range & days C83/ ICS 17021225/Wbs2 ASSIGNMENT (Office) From Famice Goh ECICS 7/11/17 @ 11:30am SGZ 6395 B SKT9426K Eclipse Auto 8128 8789 155 kaki Bukit Avenue 1, Shunti Ind Park Level 182 1416012 Policy No \_ DMPC1700625H Claim No: Make of Veh: D.O.A. 3/11/2017 (Client's Record CA / REV / REP. / REV 24 HRS Dare/Time 11-44am@7/11/17 Frankie Date/Time SKT9426K SGZ 6395B-CC6/AXA14015361/Kry3w2-D.O.A - 7/08/2014 Dismuntle Port: 08-11-2017 After repair: 10-11-2017

REF:

## Survey Department Check List (Case Handler)

Reference	PPE: OD / TP / TP RES / TL / EVA				
roncyry	pe. OD / IF / IF KES / IL / EVA	Case H	landler	Typ	pist
Admin	): Case handler to make sure all Information	on created	by the assi	gnment tea	em are ACCURATE.
(1) Office	Assign Form	Y-Date	N-Date	Y-Date	N-Date
C	Reference No.	1			
C	Customer Code	/			
N	Assign From	/			
C	Assign Date	/			
C	Veh No (Inspected)	/			
C	Veh No (Insured)	/			
C	D.O.A	1			
C	Policy No				
С	Claim No				
С	Insurance Authorisation (CA /REV/REP)				
С	Report Type				
C	Weekend Charges	-			
N	Survey held at/Repairer	7			
c	Excess		-		
			-		
Surveyo		urveryor c	ompleted a	I required	information.
(1) Assign	nment Form				
C	Vehicle No				
C	Regn Month/Year	/			
Ν.	Vehicle Type	~			
N	Make & Model	/			
C	Engine Capacity. (C.C)				
N	Colour	.,			
C	Odometer. (Sp.Reading)	7			
C	Chassis No	1			
N	General Condition	/			
N	Steering	V,			
N	Brake	1			
N	Modification (Modi)	./			
С	Tyre Size	1			
N	Tyre Make	7			
С	Tyre Balance	V	-	-	
С	Date of Inspection	V			
N	Survey held	1			
N	Des. of Damages	1			
(2) Syston	m - (Views/Merimen)				
(2) 3yster	Damaged Vehicle Photographs Uploaded	1			
(3) Work	shop Estimate/Assignment Form				
N	ALL Parts condition				
C	Market Value for OD cases	-	+	-	
C		-	-		
	Estimate Repair Cost for PRI (RSI, TMI, MSIG)				
c	Days of repair			-	
C	Finalised Amount				
	Re-inspection Cases to Finalize within 5 Days m - (Views/Merimen)				
(4) Syster	Resurvey photo Uploaded				
	ness rey photo opioaded		1	1	
	Check By:				

\*C: Critical \*N: Non-Critical

Case Handler

Date



5a.

### 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 Auto	mobile
ECICS LTD  7 TEMASEK BOULEVARD #10-01 SUNTEC TOWER ONE SINGAPORE 038987		Ref : CS3/ICS1702	1225/Wb	
		Date: 07-11-2017 Code: ICS		
1.		Policy Part	iculars :- (THIRD PARTY CLA	AIM)
	Insured Veh.	SGZ 6395B	Veh. Inspected	SKT 9426K
	Policy No.		Coverage (\$)	0.00
	Claim No.		Excess (\$)	0.00
	Assign From	JANICE GOH	Assign Date	07/11/2017
2.		Vehic	cle 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.	A San Spirater Lan		Description of Damages	
5.		words a story	General Information	
	Accident Date	03/11/2017	Inspection Date	07/11/2017
	Survey held at	ECLIPSE AUTO PTE		2012

Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.
B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION.

THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE.

C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS.

#### Nivitha (LKK Auto)

From:

Janice Goh Siew Geok (ECICS, Claims) < Janice\_Goh@ecics.com.sg>

Sent:

Tuesday, 7 November, 2017 11:30 AM

To:

'assignments'

Subject:

FW: OUR REF: CP/PRI/SKT9426/17.SC (SF) YOUR REF: SGZ 6395B NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 3RD NOVEMBER 2017

INVOLVING MOTOR VEHICLE NO. SKT 9426K AND SGZ 6395B ALONG AYE TOWARDS CITY AFTER CLEMENTI AVENUE 2 AT ABOUT 2345 HOURS

Attachments:

PRI-SKT9426 form 3.pdf

Regards, Janice Goh Claims Division DID: +65 6303 0182 FAX: +65 6338 9267

#### **ECICS Limited**

7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sq directly.

