

INS. CASE OWNER:

Janet

CC 3/EQ117021066 1 Swaz

LKK:

IDAC:

ASSIGNMENT

Surveyor:

Sebastian

DOI:

02/11/17

Date / Time:

02/11/17

Pre-assign / CCU / FTE



Insured Vehicle No.:

YP 7703D

Claim No.:

DM18H000379/JT

Name of Insured:

RAFFLES RELOCATION & MOBILITY PTE LTD

Policy No.:

DMCHH017-000253

Insured Tel No.:

HP:

Make / Model:

MITSUBISHI FUSO - 6.6D

Excess Sec II :SS

D.O.A.:

24/10/17

Place of Accident:

FRASER (M)
FARMER RD BUS STOP

Is driver the owner? (YES NO)

Nature of Accident:

If NO, Driver Name / Age: MUHAMMAD PIKY REN MAZLAN

OI GIA REPORT / NO ; TP GIA REPORT / NO

Driver Tel No.:

8696 6259

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

SMB 13425



INSRS:

WSP: SMART (woodlands)

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

SMB 13425 - 02/09/17 (CC 3/EQ113014331/R1 em302), 24/10/17 (CC 3/EQ117021066/SWAS) YP 7703D - X

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)	<input type="checkbox"/>	<input type="checkbox"/>
After call ltr to OI:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Authorisation To Act:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Release Voucher:	<input type="checkbox"/>	<input type="checkbox"/>
Final Repair Bill:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Car Rental Invoice:	<input type="checkbox"/>	<input type="checkbox"/>
Towing Invoice:	<input type="checkbox"/>	<input type="checkbox"/>
LTA / GIA :	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medical Bill:	<input type="checkbox"/>	<input type="checkbox"/>
PIR:	<input type="checkbox"/>	<input type="checkbox"/>
Mandate/Reject Instruction:	<input type="checkbox"/>	<input type="checkbox"/>
LOD:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payment Breakdown Form:	<input type="checkbox"/>	<input type="checkbox"/>
Post-Repair Photos:	<input type="checkbox"/>	<input type="checkbox"/>
Others:	<input type="checkbox"/>	<input type="checkbox"/>

RECEIVED 20 MAR 2018

15/02/18 (viam)

14/02/2018 @ 3:57pm

Spoke to OI/O (Mr Froy). Confirmed accident details and OI/O encroaching into both lanes and contacted OI/O TP venue. OI/O will send any additional photos via email. Informed OI/O TP claims aware of NCD will agree to settle. Send letter to OI.

PRELIMINARY ADVICE Date/Time: 06/11/17 Sent By: Stanley Hwe

FINALIZATION Date/Time: Confirm with: Confirm by: Repair Cost: \$5 (days) Reduction: % Email Call

FINAL SETTLEMENT Date/Time: 26/3/18 Confirm with: Audrey. Email Call

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No.: NIL.

Repair Cost: \$5 1100.00

Loss of Rental (LOR): \$5 - (days)

Loss of Use (LOU): \$5 500.00 (\$ 250 x 2 days)

Loss of Income (LOI): \$5 - (\$ x days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search: \$5 5.00

Medical: \$5 -

Disbursement: \$5 - (e.g. Tow/ Independent)

Legal Cost: \$5 -

Total: \$5 1605.00 Global Sum \$5:

If NO or B 28, Ass. Lia: OI/O encroaching into both lanes / contacted OI/O TP venue.

