

REF: CS/FWD17017923/Gtbs2

Special Instruction:

ASS: S.C.P.Y.

S.M. V.C.

Mennen

GQ

ASSIGNMENT (Office)

From (Person):

Belliana

of

FWD

Date/Time: 18/9/17 9.59am

Estimated Cost:

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

SJW 9360 L

Insured:

To Inspect Vehicle No:

Tel: 64524457

at Workshop m/s

Torque 5

of NO. 8 Kaki Bukit Ave 4, # 01-50, 413875

Policy No: PNPV 2017-00002705

Claim No:

1201700005754

Excess:

\$500.00

Sum Insured:

D.O.A 12/9/17

Make of Veh:

(Client's Record)

CA / REV / REP. / REV 24 HRS

Date/Time: 18/9/17 10.03am

Person Contacted:

Stephanie

H.O.D. Endorsement:

Vehicle IN / OUT

Date/Time Action/Instruction (✓) Estimate

SJW 9360 L - CS/FWD17017678/Urb; D.O.A: 12/9/17

19/9- Report via Mennen

19/9- inform my sis clara authorise repair excess \$500

1:15pm inform Stephanie authorise repair excess \$500

11/4/2015 check wtn clara no need recheck mandate

REC. BY: xhlREF: FWD

ASSIGNMENT

From: _____

Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s Torque 5

of _____

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____

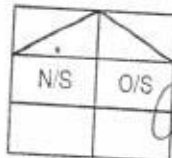
Excess: \$500

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: \$33K

IDAC Accident Rpt: _____

Consistent?: Yes or No

GIA / PR Seen: _____

Consistent?: Yes or No

Est. Repairs: 6 days

Res.: Yes or No

Lum Sum: 20 %

3 Val.: Yes or No

CA / ☒ REV / REP. / 24 HRS

Date: _____

Person Contacted: _____

Vehicle: IN / OUT

Date / Time

Action / Instruction

114- Lump Sum \$3000- (Red 14112:8290)

RECEIVED 11 APR 2010

Date/Time, File Pass to?

1) 11/4 Typst

Date/Time, File Return to?

2) _____

Report Format: ODLump Sum / I.B.I: (\$ 3000)Veh No: STU9360LYr Regn: 30 Apr 2010Type: ☒ M.Cat / ☐ M.Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /

Truck / Trailer or _____

Make: Volkswagen Jettac.c. 1390Colour: GreyA/C: ☐ Insured / ☐ Std / ☐ NI / ☐ NASp. Reading: 144621T/Radio: ☐ Insured / ☐ Std / ☐ NI / ☐ NA

Eng/No: _____

C/No: WVW 2881K8AM 096064Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ BurntSteering: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt orBrake: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt orModi: ☒ Nil / ☐ S/Rim / ☐ STD A/Rim orTyre Size: F: 225/40 R18R: 11☒ SS / ☐ DUN / ☐ EXNOVA / ☐ GY / ☐ FS / ☐ LIZA / ☐ MIC / ☐ OHTSU / ☐ PIR / ☐ SUMI / ☐ TOYO / ☐ YOKO or

Front

Rear

R/Bal. 6 mmR/Bal. 6 mmL/Bal. 6 mmL/Bal. 6 mm

D.O.A. _____

D.O.I. 18-09-17Survey held at w/sDes. of Damages: ☐ Frt / ☐ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop orThe ☒ U/C / ☐ Chassis frame / ☐ Body Structure affected due to collision.Days Of Repair: 6

Resurvey No. of Trip: _____

Add Fee:

☐ : Site Insp (\$ _____)☐ : Interview (\$ _____)☐ : Tech. Invs (\$ _____)☐ : Weekend (\$ _____)Survey Fee: 250Transportation: 50S + RS: SI

Photos _____

Others _____

TOTAL 10



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				
FWD SINGAPORE PTE LTD			Ref : CS/FWD17017923/Gtb	
6 TEMASEK BOULEVARD #18-01 SUNTEC TOWER 4 SINGAPORE 038986			Date : 18-09-2017	
			Code : FWD	
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.		Veh. Inspected		SJW 9360L
Policy No.	PNPV2017-00002705	Coverage (\$)		0.00
Claim No.	1201700005754	Excess (\$)		0.00
Assign From	MERIMEN (BELLIANA)	Assign Date		18/09/2017
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	12/09/2017	Inspection Date	18/09/2017	
Survey held at	TORQUE 5 PTE LTD 8 KAKI BUKIT AVENUE 4 #01-50 PREMIER @ KAKI BUKIT SINGAPORE 415875			
5a. Remarks				
A) THE MARKET VALUE IS S\$----- (EST. AVERAGE) B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Status
Main	18 Sep 2017 09:07	18 Sep 2017 09:54 S\$15,854.80	18 Sep 2017 09:59 Assign			New Assignment