\*\*Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.\*\*

From: ECICS Claims

Sent: Tuesday, 7 November, 2017 11:29 AM

To: 'PRI Cpaglar'; ECICS Claims

Cc: Constance Paglar

Subject: RE: OUR REF: CP/PRI/SKT9426/17.SC (SF) YOUR REF: SGZ 6395B NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 3RD NOVEMBER 2017 INVOLVING MOTOR VEHICLE NO. SKT 9426K AND SGZ

6395B ALONG AYE TOWARDS CITY AFTER CLEMENTI AVENUE 2 AT ABOUT 2345 HOURS

Without Prejudice

Thanks Sherie

Aside to LKK

Please refer to the attachment. Thank you.

Regards, Janice Goh Claims Division DID: +65 6303 0182 FAX: +65 6338 9267

#### **ECICS Limited**

7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

\*\*Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding. \*\* From: PRI Cpaglar [mailto:pri@cpaglar.com.sg] Sent: Tuesday, 7 November, 2017 11:15 AM To: ECICS Claims Cc: Constance Paglar Subject: Re: OUR REF: CP/PRI/SKT9426/17.SC (SF) YOUR REF: SGZ 6395B NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 3RD NOVEMBER 2017 INVOLVING MOTOR VEHICLE NO. SKT 9426K AND SGZ 6395B ALONG AYE TOWARDS CITY AFTER CLEMENTI AVENUE 2 AT ABOUT 2345 HOURS Dear Sir. We refer to your email dated 7 November 2017. Kindly refer to our Form 3 attached. Regards, × Sherie × For and on behalf of Messrs C Paglar & Co 50 Chin Swee Road #05-03 Thong Chai Building Singapore 169874 Tel: 6536 5456 Fax: 6536 8706 GST Registration Number: M90371275E On Tue, Nov 7, 2017 at 10:33 AM, ECICS Claims < claims@ecics.com.sg > wrote: Our Ref No. DMPC1700625H Without Prejudice Dear Sherie Thank you for your email with attachment. We are not agreed with your list of surveyor and we will appoint LKK Auto for PRI.

Aside to LKK

Please provide the name of workshop, address and PIC contact number.

Please arrange PRI of the above vehicle.
Thank you.
Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267
ECICS Limited
7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987
WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg
directly.
the state of the s
**Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.**
From: PRI Cpaglar [mailto:pri@cpaglar.com.sg]
Sent: Tuesday, 7 November, 2017 9:51 AM To: ECICS Claims
Cc: Constance Paglar Subject: Re: OUR REF: CP/PRI/SKT9426/17.SC (SF) YOUR REF: SGZ 6395B NOTICE OF ROAD TRAFFIC ACCIDENT
ON ROAD TRAFFIC ACCIDENT ON 3RD NOVEMBER 2017 INVOLVING MOTOR VEHICLE NO. SKT 9426K AND SGZ 6395B ALONG AYE TOWARDS CITY AFTER CLEMENTI AVENUE 2 AT ABOUT 2345 HOURS
Dear Sir,
We refer to your email dated 7 November 2017.
The second secon

Kindly find our attached letter together with our list of surveyors.
Regards,
Sherie
For and on behalf of Messrs C Paglar & Co
50 Chin Swee Road #05-03 Thong Chai Building
Singapore 169874 Tel: 6536 5456
Fax: 6536 8706
On Mon, Nov 6, 2017 at 5:59 PM, ECICS Claims < claims@ecics.com.sg > wrote:
Without prejudice
Dear Shu Fond
Dear Shu Fong
We refer to your email below.
We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with your client's workshop. We propose to use one of the motor surveyors named in the list below to conduct the joint pre-repair survey as a single
joint expert:
1. LKK
2. JP knight
3. Formteam
Appraisal Associates
5. Autoprobe

6. Raleigh

7. In-House Surveyor, Lionel

Pléase let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.
Thank you.
Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267
ECICS Limited
7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987
WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.
directly.
**Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding. **
From: PRI Cpaglar [mailto:pri@cpaglar.com.sg]
Sent: Monday, 6 November, 2017 5:46 PM To: ECICS Claims Co: Constance Paglar
Subject: OUR REF: CP/PRI/SKT9426/17.SC (SF) YOUR REF: SGZ 6395B NOTICE OF ROAD TRAFFIC ACCIDENT ON ROAD TRAFFIC ACCIDENT ON 3RD NOVEMBER 2017 INVOLVING MOTOR VEHICLE NO. SKT 9426K AND SGZ 6395B ALONG AYE TOWARDS CITY AFTER CLEMENTI AVENUE 2 AT ABOUT 2345 HOURS
Dear Sire
Dear Sirs,
Enclosed is a copy of our letter dated 6th November 2017 for your necessary action.