COPY SENT 26/3/18

1) Claim status: Normal/Reject/Private Settle
2) Report Format:
3) Survey fee:

FINAL PAYMENT Date/Time: Confirm with: Email Call

Payee 1: \$5 1605.00 Name 1: SMART BUSES LTD
Payee 2: (Strike if N.A.) \$5 Name 2:
Payee 3: (Strike if N.A.) \$5 Name 3:



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/EQI17021066/Swa3	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date : 03-11-2017	
		Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	YP 7703D	Veh. Inspected	SMB 1342S
Policy No.	DMCHHQ17-000253	Coverage (\$)	0.00
Claim No.	DM18HO00379/JT	Excess (\$)	0.00
Assign From		Assign Date	03/11/2017
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	24/10/2017	Inspection Date	02/11/2017
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

Enquire Transaction History

Transaction History Details

Log Date/Time: 27 Oct 2017 / 10:36:05

Asset Type: Vehicle Transaction Amount: \$5.35

Asset ID: YP7703D

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

User ID: ESASBAHO - BALQISH BINTE ABDUL HALIL Business Transaction Reference No.: 20171027103605654031

Search Date / Time: 24 Oct 2017 17:57:00

Insurance Company: EQ INSURANCE COMPANY LTD

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

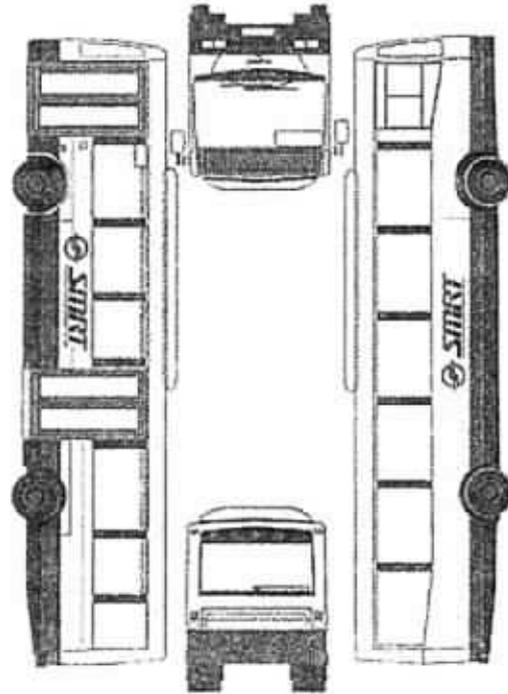
[Enquire Related Logs](#)

[Back to List](#)

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SMB1342S
Ref. No : BUS/10/17/7028
Reg. Date : 25/03/2013
Vehicle Type : BUS -12M
Make : MAN
Model : MAN
Name of Driver : Mohammad Al Rahman Bin Kamarulizam
Type of Accident : SIDE SWIPE
Date / Time of Accident : 24/10/2017 05:57:00 PM
Accident Reported Date / Time : 25/10/2017 12:00:00 AM
Surveyor is Required? : Yes
Survey by : EQ Ins Co Ltd
Vehicle is Towed Back? : No
Towed Back Date/Time : 01/01/2000
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024092875
Special Instruction to ARC,if any :
SMB1342S - RIGHT REAR PORTION
YP7703D (TP) - INSURED WITH EQ.
Prepared Date : 02/11/2017 02:31:30 PM

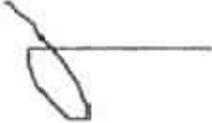
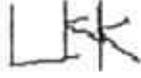


Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : WMAA22ZZ9D7001773 Mileage : 0
 Work Shop : Internal Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 795.00	530.00
Total Spray Painting Charges	: 446.00	300.00
Total Material Charges	: 293.99	293.99
Other Charges	: 0.00	0.00
TOTAL	: 1,534.99	1,123.99
Lum Sum Total	: 1,550.00	1,100.00
No. of Repair Days	: 3.00	2.00 /
Prepared / Adjusted By	: Goh Kok Khoo	Sebastian Yeang
Arc / Surveyor Sign Off Date	: 02/11/2017 02:33:07 PM	02/11/2017 02:37:34 PM

Prepared / Adjusted Date :

Remarks :

Prepared Date : 02/11/2017 02:33:07 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 :

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:

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.	795.00	530.00
Total Labour	795.00	530.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	446.00	300.00
Total Spray Painting & Panel Beating	446.00	300.00