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

Insured:	TAN CHEE LING FRANCIS, ID: S7534016H		
Vehicle Reg. No.:	SJW9360L	Date of Loss:	12/09/2017 00:00 - :59
Claim Type:	OD / 1201700005754	Policy/Cover Note No.:	PNPV2017-00002705 (Comprehensive)
		Excess:	S\$500.00
Repairer:	Torque 5 Pte Ltd (Kaki Bukit) No. 8 Kaki Bukit Ave 4,, #01-50, 415875 Kaki Bukit - Tel: 64524457		
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Belliana - 67275741]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561		
Adj Asg. Remarks:	Auto-assignment adjuster same as linked case		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Hi Janice

Following my earlier email, we noted that Lump Sum Letter was signed by customer.

We noted there are 3 revised Immediate Advices which the Estimate amount and/or the Revised Amount increases which we would like to seek your clarification

19/09 1st Immediate Advice

Repairer's Estimate (Gross)	:S\$	15,854.80
Revised Amount	:S\$	4,064.00
Check Items (Estimated)	:S\$	166.50
Total	:S\$	4,230.50
Lump Sum Repair	:S\$	

29/09 2nd Immediate Advice

Repairer's Estimate (Gross)	:S\$	17,112.00
Revised Amount	:S\$	4,985.00
Check Items (Estimated)	:S\$	0.00
Total	:S\$	4,985.00
Lump Sum Repair	:S\$	

12/10 3rd Immediate Advice

Repairer's Estimate (Gross)	
Revised Amount	
Check Items (Estimated)	
Total	
Lump Sum Repair	

Kindly check with your surveyor on why the revised amount keeps revised and increased? Based on the 2nd Advice dated 29/09, the revised amount is \$4,985.00 with no checked items. Therefore, if the vehicle is eventually repaired based on lump sum, shouldn't the lump sum repair is calculated based on \$4,950.00 less 20% = \$3,960.00

Appreciate your reply urgently.

Thanks.

Regards

View Received Message

This mail is associated with :

SJW9360L (1201700005754)

OD

Sep 12 2017 12:00AM

[TAN CHEE LING FRANCIS]

Torque 5 Pte Ltd

[Reply](#)[Reply All](#)[Mark as Unread](#)[Print Message](#)[Delete Message](#)[Forward](#)

From FWD Singapore Pte. Ltd. (HQ) (FWD_SG), sent on 19/09/2017 12:09 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$4064.00) - SJW9360L - Claim Handler: Belliana

Approved:4064.00:Hi Denise, as spoken, repair authorized in order not to delay the matter. However, please follow up with the workshop - parts price should be based on costs price only instead of list price minus 10%. Please amend the adjusted COR of

DOCUMENTS SUMMARY

There are no documents.

Attention: Motor Claims Department
FWD Singapore Pte Ltd
6 Temasek Boulevard
#18-01, Suntec Tower 4
Singapore 038986

AUTHORIZATION FOR LUMP SUM REPAIR

I, [Name] [NRIC] Tan Chee Ling Francis, the owner/ authorized driver of
vehicle [Registration No.] S5RV93602 ("Vehicle") do hereby authorize the
Tongue & Pte Ltd ("Workshop") to repair the Vehicle on a lump sum basis
instead of part by part.

The Workshop has explained to me the difference between lump sum repair and part by part repair,
which lump sum repair means the Workshop may use a mixture of genuine parts and/or original
equipment manufacturer (OEM) parts, reconditioned and second hand parts to carry out the
necessary repair.

Signed and acknowledged by:



Signature of Policyholder/ authorized driver*

*to be applicable where the person authorizing is the authorized driver:-

I confirm that I have the authority from the owner of the Vehicle to authorize the lump sum repairs
and that I have duly notified the owner of the Vehicle of the contents of this Letter of Authorization.

