

ASS. REC. BY:

REF: CS / DCL17001151 / 6

Special Instruction:

Surveyor:

## ASSIGNMENT (Office)

From (Person): Gun Boon Chuan of TRC Date/Time: 17/01/2017 3:19pm

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

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

To Inspect Vehicle No: SBC1700S Insured: \_\_\_\_\_at Workshop m/s Accise Auto Tel: \_\_\_\_\_

of \_\_\_\_\_

Policy No: \_\_\_\_\_ Claim No: MT/0909363

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

Make of Veh: \_\_\_\_\_ D.O.A. 22072016  
(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement: \_\_\_\_\_

Date/Time: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle IN/OUT

Date/Time	Action/Instruction ( ) Estimate
	SBC 1700S - CS3 / EGL160114028 / Utbc2
	DOT: 22072016
17/01/17 7:01pm	Bryan email to Clarence no report for this case, after repair inspection carried out and the 'no sound' issue has been rectified by repairer.

*[Signature]*  
9/1/18

## Catherine Chong (LKK Auto)

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**From:** MTSurvey <MTSurvey@income.com.sg>  
**Sent:** Tuesday, 17 January, 2017 3:19 PM  
**To:** 'assignments@lkkauto.com'  
**Cc:** Ng Hak Joo; Carmen Khong; TeyChorKeng@smrt.com.sg; Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/AR & SC); Clarence Richard Anthony; Teng Ken Leong; Mohamad Suhaimi Bin Suboh  
**Subject:** FW: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES  
**Attachments:** SBC1700S.pdf  
**Importance:** High

Dear Veron / Catherine,

Please assist to survey the said vehicle as per e-mail stated below.

Kindly revert to our officer-in-charge for this case is Mr Ng Hak Joo @ 64307890 after survey.

Thank You

Warmest Regards

Annie Koh  
Senior Admin,  
Motor Department  
T +65 64307899  
[www.income.com.sg](http://www.income.com.sg)



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**From:** Ng Hak Joo  
**Sent:** Tuesday, January 17, 2017 3:06 PM  
**To:** Carmen Khong <Carmen.Khong@income.com.sg>; MTSurvey <MTSurvey@income.com.sg>; TeyChorKeng@smrt.com.sg  
**Cc:** Mohamad Suhaimi Bin Suboh <suhaimi.suboh@income.com.sg>; Clarence Richard Anthony <clarence.anthony@income.com.sg>; Teng Ken Leong <kenleong.teng@income.com.sg>  
**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES  
**Importance:** High

Dear MT Survey

As Mr Clarence instructions, please engage LKK to survey and comment on the post repair issues of the vehicle engine leaks.

Ng Hak Joo  
Claims Executive, Motor Insurance  
T +65 6430 7890  
[www.income.com.sg](http://www.income.com.sg)



**From:** Carmen Khong  
**Sent:** Tuesday, January 17, 2017 2:50 PM  
**To:** MTSurvey <[MTSurvey@income.com.sg](mailto:MTSurvey@income.com.sg)>; Ng Hak Joo <[hakjoo.ng@income.com.sg](mailto:hakjoo.ng@income.com.sg)>; TeyChorKeng@smrt.com.sg  
**Cc:** Mohamad Suhaimi Bin Suboh <[suhaimi.suboh@income.com.sg](mailto:suhaimi.suboh@income.com.sg)>  
**Subject:** FW: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

Hi all,

These are the available timings provided by Mr Ong.

19/1/2017 (Thursday) 2:00PM  
20/1/2017 (Friday) 2:00PM

Please arrange for independent survey.

Thank you.

Warm Regards,

Carmen Khong  
Executive  
Motor Insurance  
[www.income.com.sg](http://www.income.com.sg)



**From:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/AR & SC) [<mailto:TeyChorKeng@smrt.com.sg>]  
**Sent:** Thursday, January 12, 2017 3:49 PM  
**To:** Ng Hak Joo <[hakjoo.ng@income.com.sg](mailto:hakjoo.ng@income.com.sg)>; NTUC Income Motor Dept <[motor@income.com.sg](mailto:motor@income.com.sg)>; MTSurvey <[MTSurvey@income.com.sg](mailto:MTSurvey@income.com.sg)>  
**Cc:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC) <[SimJiaHao@smrt.com.sg](mailto:SimJiaHao@smrt.com.sg)>; Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC) <[nngsiuching@smrt.com.sg](mailto:nngsiuching@smrt.com.sg)>; Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC) <[YewChung@smrt.com.sg](mailto:YewChung@smrt.com.sg)>; Clarence Richard Anthony <[clarence.anthony@income.com.sg](mailto:clarence.anthony@income.com.sg)>; Teng Ken Leong <[kenleong.teng@income.com.sg](mailto:kenleong.teng@income.com.sg)>  
**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

Hi Hak Joo,

As spoken, we shall wait MCS unit to revert on the date of the Independent survey.