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 Recommendation	Surveyor Approved	Photos Attached
4001B05-LAM141		6010303	SIDE SIGNAL LAMP	1	186.10	10.00	167.49	Replace	Replace	No <i>JCAK</i>
	COMMO N	4005299	SMRT STICKER(B)	1	200.00	0.00	200.00	Replace	Replace	No <i>JNE</i>
TOTAL MATERIALS								367.49	367.49	
TOTAL MATERIALS(Discounted)								293.99	293.99	

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									

$$\begin{array}{r}
 367.49 \\
 - 20\% \\
 \hline
 293.99 \\
 530.00 \\
 + 300.00 \\
 \hline
 1123.99
 \end{array}$$

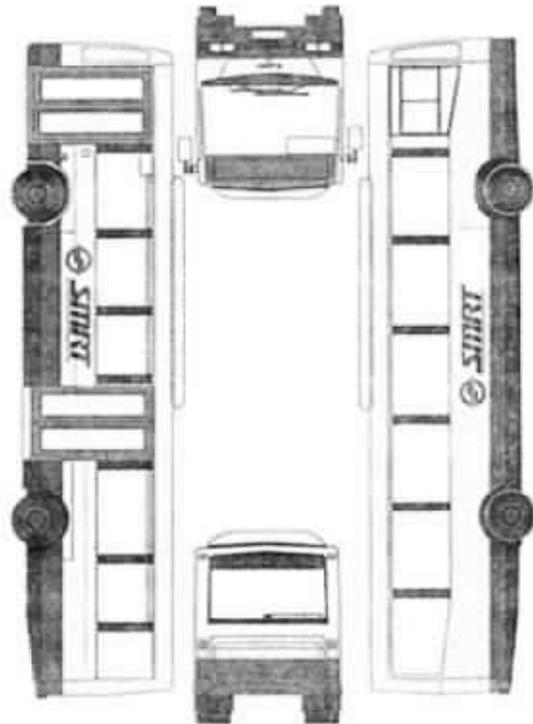
L/s = \$ 1100

Sebastian
20/11/2017

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SMB1342S
 Ref. No : BUS/10/17/7028
 Reg. Date : 01/01/1900
 Vehicle Type : BUS -12M
 Make : MAN
 Model : MAN
 Name of Driver : Mohammad Al Rahman Bin Kamarulizam
 Type of Accident :
 Date / Time of Accident : 24/10/2017 05:57:00 PM
 Accident Reported Date / Time : 25/10/2017 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 :
 SMB1342S - RIGHT REAR PORTION
 YP7703D (TP) - INSURED WITH EQ
 Prepared Date : 02/11/2017 02:31:30 PM



*Substation.
 2/11/2017.
 - Lump Sum Repair.
 - Photo After Paint.*

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:

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
001B05-AM141		6010303	SIDE SIGNAL LAMP	1	186.10	10.00	167.49	Replace	Replace	No <i>✓</i>
	COMMON	4005299	SMRT STICKER(B)	1	200.00	0.00	200.00	Replace	Replace	No <i>✓</i>
TOTAL MATERIALS								367.49	367.49	
TOTAL MATERIALS(Discounted)								288.11	293.99	

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									

Shirley Hiew (LKK Auto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Tuesday, 13 February 2018 11:11 AM
To: Shirley Hiew (LKK Auto); Vivian Lau (LKKAuto)
Cc: Admin A; Jas Khine (LKKAuto)
Subject: RE: Direct Settlement - Accident Involving YP7703D (OI : EQI - DM18HO00379/JT) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017
Attachments: YP7703D.pdf

Dear Shirley

Attach OI report.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify t

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Friday, February 9, 2018 2:16 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

Thanks and noted.