Date:



Name and signature of workshop personnel including workshop stamp

Date:

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report 13/09/2017 10:40
Date Of Accident 12/09/2017 16:10
Exact Location Of Accident BIDEFORD RD TWDS.CTE
Country/State of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number SJW9360L
Insured/Policyholder
Name Of Registered Owner TAN CHEE LING FRANCIS
NRIC No S7534016H
Email Address FRANCIS.CLTAN@GMAIL.COM
Mobile Phone No (LOCAL) +65-88189787
Alternative Phone No OFFICE-88189787
Vehicle Particulars
Manufacturer VOLKSWAGEN
Model JETTA-1.4 (A)
Exact Purpose for which vehicle was being used at time of accident
Are you claiming under your own insurance policy for repair to your vehicle? YES
If No, Please state action to be taken
Vehicle Category PRIVATE CAR
Insurance Company
Name of Insurance Company FWD SINGAPORE PTE. LTD.
Type Of Coverage COMPREHENSIVE
Fleet Policy NO
Policy Number PNPV2017-00002705
Cover Note Number
Driver
Name of Driver TAN CHEE LING FRANCIS
NRIC No S7534016H
Date Of Birth 16/11/1975
Occupation INDOOR
Date Of Driving Pass 04/08/1994
Driving Experience 23 YEARS AND 1 MONTH
Gender MALE
Mobile Number (LOCAL) +65-88189787
Fax Number
Contact Number OFFICE-88189787
EMail Address FRANCIS.CLTAN@GMAIL.COM

Address

Postcode

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured OWNER

Vehicle Registration Number of Driver's Own Vehicle -

Insurance Company of Driver's Own Vehicle -

General Information of the Accident

Type Of Accident COLLISION - CHANGE/CROSS LANE

Weather Conditions CLEAR

Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO

Was any body injured in the Accident? NO

Was any other material or property damaged? YES

I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO

Number of Passengers (Including Driver) 2

Details of Police Action

Was the accident reported to the police? NO

If Yes, Please state which Police Station

Was notice of intended Prosecution given? NO

If Yes, against whom?

Circumstances of Accident

Attachment(s)

Are accident photos available for attachment? YES

Was there any video captured by Car Camera? NO

Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SLC4849J

Vehicle Make/Model/Colour

Details Of Properties

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

Details of Witness

Name

Phone Number

Email Address

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. The Form must be completed by the Policyholder and/or the Authorized Driver.
3. Information provided must be as **truthful and accurate as possible**. Any false information may result in the insurance company's refusal to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is subject to their own policy terms and the act of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIC Record Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**
I understand, acknowledge, agree and consent that:
(a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may be permitted to collect, use, disclose and/or process my personal data/personal information set out in this Form (and any other personal information provided by me or possessed by my insurer) (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurers who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' law firm/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police) for the purpose(s) of:
(i) processing, handling and/or dealing with my claims, including the settlement of the claims, and any necessary investigations relating to the claims;
(ii) investigating the accident and/or my claims;
(iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
(iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/into packages); and/or
(v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes");
(b) all insurers who have insured vehicle(s) involved in this accident and the Insurers' law firm/law firms may be permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
(c) my Personal Information may also be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms) which may be sited outside of Singapore for one or more of the above Purposes.

Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Center Personnel

Sketch Plan

Common Statement

Text size + -

Enquire PARF/COE Rebate for Registered Vehicle**Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC

Owner ID: 4016H

Vehicle Details

Vehicle No.: SJW9360L

Vehicle to be Exported: No

Intended De-registration
Date: 19 Sep 2017

Vehicle Make: VOLKSWAGEN

Vehicle Model: JETTA 1.4 TSI AT 1K23Q5 MX

Primary Colour: Grey

Manufacturing Year: 2010

Engine No.: CAV160743

Chassis No.: VWWZZZ1KZAM096064

Maximum Power
Output: 118.0 kW (158 bhp)

Open Market Value: \$22,106.00

Original Registration
Date: 30 Apr 2010

First Registration Date: 30 Apr 2010

Transfer Count: 1

Actual ARF Paid: \$22,106.00

Intended PARF Rebate Details

PARF Eligibility: Yes

PARF Eligibility Expiry
Date: 29 Apr 2020

PARF Rebate Amount: \$13,263.00

Intended COE Rebate Details

COE Expiry Date: 29 Apr 2020

COE Category: A - Car (1600cc & below)