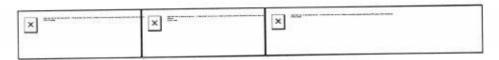
Regards,

Shu Fong

For and on behalf of Messrs C Paglar & Co 50 Chin Swee Road #05-03 Thong Chai Building Singapore 169874

Tel: 6536 5456 Fax: 6536 8706

GST Registration Number: M90371275E



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# **CPc** C PAGLAR & CO

ADVOCATES & SOLICITORS UEN NO. 53130985A GST REG NO. M90371275E

50 Chin Swee Road #05-03 Thong Chai Building Singapore 169874

Telephone: (65) 6536 5456 Facsimile: (65) 6836 2195

Email: pri@cpaglar.com.sg SERVICE OF COURT DOCUMENTS BY FACSIMILE
WILL NOT BE ACCEPTED

PLEASE QUOTE OUR FILE REFERENCE WHEN REPLYING

Your Reference:

SGZ 6395B

Our Reference:

CP/PRI/SKT9426/17.sc

Date

7th November 2017

ECICS LIMITED

ATTN: MOTOR CLAIMS DEPT

BY EMAIL

Dear Sirs,

CORRESPONDENCE PURSUANT TO PARAGRAPH 2.9 OF THE PRE-ACTION PROTOCOL FOR NIMA CASES

We refer to your email/ fax dated 7th November 2017.

Please note that the said vehicle can be inspected at:

**ECLISPE AUTO PTE LTD** 155 Kaki Bukit Avenue 1 Shun Li Industrial Park Level 1 & 2 Singapore 416012 Contact No.: 8128 8789

# KINDLY REPLY BY EMAIL ONLY: pri@cpaglar.com.sg

Please note that the vehicle will only be available for the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday and/or Public Holiday, the said workshop will commence repairs thereafter without any further notice or reference to you. All our client's rights are expressly reserved.

Yours faithfully,

C PAGLAR & CO

[Client by Fax 6748 3762 Only] - (SKT 9426K)

FOR SURVEYOR

Please initial here after completion of pre-repair inspection.

Thank you

Appointed Surveryor (Name & Signature)

Date & Time of Inspection

Form 3

#### SINGAPORE ACCIDENT STATEMENT

#### IMPORTANT NOTICE

11 , 11 .

- Please report <u>correctly</u> the details of the accident to speed up the claims process.
- 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 witholding 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.
- Any false reporting may be referred to the Police for investigation.
- 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.

	ACCIDENT STATEMENT		
Date Of Report	06/11/2017 15:02		
Date Of Accident	03/11/2017 23:45		
Exact Location Of Accident	AYE TOWARDS CITY AFTER CLEMENTI AVE 2		
Country/State of Loss	SINGAPORE		
	DETAILS OF OWN VEHICLE		
Vehicle Registration Number	SKT9426K		
Insured/Policyholder			
Name Of Registered Owner	DREAM CAR LEASING PTE LTD		
Co Reg No	0		
Email Address	DREAMCARRENTALSG@GMAIL.COM		
Mobile Phone No			

OFFICE-67489747

Alternative Phone	No
Vehicle Particular	rs

Manufacturer TOYOTA

Model COROLLA ALTIS-1.6 (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?

NO

If No, Please state action to be taken

THIRD PARTY

Vehicle Category

PRIVATE HIRE

#### Insurance Company

Name of Insurance Company

EQ INSURANCE COMPANY LTD

Type Of Coverage

YES

Fleet Policy Policy Number

DMCFHQ17-000151

COMPREHENSIVE

Cover Note Number

Driver

Name of Driver CHUA WEI LOON NRIC No S8516178D Date Of Birth 23/05/1985 Occupation OUTDOOR Date Of Driving Pass 07/09/2012

5 YEARS AND 1 MONTH **Driving Experience** 

Gender

MALE

Mobile Number

(LOCAL) +65-97253535

Fax Number

Contact Number

EMail Address

CHUAWL1985@GMAIL.COM

Address

BLK 274C JURONG WEST ST 25 #04-37

Postcode

643274

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured

OTHER - HIRED

Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

COLLISION - HEAD TO REAR

Weather Conditions

RAINING

Road Surface

WET

Other Information

Was any foreign vehicle involved in this accident?