We would appreciate if you could update us once done.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Janet Tan [mailto:janet.tan@eqinsurance.com.sg]

Sent: Friday, 9 February 2018 11:17 AM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving YP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Shirley

Accident not reported. We shall follow up with non reporting.

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 Crystal

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify t

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]

Sent: Friday, February 9, 2018 10:52 AM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

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

Subject: RE: Direct Settlement - Accident Involving YP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

We refer to the above matter.

Please be informed that OI's vehicle number should be read as YP 7703D.

Kindly refer to the attachment of LTA search and TP GIA REPORT (amend), let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)
Sent: Monday, 15 January 2018 1:18 PM
To: janet.tan@eqinsurance.com.sg
Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving VP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

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,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)
Sent: Friday, 29 December 2017 11:17 AM
To: janet.tan@eqinsurance.com.sg
Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving VP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

We refer to the above matter.

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

"Wishes you a Merry Christmas & Happy New Year 2018"

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)
Sent: Monday, 18 December, 2017 9:43 AM
To: janet.tan@eqinsurance.com.sg
Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving VP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

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,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)

Sent: Wednesday, 22 November, 2017 11:03 AM

To: janet.tan@eqinsurance.com.sg

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving VP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

Dear Janet,

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,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)

Sent: Monday, 6 November, 2017 9:11 AM

To: janet.tan@eqinsurance.com.sg

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving VP7703D (OI : EQI - TBA) AND SMB1342S (TP : LKK REF - CC3/EQI17021066/Swa3) on 24/10/2017

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SMB 1342S at SMRT Automotive Services Pte Ltd (Woodlands).

Enclosed for your perusal is:

- TP GIA report
- TP 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 Vivian and she can be contacted at DID: 6841 8625.

To check availability of the case handler , you may contact the undersigned.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

AR REGISTERED



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
C/O LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
Singapore 408933

Date : 2/12/17
Our Ref.: BUS/10/17/7028/PT
Your Ref. :

Dear Sirs,

ACCIDENT INVOLVING SMB13425 AND YP7703D
ON 24/10/17 ALONG Farrer Rd Bus Stop

LETTER OF CLAIM

We claim on behalf of **SMRT BUSES LTD**, owner/hirer of the vehicle Reg. No. SMB13425.
Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$1,100.00
2. Loss of Use for <u>2</u> days @ S\$ <u>275.00</u> /day	:	\$ 550.00
3. Loss of Rental for <u>—</u> days @ S\$ <u>—</u> /day	:	—
4. Loss of Income for <u>—</u> days @ S\$ <u>—</u> /day	:	—
5. Police/Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
6. Survey Fee	:	—
7. Others	:	—
Total Claims :	:	<u>\$1,655.00</u>

We enclose the following documents :

- | | |
|--|---|
| <input checked="" type="checkbox"/> Repair Invoice | <input type="checkbox"/> Letter of Authorisation |
| <input type="checkbox"/> Survey Report | <input checked="" type="checkbox"/> LTA Search result |
| <input type="checkbox"/> Photographs _____ pcs | <input type="checkbox"/> Others : |
| <input type="checkbox"/> Investigation results | 1. _____ |
| <input type="checkbox"/> Proof of Loss of Use/Rental/Income | 2. _____ |
| <input checked="" type="checkbox"/> Police / SAS report of <u>SMB13425</u> | 3. _____ |

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Please issue your payment made in favour of **SMRT Buses Ltd**

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD

Patrick Tan
For Manager, Claims
Claims Department
6866 2654

c.c First Capital Insurance Ltd



Auto
Consultants
Pte Ltd

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

Our Ref: CC3/EQ117021066/Swa3

21 FEBRUARY 2018

RAFFLES RELOCATION & MOBILITY PTE. LTD.
7500A BEACH ROAD
#05-319 THE PLAZA
SINGAPORE 199591
ATTN: HR / MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING YP 7703D AND SMB 1342S ON 24.10.2017

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

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

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

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

Please call us if you have further queries.