COE Period(Years): 10

QP Paid: \$20,802.00

COE Rebate Amount: \$5,431.00

Total Rebate Amount: \$18,694.00

The information contained herein is correct as at 19 Sep 2017

OK

Land Transport Authority

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Last updated on 27 Aug 2017 at 01:09 AM

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 18 Sep 2017)

Parts: 143 VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)

Labour: Repairer's (Price-denominated Standard List)

Print Code: (Unsubmitted, no print-code for SJW9360L)

Validity: These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page

Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*REAR BUMPER X Repair	10.00	0.00	*980.00 FL ✓
2	1		*REAR BUMPER CLIP X	10.00	0.00	*5.00 FL ✓
3	1		*REAR BUMPER RETAINER (RH) X {NN	10.00	0.00	*85.00 FL ✓
4	1		*REAR BUMPER BRACKET (RH) X	10.00	0.00	*85.00 FL ✓
5	1		*REAR BUMPER FENDER (RH) - Buc	10.00	0.00	*1,550.00 FL ✓
6	1		*REAR BUMPER FENDER COWLING(RH) DE	10.00	0.00	*185.00 FL ✓
7	1		*REAR BUMPER FENDER COWLING CLIP (RH) - MC	10.00	0.00	*5.00 FL ✓
8	1		*REAR BUMPER FENDER INNER TRIM (RH) X {NN	10.00	0.00	*366.00 FL ✓
9	1		*REAR BUMPER FENDER INNER TRIM CLIP (RH) X	10.00	0.00	*5.00 FL ✓
10	1		*REAR DOOR (RH) X Repair.	10.00	0.00	*1,880.00 FL ✓
11	1		*REAR DOOR HINGE (UP) X	10.00	0.00	*165.00 FL ✓
12	1		*REAR DOOR HINGE (DOWN) X {NN	10.00	0.00	*165.00 FL ✓
13	1		*REAR DOOR CHECKER (RH) X	10.00	0.00	*195.00 FL ✓
14	1		*REAR DOOR LOCK (RH) X	10.00	0.00	*410.00 FL ✓
15	1		*REAR DOOR WEATHER TRIP (RH) X NN	10.00	0.00	*166.00 FL ✓
16	1		*REAR DOOR HANDLE (RH) - Cut	10.00	0.00	*265.00 FL ✓
17	1		*ROCKER PANEL (RH) X NN	10.00	0.00	*1,405.00 FL ✓
18	1		*WINDOW MOULDING WITH W/S X MC . NN	10.00	0.00	*820.00 FL ✓
19	1		*REAR RIM - Cut	10.00	0.00	*980.00 FL ✓
20	1		*REAR ABDORBER (RH) X {NN	10.00	0.00	*310.00 FL ✓
21	1		*REAR KUNCKLE (RH) X	10.00	0.00	*495.00 FL ✓
22	1		*REAR KUNCKLE BEARING (RH) - MC	10.00	0.00	*320.00 FL ✓
23	1		*REAR LOWER ARM (RH) X {NN	10.00	0.00	*350.00 FL ✓
24	1		*REAR AXLE X	10.00	0.00	*1,380.00 FL ✓

F=Franchise part. L=ListItemDisc.

Sub Total (\$\$)	12,572.00
- List Item Discount on L Items (\$\$)	1,257.20
Total Parts (\$\$)	11,314.80

Report was unsubmitted during this print-out.
Generated using Merimen e-Claims IEAS

Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
Miscellaneous Items			
1	1	REAR DOOR WINDOW SEALANT X 5 NN	X 100.00
2	1	REAR TYRE (RH) X	X 400.00
Sub Total (S\$)			500.00

Estimates on Labour

No	Particulars	Lab.Type	Amount
Labour Items			
1	TO R&R ACCIDENT AFFECTED AREAS	New	600 1,800.00
2	TO PATTY & RESPRAY ACCIDENT AFFECTED AREAS	New	450 1,500.00
3	TO RUST PROOF ACCIDENT AFFECTED AREAS	New	50 60.00
4	TO R&R REAR DOOR MECHANISM	New	NN X 120.00
5	TO R&R REAR LUGGAGE COMPARTMENT	New	60 80.00
6	TO R&R REAR UNDERCARRIAGE	New	80 180.00
7	TO R&R REAR WINDSCREEN	New	100 120.00
8	TO CHECK WATER SEEPAGE	New	NN X 60.00
9	TO DO WHEEL ALIGNMENT	New	60 120.00
Gross Labour Cost (S\$)			4,040.00

Report was unsubmitted during this print-out.
Generated using Merimen e-Claims IEAS

< END OF ESTIMATES >

6 Days.

Lumpsum Repair.

