May 2016 10:38:00

Insurance Company: EQ INSURANCE COMPANY LTD

Information displayed is correct as at the log date and time.

Enquire Related Logs

Back to List

Land Transport Authority

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Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To : M/s EQ INSURANCE COMPANY LTD

Date: 18/09/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	GBD 7214J (Insd Veh)	Your Ref. No. : DM16HO01067-WY
	SMB 3164B (TP Veh)	Our Ref. No. : CC3/EQI16008921/K1wa3q2
Date of Accident	10/5/2016	

Liability	50%	
Final Repair Cost	: \$ 906.49	
Loss of Use	: \$ 125.00	1 days
Rental (If any)	: \$	days
Others:	: \$ 5.00	
	: \$	
	1,036.49	
Final Settlement Sum	: \$ 1,030.00	GLOBAL SUM
Remarks	:	

Payment Instruction: Payee's Breakdown		
1	SMRT BUSES LTD	: \$ 1,030.00
		: \$

JOANNE LEE

LKK Auto Consultants Pte Ltd



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/EQ116008921/K1wa3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 18-09-2019	
			Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBD 7214J	Veh. Inspected	SMB 3164B	
Policy No.	DMCPHQ16-001124	Coverage (\$)	0.00	
Claim No.	DM16HO01067-WY	Excess (\$)	0.00	
Assign From		Assign Date	13/05/2016	
2. Vehicle Particulars & Condition				
Make & Model	MAN A320F	c.c	10518	
Engine No.	HIDDEN	Year of Reg.	2016	
Chassis No.	WMAA22ZZ9F7002778	Colour	SILVER	
Odometer	27480	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	275/70 R22.5	CONTINENTAL	4 mm	
L/H Front Tyre	275/70 R22.5	CONTINENTAL	4 mm	
R/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	4/4 mm	
L/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	4/4 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE N/S WING MIRROR. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	10/05/2016	Inspection Date	13/05/2016	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD ANG MO KIO DEPOT			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		5 Working Days		



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

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 3164B

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	REPLACEMENT OF PARTS			
	FRONT VIEW MIRROR LH		1,903.30	1,903.30
	LESS 10% DISCOUNT		-	-190.33
			1,903.30	1,712.97
	LABOUR			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		132.50	100.00
			132.50	100.00
GRAND TOTAL			2,035.80	1,812.97
RECOMMENDED COST OF REPAIRS				1,812.97

Report Ref No. CC3/EQ16008921/K1wa3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

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