Yours faithfully,

Zaini
Case Handler
DID: 6841 2132
FAX: 6741 4108
Email: Zaini@lkkauto.com

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

Bus/10/17/7028/AW

AUTHORISATION TO ACT

I/We, SMRT BUSES LTD ("the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4, SINGAPORE 757705 (address), owner of SMB 1342S (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 1342S that was damaged pursuant to the accident which occurred on 24/10/2017 (date) along FARRER RD BUS STOP (location) involving vehicle no/s YP 7703D ("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 7 (day) of March (month) 2018 (year)

Audrey
Ww



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



Signed by "the workshop"
(with chop)

Final CHO \$1605 to be issued to SMRT BUSES LTD



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

Customer Code: 3000066

SMRT BUSES LTD

Block Unit
 STREET 62
 6 ANG MO KIO
 SINGAPORE 569140



Tax Invoice

GST Reg No. : MR-8500001-7
 CRN : 199004280Z
 Invoice No. : IV171100529
 Date : 22.11.2017
 Vehicle No. : SMB1342S
 Your Ref No. : BUS/10/17/7028
 Our Ref No. : 24092875
 Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$ 1,100.00
GRAND TOTAL				\$ 1,100.00

Remark :

Make/Model : MAN A22
 Accident Date : 24.10.2017

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

Authorized Signature
 for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time: 27 Oct 2017 / 10:36:05

Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	YP7703D		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20171027103605654031

Search Date / Time: 24 Oct 2017 17:57:00

Insurance Company: EQ INSURANCE COMPANY LTD

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

[Enquire Related Logs](#)

[Back to List](#)



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: 27/03/2018

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	YP 7703D (Insd Veh)	Your Ref. No. : DM18HO00379/JT
	SMB 1342S (TP Veh)	Our Ref. No. : CC3/EQI17021066/Swa3q2
Date of Accident	24/10/2017	

Liability	100%	
Final Repair Cost	: \$ 1,100.00	
Loss of Use	: \$ 500.00	2 days
Rental (If any)	: \$	days
Others:	: \$ 5.00	
	: \$	
	1,605.00	
Final Settlement Sum	: \$ 1,605.00	
Remarks	:	

Payment Instruction: Payee's Breakdown		
1)	SMRT BUSES LTD	: \$ 1,605.00
		: \$

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/EQ17021066/Swa3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date : 27-03-2018	
		Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	YP 7703D	Veh. Inspected	SMB 1342S
Policy No.	DMCHHQ17-000253	Coverage (\$)	0.00
Claim No.	DM18HO00379/JT	Excess (\$)	0.00
Assign From		Assign Date	02/11/2017
2. Vehicle Particulars & Condition			
Make & Model	MAN NL320F	c.c	10518
Engine No.	HIDDEN	Year of Reg.	2013
Chassis No.	WMAA22ZZ9D7001773	Colour	MULTI COLOUR
Odometer	435337	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	FAIR		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	275/70 R22.5	GOODYEAR	6 mm
L/H Front Tyre	275/70 R22.5	GOODYEAR	6 mm
R/H Rear Tyre	275/70 R22.5	GOODYEAR	6 mm
L/H Rear Tyre	275/70 R22.5	GOODYEAR	6 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	24/10/2017	Inspection Date	02/11/2017
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
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:		2 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 1342S

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	SIDE SIGNAL LAMP LESS 10% DISCOUNT	CRACKED	186.10 -	186.10 -18.61
			186.10	167.49
	SPECIAL NETT ITEMS			
1	SMRT STICKER (B) (SN)	NECESSARY	200.00	200.00
			200.00	200.00
	LABOUR			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		795.00	530.00
	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS.		446.00	300.00
			1,241.00	830.00
	GRAND TOTAL		1,627.10	1,197.49
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			1,100.00

Report Ref No. CC3/EQ17021066/Swa3q2

YEANG WAI KEEN

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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