After repair photos.

Excess : \$500

Not Authorised.

Guo Qiang - 8288 0282

18/9/17

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

9/20/2017

Estimate Report

Torque 5 Pte Ltd (Co.Reg.No.201313221G)

No. 8 Kaki Bukit Ave 4., #01-50

Singapore 415875

Tel: 64524457 Fax: 64524584 Email: sam.chang@torque5.com

INSURER:

FWD Singapore Pte. Ltd. (HQ)

PARTICULARS OF CLAIM

Claim Type: OD (OWN DAMAGE)
 Policy No: PNPV2017-00002705
 Vehicle Reg. No.: SJW9360L
 Driver Age/Info:
 TP Injury Involved? YES
 Insured/Claimant: TAN CHEE LING FRANCIS

Ref. No: SJW9360L
 Date of Loss: 12/09/2017
 Driveable?
 Party At Fault: UNKNOWN
 Third Party Involved? YES

Make/Model: VOLKSWAGEN JETTA, 1.4 (A)
 Vehicle Colour: METALLIC SILVER
 Engine No: CAV160743
 Odometer: 0 KM

Vehicle Reg. Date: 30/04/2010
 Chassis No: WVWZZZ1KZAM096064

Paint Type:
 Total Loss? NO
 Est. Duration of Repair (day) 0

Present Location: TORQUE 5 PTE LTD (KAKI BUKIT)

COST OF CLAIMS

	Amount
Parts	12,572.00
Miscellaneous Items	500.00
Labour	4,040.00
Paintwork Labour	0.00
Towing	0.00
Gross Total (\$\$)	17,112.00
+ GST 7.00% (\$\$)	1,197.84
Nett Amount (\$\$)	18,309.84

This claim is handled by: MAY NG

Generated using Merimen e-Claims Internet Estimation & Adjusting System

9/20/2017

Estimate Report

SJX335P

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 20 Sep 2017)
 Parts: 143 VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)
 Labour: Repairer's (Price-denominated Standard List)
 Print Code: Torque 5 Pte Ltd/SJW9360L/20/09/2017 09:05
 Validity: These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the
 END OF ESTIMATES marker on the last estimate page
 Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*REAR BUMPER	0.00	0.00	*980.00 F
2	1		*REAR BUMPER CLIP	0.00	0.00	*5.00 F
3	1		*REAR BUMPER RETAINER (RH)	0.00	0.00	*85.00 F
4	1		*REAR BUMPER BRACKET (RH)	0.00	0.00	*85.00 F
5	1		*REAR BUMPER FENDER (RH)	0.00	0.00	*1,550.00 F
6	1		*REAR BUMPER FENDER COWLING (RH)	0.00	0.00	*185.00 F
7	10		*REAR BUMPER FENDER COWLING CLIP (RH)	0.00	0.00	*366.00 F
8	1		*REAR BUMPER FENDER INNER TRIM (RH)	0.00	0.00	*5.00 F
9	1		*REAR BUMPER FENDER INNER TRIM CLIP (RH)	0.00	0.00	*1,880.00 F
10	1		*REAR DOOR (RH)	0.00	0.00	*165.00 F
11	1		*REAR DOOR HINGE (UP)	0.00	0.00	*165.00 F
12	1		*REAR DOOR HINGE (DOWN)	0.00	0.00	*195.00 F
13	1		*REAR DOOR CHECKER (RH)	0.00	0.00	*410.00 F
14	1		*REAR DOOR LOCK (RH)	0.00	0.00	*166.00 F
15	1		*REAR DOOR WEATHER TRIP (RH)	0.00	0.00	*265.00 F
16	1		*REAR DOOR HANDLE (RH)	0.00	0.00	*1,405.00 F
17	1		*ROCKER PANEL (RH)	0.00	0.00	*820.00 F
18	1		*WINDOW MOULDING WITH W/S	0.00	0.00	*980.00 F
19	1		*REAR RIM	0.00	0.00	*310.00 F
20	1		*REAR ABDORBER (RH)	0.00	0.00	*495.00 F
21	1		*REAR KUNCKLE (RH)	0.00	0.00	*320.00 F
22	1		*REAR KUNCKLE BEARING (RH)	0.00	0.00	*350.00 F
23	1		*REAR LOWER ARM (RH)	0.00	0.00	*1,380.00 F
24	1		*REAR AXLE	0.00	0.00	