Thanks.  
Regards,  
Esther

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**From:** Ng Hak Joo [<mailto:hakjoo.ng@income.com.sg>]

**Sent:** 12 January 2017 10:51

**To:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/AR & SC); NTUC Income Motor Dept; MTSurvey

**Cc:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC); Clarence Richard Anthony; Teng Ken Leong

**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

**Importance:** High

Ms Esther, we spoke, please take note that we have already informed our MCS unit to liaise with owner driver on this post repair issues to be surveyed by an Independent survey.

Dear MCS, please liaise with owner driver and revert to our Ms Gan of MTSurvey on the date and location to be surveyed.

Tks

Ng Hak Joo  
Claims Executive, Motor Insurance  
T +65 6430 7890  
[www.income.com.sg](http://www.income.com.sg)



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**From:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/AR & SC) [<mailto:TeyChorKeng@smrt.com.sg>]

**Sent:** Thursday, January 12, 2017 10:02 AM

**To:** Ng Hak Joo <[hakjoo.ng@income.com.sg](mailto:hakjoo.ng@income.com.sg)>

**Cc:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC) <[SimJiaHao@smrt.com.sg](mailto:SimJiaHao@smrt.com.sg)>; Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC) <[ngsiuching@smrt.com.sg](mailto:ngsiuching@smrt.com.sg)>

**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

Hi Hak Joo,

We had already informed and explained to the customer that the engine leaks is due to wear and tear of the engine in which he still claimed that its due to the accident. We already told him that we didn't submit the claim as it is not consistent to the impact of the accident whereby he want to seek clarification from NTUC income.

Please advise whether to arrange NTUC in house surveyor to survey this vehicle to clarify this issue.

Regards,  
Esther  
(Tel: 6555-5556)

**From:** Ng Hak Joo [<mailto:hakjoo.ng@income.com.sg>]

**Sent:** 05 January 2017 17:13

**To:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC)

**Cc:** Clarence Richard Anthony; Teng Ken Leong

**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

**Importance:** High

Mr Jason Sim of SMRT

Please inform the owner accordingly and update us.

Tks

Ng Hak Joo

Claims Executive, Motor Insurance

T +65 6430 7890

[www.income.com.sg](http://www.income.com.sg)



**From:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC) [<mailto:SimJiaHao@smrt.com.sg>]

**Sent:** Thursday, January 05, 2017 5:10 PM

**To:** Ng Hak Joo <[hakjoo.ng@income.com.sg](mailto:hakjoo.ng@income.com.sg)>; Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC) <[ngsiuching@smrt.com.sg](mailto:ngsiuching@smrt.com.sg)>

**Cc:** Clarence Richard Anthony <[clarence.anthony@income.com.sg](mailto:clarence.anthony@income.com.sg)>; Teng Ken Leong <[kenleong.teng@income.com.sg](mailto:kenleong.teng@income.com.sg)>

**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES

Hi Hak Joo,

I had checked with my repair team.

The oil leak is at the rocker cover area which is not consistent with the accident.  
Previously owner had address this issue and my team had explain to him.

Best Regards,

**Jason Sim Jia Hao**

*Accident Repair Centre*

 : 6866 2666



SMRT Automotive Services

60 Woodlands Industrial Park E4 Singapore 757705

**From:** Ng Hak Joo [<mailto:hakjoo.ng@income.com.sg>]

**Sent:** 05 January 2017 15:58

**To:** Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC)

**Cc:** Clarence Richard Anthony; Teng Ken Leong

**Subject:** RE: SBC1700S under OD Claim: MT/0909363, POST REPAIR ISSUES  
**Importance:** High

Mr Jason Sim of SMRT

Please liaise with owner named driver Mr LOUIE TEW at 90017001 as were informed by him that there oil leaking when parked.

From: Sim Jia Hao (Auto Svcs/Ext Biz Svcs/AR & SC) [<mailto:SimJiaHao@smrt.com.sg>]

Sent: Thursday, October 27, 2016 8:48 AM

To: Yap Chee Ling <[CheeLing.Yap@income.com.sg](mailto:CheeLing.Yap@income.com.sg)>; Ng Hak Joo <[hakjoo.ng@income.com.sg](mailto:hakjoo.ng@income.com.sg)>

Cc: Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC) <[ngsiuching@smrt.com.sg](mailto:ngsiuching@smrt.com.sg)>; Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC) <[YewChung@smrt.com.sg](mailto:YewChung@smrt.com.sg)>

Subject: RE: SBC1700S | MT/0909363 - FRB and DV

Hi Chee Ling,

This vehicle is still under repair.

We had informed owner and also explain the cause of work delay.

Owner is satisfied with our explanation.

We will try to produce a quality workmanship, once job completed we will mail you all relevant document for file closure.

Thank you.

Best Regards,

Jason Sim Jia Hao  
Accident Repair Centre  
☎ : 6866 2666

**Ng Hak Joo**  
Claims Executive, Motor Insurance  
T +65 6430 7890  
[www.income.com.sg](http://www.income.com.sg)



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