NO

Was any body injured in the Accident?

YES YES

Was any other material or property damaged? 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** 

REFER TO THE ATTACHED REPORT.

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

SGZ6395B

Vehicle Make/Model/Colour

SUZUKI SWIFT

**Details Of Properties** 

Name of Driver

MAGDALENE HENG BAO MI

NRIC/Passport Number

S9623768E

Contact Number

97918903

Address Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

**Details of Witness** 

Name

Phone Number

**Email Address** 

**DETAILS OF INJURED PERSON 1** 

Name

CHUA WEI LOON

Approximate Age

Page 2 of 17

Injuries Sustain

. . . .

Injured person in which vehicle?

SKT9426K

YES

Were seat belts worn?

Was injured conveyed to hospital by ambulance?

Address

Postcode

#### SKETCH PLAN

#### **IMPORTANT NOTICE**

- 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.
- Information provided must be as truthful and accurate as possible. Any willul misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
- 4. The issue and acceptance of this form by insurance companies is not an admission of policy Bability on the part of the insurance companies.
- 5. Any false reporting may be referred to the Police for investigation.
- The report will be forwarded by 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.
- By the lodgment 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/are 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 insurer(s) 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' involves/fav firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s)
  - (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 daims:
  - (til) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (br) administering my claims (including the mailing of correspondence, statements, involves, 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/mail packages); and/or;
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are 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/can be disclosed by any of the insurers and/or SIA to their third party service providers or agents[including their lawyers/low firms], which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Uto .

Oriver's Signature (If driver is not the policyholder) Date & Time: Reporting Contre Personnel's Signature Name:

NRIC/FIN No.:

1

# BEND AFTER CLEMENTI AND 2 GET SKETCH PLAN ROAD WAK RAINING. I was driving on the middle lane of 3 lane



#### 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

#### PRE-REPAIR INSPECTION REPORT CS3/ICS17021225/Wbs2 ECICS LTD 7 TEMASEK BOULEVARD #10-01 SUNTEC TOWER Date: 10-04-2018 ONE SINGAPORE 038987 Code: ICS Policy Particulars :- (THIRD PARTY CLAIM) 1. SKT 9426K Veh. Inspected Insured Veh. SGZ 6395B 0.00 Coverage (\$) Policy No. 0.00 DMPC1700625H Excess (\$) Claim No. 07/11/2017 Assign From JANICE GOH Assign Date Vehicle Particulars & Condition c.c 0 TOYOTA ALTIS Make & Model Year of Reg. HIDDEN Engine No. RED Chassis No MR053ZEE106118891 Colour IN ORDER 209995 KM Steering Odometer SPORTS RIM Brakes IN ORDER Modification FAIR General **Conditions of Tyres** Balance Make Size HAIDA 3 mm 195/65R15 R/H Front Tyre HAIDA 3 mm 195/65R15 2 mm HAIDA 195/65R15 R/H Rear Tyre HAIDA 2 mm 195/65R15 L/H Rear Tyre 4. **Description of Damages** THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. **General Information** 5. 07/11/2017 ( 02:04 PM ) Inspect Date / Time **Accident Date** 03/11/2017 ECLIPSE AUTO PTE LTD Survey held at 155 KAKI BUKIT AVENUE 1 #01 00 SHUN LI INDUSTRIAL PARK SINGAPORE 416012 Remarks 5a. A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION. THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE. C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS. D) THE ESTIMATED REPAIR COST OF THE DAMAGED VEHICLE IS IN THE REGION OF \$3,000.00 -\$3,500 Estimate Days of Repair 5b. 5 Working Days ESTIMATED NORMAL PERIOD FOR REPAIR:

Report Ref No. CS3/ICS17021225/Wbs2

Inspected By

WILSON TEO CHENG MING

Automotive Assessor

K.K.LAU CPT(RET)

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

REGD Auto Consultant-SAE, Licensed Appraiser

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