F=Franchise part.

less 10%

Total Parts (\$\$)

12,572.00

Torque 5 Pte Ltd/SJW9360L/20/09/2017 09:05. Not valid without Reference section.
 Generated using Merimen e-Claims IEAS

2187.21
 10%: 1968.49
 1400
 2800
 20%: 2200

P: 4170.00
 SN: 1400.00
 5370.00
 3460 @ 6 repair days
 1/5

Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			100.00
1	1	REAR DOOR WINDOW SEALANT	400.00
2	1	REAR TYRE (RH)	
Sub Total (S\$)			500.00

Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			600
1	TO R&R ACCIDENT AFFECTED AREAS	New	1,800.00 ²
2	TO PATTY & RESPRAY ACCIDENT AFFECTED AREAS	New	150 1,500.00
3	TO RUST PROOF ACCIDENT AFFECTED AREAS	New	50 50.00
4	TO R&R REAR DOOR MECHANISM	New	120.00 x
5	TO R&R REAR LUGGAGE COMPARTMENT	New	60 80.00
6	TO R&R REAR UNDERCARRIAGE	New	80 180.00
7	TO R&R REAR WINDSCREEN	New	100 120.00
8	TO CHECK WATER SEEPAGE	New	60.00^
9	TO DO WHEEL ALIGNMENT	New	60 120.00
Gross Labour Cost (S\$)			4,040.00

Torque 5 Pte Ltd/SJW9360L/20/09/2017 09:05. Not valid without Reference section.
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< END OF ESTIMATES >



KIAN HUA

KIAN HUA MOTOR CO. PTE LTD
7 Jalan Lembah Kallang Singapore 339563
Tel: 62933850 Fax: 63551800
Email: Sales@Kianhuamotor.Com
Co. Reg No. / Gst Reg No: 200106569G

Customer's Copy
Customer: TORQUE 5 PTE LTD

Tax Invoice No: SRI2636153
Date: 01/12/2017
Area Code: Credit Terms: 2

Customer: TORQUE 5 PTE LTD
Address: 8 KAKI BUKIT AVENUE 4
#01-49/50/51/52/53/54 PREMIER @ KAKI
BUKIT

Area Code: 2 DELIVER
Kian Hua Sales: WEE

ORDER BY XIAN

No.	Description	Qty	Unit Price	Amount
1	REAR BUMPER FENDER (RH)	1	1550.00	1550.00
2	REAR BUMPER FENDER COWLING (RH)	1	185.00	185.00
3	REAR BUMPER FENDER COWLING CLIP (RH)	10	5.00	50.00
4	REAR DOOR HANDLE	1	265.00	265.00
5	WINDOW MOULDING WITH WINDSCREEN	1	820.00	820.00
6	REAR RIM (RH)	1	980.00	980.00
7	REAR KNUCKLE BEARING	1	320.00	320.00

1259.28
132.43
30
95.69
650.

Products received and checked to be in good condition
Sub-Total: SGD 4,170.00
G.S.T(7%): 291.90
Total: SGD 4,461.90

Customer's Signature / Company Stamp
Products sold are not returnable.

Page: 1 of 1

FOR KIAN HUA OFFICIAL USE:

PAID / AMOUNT:

TIME:

WEE - 31/01/2018 5:33:00 PM

Authorised Signature

...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	18 Sep 2017 09:07 Sendback Est	20 Sep 2017 09:05 S\$17,112.00	18 Sep 2017 09:59 Edit Adj Rpt	S\$3,000.00 Edit Estimates	S\$3,000.00 View Rpt		Pending for Survey Report Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

Insured:	TAN CHEE LING FRANCIS, ID: S7534016H		
Vehicle Reg. No.:	SJW9360L	Date of Loss:	12/09/2017 00:00 - :59 [88 Months and 13 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 1201700005754	Policy/Cover Note No.:	PNPV2017-00002705 (Comprehensive)
		Excess:	S\$500.00
Repairer:	Torque 5 Pte Ltd (Kaki Bukit) No. 8 Kaki Bukit Ave 4,, #01-50, 415875 Kaki Bukit - Tel: 64524457		
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Belliana - 67275741]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Imm.Advice due 27/09/2017]		
Driver/Custodian:	TAN CHEE LING FRANCIS (), NRIC: S7534016H		
Adj Asg. Remarks:	Auto-assignment adjuster same as linked case		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- FWD_SG (16/10/2017): Alert - Adj Mandate Maintained - SJW9360L - Claim Handler: Belliana
- FWD_SG (29/09/2017): Alert - Adj Mandate Approved (S\$4985.00) - SJW9360L - Claim Handler: Belliana
- FWD_SG (19/09/2017): Alert - Adj Mandate Approved (S\$4064.00) - SJW9360L - Claim Handler: Belliana

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

SJW9360L (1201700005754)

OD

Sep 12 2017 12:00AM

[TAN CHEE LING FRANCIS]

Torque 5 Pte Ltd

Upload Documents Upload Photos Compose New Letter

View View in Browser

Assessment Reports

1 per page

No	Finalized On	Torque 5 Pte Ltd (Kaki Bukit)	Thumbnail	Print
1	20/09/17 09:05	Repairer Estimates	 Load HTM	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	19/09/17 11:35	Adjuster Immediate Advice	 Load HTM	
2	29/09/17 10:40	Adjuster Immediate Advice	 Load HTM	

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	19/09/17 11:43	General View	 Load JPG	☒
2	19/09/17 11:43	General View	 Load JPG	☒
3	19/09/17 11:43	General View	 Load JPG	☒
4	19/09/17 11:43	General View	 Load JPG	☒
5	19/09/17 11:43	General View	 Load JPG	☒
6	19/09/17 11:43	General View	 Load JPG	☒
7	19/09/17 11:43	General View	 Load JPG	☒
8	19/09/17 11:43	General View	 Load JPG	☒
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28	19/09/17 11:43	General View	 Load JPG	☒
29	19/09/17 11:43	General View	 Load JPG	☒
30	19/09/17 11:43	General View	 Load JPG	☒
31	19/09/17 11:43	General View	 Load JPG	☒

Assessment Reports			1 per page ▼	✓
No	Finalized On	Torque 5 Pte Ltd (Kaki Bukit)	Thumbnail	Print
32	19/09/17 11:43	General View	 Load JPG	✓
33	19/09/17 11:43	General View	 Load JPG	✓
34	19/09/17 11:43	General View	 Load JPG	✓
35	19/09/17 11:43	General View	 Load JPG	✓
Documentation			1 per page ▼	✓
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)	Thumbnail	Print
1	18/09/17 10:03	E-filed GIA report	 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	12/10/17 18:36	LUMP SUM LETTER	 Load PDF	
2	11/04/18 16:25	PARTS INVOICE	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: ☐ Repairer ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower 4
Singapore 038986

Our File No: CS/FWD17017923/GTBS2

Date: 11/04/2018

REFERENCE

Insured/Claimant: TAN CHEE LING FRANCIS Policy No: PNPV2017-00002705
Date of Loss: 12/09/2017 Nature of Claim: OD Claim No: 1201700005754

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SJW9360L**
Make & Model: VOLKSWAGEN JETTA, 1.4 (A) Engine No: CAV160743
Reg. Date: 30/04/2010 (Man. Year: 2010) Chassis No: WVVZZZ1KZAM096064
Colour: Grey Odometer: 144621 km
Engine Capacity: 1390 cc
Market Value/New Car Price: S\$33,000.00
Sum Insured (S\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Good Steering (Serviceable): Yes Footbrake (Serviceable): Yes
Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 225/40R18 Rear Tyre Size: 225/40R18
Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm
Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	12,572.00	3,350.00	9,222.00	73.35
Miscellaneous Items	500.00	0.00	500.00	100.00
Labour	4,040.00	1,400.00	2,640.00	65.35
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	17,112.00	4,750.00	12,362.00	72.24
Approved Total (Overridden) (S\$)		3,000.00		
- Excess (S\$)	0.00	500.00	-500.00	
(S\$)	17,112.00	2,500.00	14,612.00	85.39
+ GST 7.00/7.00% (S\$)	1,197.84	175.00	1,022.84	85.39
Nett Amount (S\$)	18,309.84	2,675.00	15,634.84	85.39

INSPECTION

Date of Assignment: 18/09/2017 Present Location: Torque 5 Pte Ltd (Kaki Bukit)
Torque 5 Pte Ltd (Kaki Bukit)
Date Inspected: 18/09/2017 Inspected At: No. 8 Kaki Bukit Ave 4, #01-50
Singapore 415875
Estimated Period of Repair: 6.0 days

Adjuster: XING GUO QIANG

Manager: DENISE TAY KWEE CHENG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but

https://singapore.merimen.com/claims/index.cfm?fusebox=MTRadjuster&fuseaction=gen_printprt&caseid=638401&extid=250927&CFID=31917255&CFTOKEN=

any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 11 Apr 2018)
Parts:	143	VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SJW9360L)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER	Repair	980.00 F	*- F
2	1		*REAR BUMPER CLIP	Not Necessary	5.00 F	*- F
3	1		*REAR BUMPER RETAINER (RH)	Not Necessary	85.00 F	*- F
4	1		*REAR BUMPER BRACKET (RH)	Not Necessary	85.00 F	*- F
5	1		*REAR BUMPER FENDER (RH)	Buckled	1,550.00 F	*1,550.00 F
6	1		*REAR BUMPER FENDER COWLING(RH)	Deformed	185.00 F	*185.00 F
7	10		*REAR BUMPER FENDER COWLING CLIP (RH)	Necessary	5.00 F	*50.00 F
8	1		*REAR BUMPER FENDER INNER TRIM (RH)	Not Necessary	366.00 F	*- F
9	1		*REAR BUMPER FENDER INNER TRIM CLIP (RH)	Not Necessary	5.00 F	*- F
10	1		*REAR DOOR (RH)	Repair	1,880.00 F	*- F
11	1		*REAR DOOR HINGE (UP)	Not Necessary	165.00 F	*- F
12	1		*REAR DOOR HINGE (DOWN)	Not Necessary	165.00 F	*- F
13	1		*REAR DOOR CHECKER (RH)	Not Necessary	195.00 F	*- F
14	1		*REAR DOOR LOCK (RH)	Not Necessary	410.00 F	*- F
15	1		*REAR DOOR WEATHER TRIP (RH)	Not Necessary	166.00 F	*- F
16	1		*REAR DOOR HANDLE (RH)	Cut	265.00 F	*265.00 F
17	1		*ROCKER PANEL (RH)	Not Necessary	1,405.00 F	*- F
18	1		*WINDOW MOULDING WITH W/S	Not Necessary	820.00 F	*- F
19	1		*REAR RIM	Cut	980.00 F	*980.00 F
20	1		*REAR ABDORBER (RH)	Not Necessary	310.00 F	*- F
21	1		*REAR KUNCKLE (RH)	Not Necessary	495.00 F	*- F
22	1		*REAR KUNCKLE BEARING (RH)	Necessary	320.00 F	*320.00 F
23	1		*REAR LOWER ARM (RH)	Not Necessary	350.00 F	*- F
24	1		*REAR AXLE	Not Necessary	1,380.00 F	*- F

F=Franchise part.

Total Parts (S\$)	12,572.00	3,350.00
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Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

No	Qty	Particulars	Repairer's	Amount
Miscellaneous Items				
1	1	REAR DOOR WINDOW SEALANT	100.00	0.00
		NOT NECESSARY		
2	1	REAR TYRE (RH)	400.00	0.00
		NOT NECESSARY		
Sub Total (S\$)			500.00	0.00

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO R&R ACCIDENT AFFECTED AREAS	New	1,800.00	600.00
2	TO PATTY & RESPRAY ACCIDENT AFFECTED AREAS	New	1,500.00	450.00
3	TO RUST PROOF ACCIDENT AFFECTED AREAS	New	60.00	50.00
4	TO R&R REAR DOOR MECHANISM	New	120.00	0.00
5	TO R&R REAR LUGGAGE COMPARTMENT	New	80.00	60.00
6	TO R&R REAR UNDERCARRIAGE	New	180.00	80.00
7	TO R&R REAR WINDSCREEN	New	120.00	100.00
8	TO CHECK WATER SEEPAGE	New	60.00	0.00
9	TO DO WHEEL ALIGNMENT	New	120.00	60.00
Gross Labour Cost (S\$)			4,040.00	1,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >