range & days \$ \$2,90,cost REF CS 3/EGI17022106 / W 602 ASS: REC'BY Wilson ASSIGNMENT (Office) From (Person) Siti A thikar Desertine 20/11/17@ 3.30pm OD THE WS ! TP RES ! OD RES ! EVA ! INV ! MY ? To Inspect Vehicle No: SKW 6353R Ins

at Workshop m/s N-51 Automotive

of 2 kaki Bk+ the 2 # 01-17 Autohub, 417921 To Inspect Vehicle No: \_\_\_ Insured: \_\_ \$17 2609 H Claim No: DSM PC1702 686/SA Policy No. Sum Insured Excess: Make of Veh DOA 18/11/2017 (Client's Record CA / REV / REP. / REV 24 HRS Date/Time d.ogpm DolllA Person Contested Date/Time Action Instruction ( X) Estimate SKW 6353R- CS3/TIT16014834/Sh352-D.O.A: 10/05/2017 SIT 2609 H-CC3/MSG17022058/UVB-DOA: 18/11/2017 Dismantle Part: 22.11-2017

FIOC-11-FG: Triught TOPA

### Survey Department Check List (Case Handler)

Reference No. : Policy Type: OD / TP / TP RES / TL / EVA Case Handler Typist ): Case handler to make sure all information created by the assignment team are ACCURATE. Admin ( Y-Date N-Date Y-Date N-Date (1) Office Assign Form Reference No. C C Customer Code N Assign From Assign Date C C Veh No (Inspected) C Veh No (Insured) D.O.A C C Policy No. Claim No C C Insurance Authorisation (CA /REV/REP) C Report Type C Weekend Charges Survey held at/Repairer C Excess ): Case handler to make sure the surveryor completed all required information. Surveyor (1) Assignment Form C Vehicle No. C Regn Month/Year N , Vehicle Type Make & Model N C Engine Capacity, (C.C) Colour N C Odometer. (Sp.Reading) Chassis No. C General Condition N Steering Brake N V N Modification (Modi) Tyre Size C Tyre Make N C Tyre Balance C Date of Inspection N Survey held N Des.of Damages (2) System - (Views/Merimen) Damaged Vehicle Photographs Uploaded (3) Workshop Estimate/Assignment Form ALL Parts condition N C Market Value for OD cases Estimate Repair Cost for PRI (RSI, TMI, MSIG) Days of repair C Finalised Amount C Re-inspection Cases to Finalize within 5 Days (4) System - (Views/Merimen) Resurvey photo Uploaded Check By: Date Case Handler

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



### 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

| FRG  | O INSURANCE PT                          | ELTD   | Ref : CS3/EGI17022        | 106/Wb            |
|------|---|--|---------------------------|-------------------|
| _,,_ | 0 1110010 11102 1                       | /T4T/NE  |                           |                   |
|      | MASEK BOULEVA                           |  | 12000 1200 1200 1200 1200 |                   |
|      | 01 SUNTEC TOWE<br>SAPORE 038985         | ER FIVE  | Date: 20-11-2017          |                   |
| SINC | 3APURE 030903                           |  | Code: EGI                 |                   |
| 1.   |   | Policy Particular  | s :- (THIRD PARTY CLA     | IM)               |
| 256  | Insured Veh.                            | SJT 2609H  | Veh. Inspected            | SKW 6353R         |
|      | Policy No.                              |  | Coverage (\$)             | 0.00              |
|      | Claim No.                               | DSMPC1702688/SA  | Excess (\$)               | 0.00              |
|      | Assign From                             | SITI A'THIKAH  | Assign Date               | 20/11/2017        |
| 2.   |   | Vehicle Pa   | rticulars & Condition     |                   |
|      | Make & Model                            |  | c.c                       | Ö                 |
|      | Engine No.                              | HIDDEN   | Year of Reg.              |                   |
|      | Chassis No. Odometer                    |  | Colour                    |                   |
|      |   |  | Steering                  |                   |
|      | Brakes                                  |  | Modification              |                   |
|      | General                                 |  |                           |                   |
| 3.   | E CONTROL MANAGEMENT                    | Con  | ditions of Tyres          | Stage Acres Nasse |
|      |   | Size   | Make                      | Balance           |
|      | R/H Front Tyre                          |  |                           | mm                |
|      | L/H Front Tyre                          |  |                           | mm                |
|      | R/H Rear Tyre                           |  |                           | mm                |
|      | L/H Rear Tyre                           |  |                           | mm                |
| 4.   |   | Descri   | ption of Damages          |                   |
| 5.   |   | Gen  | eral Information          |                   |
| -    | Accident Date                           | 18/11/2017   | Inspection Date           |                   |
|      | Survey held at                          | N-51 AUTOMOTIVE PL   |                           |                   |
|      | *************************************** | 2 KAKI BUKIT AVE 2<br>#01-17 KAKI BUKIT AUTOH<br>SINGAPORE 417921          | UB                        |                   |
| 5a.  |   | SINGAP OILE 417821   | Remarks                   |                   |
|      | A) THE INSPECTI                         | ON WAS CONDUCTED ON A<br>STIMATE WAS NOT PRESEN<br>WAS TOLD TO PREPARE THE | NTED AT THE TIME OF INS   | ASIS.<br>PECTION. |

### Nivitha (LKK Auto)

From:

Siti A Thikah AB Rahman <siti.rahman@ergo.com.sg>

Sent:

Monday, 20 November, 2017 3:30 PM

To:

Catherine Chong (LKK Auto) (admin-d@lkkauto.com)

Cc:

Survey Report (ERGO Insurance Pte. Ltd.)

Subject:

OI: SJT 2609H | TP: SKW 6353R | LKK | DOA: 18.11.2017 - PRS | OUR

REF:DSMPC1702688/SA

Attachments:

SKW6353R.pdf; SKW6353R & SJT2609H - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION ... (477 KB); PRS FORM.pdf; SJT2609H - SAS.PDF; SKW3485M -

SAS.PDF; SKW6353R - SAS.PDF

Dear Catherine,

With reference to the above matter.

We have rejected to their PRS list, please assist to conduct this survey request from N-51 Automotive Pte Ltd.

Attached are the necessary documents for your further actions (Note: Reports not to be released to any Third Party).

Note: To survey on without prejudice basis and inform the repairer <u>in writing</u>, that you are require to conduct a post-repair inspection before vehicle is returned to claimant. They are to contact your office directly. Please do keep us in the loop.

Kindly acknowledge receipt of this email.

NOTE: Please assist to quote our ref as the subject matter, when forwarding the Preliminary Reports / Survey Reports.

Thank you.

Warmest regards

#### Siti A'thikah

Claims Department ERGO Insurance Pte. Ltd. 5 Temasek Boulevard #04-01 Suntec Tower Five Singapore 038985 Tel.: 65 6829 9170

Website: www.ergo.com.sg

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.

From: Chin Hui Xin [mailto:huixin@n51.com.sg] Sent: Monday, 20 November, 2017 3:14 PM

To: ERGO Insurance Pte. Ltd. (Claims Department)

Subject: SKW6353R & SJT2609H

Dear Sir/Madam,

We refer to your list of motor surveyors proposed.

We do not agree to your list of motor surveyors.

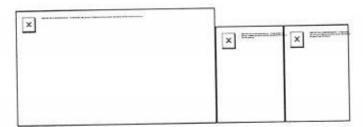
Please see attached.

Thank you

Regards, Melody Chin N-51 Automotive Pte Ltd

Office : 6842 0051 Fax : 6741 0510

### www.n51.com.sg



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# **ERGO**

| ate:                                       | 20.11.201       | 17  |   | Sent via Fax           | 6741 0510                   |
|--|-----------------|---|---|------------------------|-----------------------------|
| ur Reference:                              | SJT2609H/SA     |   |   | No. 10                 | 0741 0510                   |
|  | SKW6353         | 3-12-14-14-14-14-14-14-14-14-14-14-14-14-14-  |   | or                     |                             |
| ur Reference:                              | -               |   | _   | Email                  | 90                          |
| 1  | N-51 AU         | TOMOTIVE PTE LT   | <u>D</u>  |                        | -                           |
| re-Repair Su                               | rvey (PRS)      | Acknowledgement   |   |                        |                             |
| hicle For Insp                             | ection:         | SKW 6353R   | <del></del> ::                                  |                        |                             |
| sured's Vehicle                            | e:              | SJT 2609H   |   |                        |                             |
| ate Of Acciden                             | it:             | 18.11.2017  |   |                        |                             |
| e acknowledg                               | e receipt of y  | our request for PRS on:   | 20.11.201                                       | 7_                     |                             |
| compliance v                               | vith "State Co  | ourts Practice Directions A   | Amendment No.1                                  | of 2016". do select    | an assessor from            |
| e list below a                             | nd indicate y   | our selection in the box n  | narked *.                                       | *                      |                             |
| AIS  | Automobile      | Inspection Services Pte Ltd   | LBS   | L.B.S Auto Consult     | ants Pte Ltd                |
| IAS  | Infiniti Appr   | raisal Service  | LKK   | LKK Auto Consulta      | nts Pte Ltd                 |
| JPK  | JP Knights P    | te Ltd  | PS  | Priority Services      |                             |
|  |                 |   | VAC   | Vicom Ltd              |                             |
|  |                 |   |   |                        |                             |
| V Your requ                                | est for inspect | tion does not have your clien<br>tion does not have your clien<br>nterest for direct settlement<br>s not reported the accident to | nt's GIA report, kindl<br>, we will assess & re | y forward a copy.      |                             |
| repared by:                                |                 | Loruli  | Siti  | 6829 9170              | claims@ergo.com.sg          |
| gnature:                                   |                 | Momen.  |   |                        | FAX: 6829 9247              |
| sessor use onl                             | Carlo           |   | Markshanusa                                     | colu                   |                             |
| Assignment Date: Assignment Time: Remarks: |                 |   | Date: Time Inspector: Vehicle not av            | ailable at the appoint | resence for the above job . |
|  |                 |   | 24  | knowledgement & Sta    |                             |

### SINGAPORE ACCIDENT STATEMENT

### 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.
- 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.
- 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.

| aloresalu.                 |   |  |
|----------------------------|---|--|
|                            | ACCIDENT STATEMENT                      |  |
| Date Of Report             | 20/11/2017 10:30                        |  |
| Date Of Accident           | 18/11/2017 11:05                        |  |
| Exact Location Of Accident | AYE TOWARDS MCE BEFORE BUONA VISTA EXIT |  |
| Country/State of Loss      | SINGAPORE                               |  |
| oddin y out of a           | DETAILS OF OWN VEHICLE                  |  |

| occurry, occ | DETAILS OF OWN VEHICLE |  |
|--|------------------------|--|
| Vehicle Pegistration Number  | SKW6353R               |  |

Vehicle Registration Number Insured/Policyholder

Name Of Registered Owner

TWINCAR LEASING PTE LTD

Co Reg No

201533046C

Email Address

NOEMAIL

Mobile Phone No

Alternative Phone No

OFFICE-67440510

Vehicle Particulars

Manufacturer

NISSAN

Model

ALMERA-1.5 4AT ABS AIRBAG 2WD 4DR (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?

If No, Please state action to be taken

THIRD PARTY

Vehicle Category

PRIVATE HIRE

**Insurance Company** 

Name of Insurance Company

LIBERTY INSURANCE PTE LTD

Type Of Coverage

COMPREHENSIVE

Fleet Policy

YES

Policy Number

SD17V11639/VPZ/R02

Cover Note Number

Driver

TAN AIK KUANG, ERICH Name of Driver

S7726911H NRIC No 16/09/1977 Date Of Birth OUTDOOR Occupation 02/03/2001 Date Of Driving Pass

16 YEARS AND 8 MONTHS

Driving Experience

MALE

Mobile Number

(LOCAL) +65-82333374

Fax Number

Gender

Contact Number

EMail Address

NOEMAIL

Address

BLK 642 ANG MO KIO AVE 5. #09-3049

Postcode

560642

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured

OTHER - HIRER

Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

CHAIN COLLISION

Weather Conditions

CLEAR

Road Surface

DRY

Other Information

Was any foreign vehicle involved in this accident?

NO

Was any body injured in the Accident?

YES

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)

4

**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 ATTACHED SKETCH PLAN

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

SJT2609H

Vehicle Make/Model/Colour

**Details Of Properties** 

Name of Driver

CHUA TIONG SENG

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

1

**Details of Witness** 

Name

Phone Number

Email Address

## DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number

SKW3485M

Vehicle Make/Model/Colour

Page 2 of 12

Details Of Properties

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

2

### **Details of Witness**

Name

Phone Number

Email Address

### **DETAILS OF INJURED PERSON 1**

Name

TAN AIK KUANG, ERICH

Approximate Age

Injuries Sustain

Injured person in which vehicle?

SKW6353R

Were seat belts worn?

Was injured conveyed to hospital by ambulance?

Address

Postcode

#### Sketch Plan

### SKETCH PLAN

### 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.
- 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 flability.
- 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.
- 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' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of the purpose of the collective of the purpose of the
  - 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/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- ail 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 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.
- (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:
  - 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 Date & Time

SIN

Oriver's Signature (if driver is not the policyholder) Date & Time: Reporting Centre Personnel's Signature Name: Sirving Soon

NRIC/FIN NO.: 8 1/27157/2

### Sketch Plan #2

| SKETCH PLAN | AYE Toward MCE | Before Buona Vista Exit |  |
|-------------|----------------|-------------------------|--|
|             |                | A - SKW 6353R           |  |
| F 04        | KIOKO E        | B-SJT 2609 H            |  |
| ¢ .         |                | C-5KW 3485M             |  |

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

| On the o   | above date and time, I was dilving along AYE Toward       |
|------------|---|
| MCE ON     | the I have of a 4 lones expressiony. Somewhere before     |
| Buone Vi   | sta exit, vehicle ahead of me slowed down and stopped due |
| to Lewy    | traffic flow. As such I applied brake and stopped         |
| accordingl | y. Out sydden, vehicle B (SJT 2609H) came from the        |
| rear ar    | of collided directly into the rear portion my vehicle.    |
| AHE TI     | e accident, I altohold and reastised that I was involved  |
| in a o     | hain accident of 3 vehicle.                               |
| A-SK       | W 6353 R  |
|            | 7 2609 H  |
| C-sku      | J 3485 M  |
|            |   |

DECLARATION

I/We regins the foregoing particulars are true in every respect.

Pose Popular palerature

Oriver's Dignature (if driver is not the policyholder) Date & Time: Di

Reporting Centre Personnel's Signature
Name: Siriano Soon
NRIC/FIN YO SIIZTIST Z



### 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/EGI17022106/Wbe2 Ref: ERGO INSURANCE PTE LTD 5 TEMASEK BOULEVARD #04-01 SUNTEC TOWER Date: 18-04-2018 FIVE SINGAPORE 038985 Code: EGI Policy Particulars :- (THIRD PARTY CLAIM) 1. SKW 6353R Insured Veh. SJT 2609H Veh. Inspected 0.00 Policy No. Coverage (\$) 0.00 Claim No. DSMPC1702688/SA Excess (\$) SITI A'THIKAH 20/11/2017 Assign From Assign Date Vehicle Particulars & Condition 2. 1498 NISSAN ALMERA Make & Model C.C 2015 Engine No. HIDDEN Year of Reg. BLACK MNTBBAN17Z0005302 Colour Chassis No. Odometer 139315 KM Steering IN ORDER SPORTS RIM IN ORDER Modification Brakes FAIR General Conditions of Tyres Balance Size Make KAPSEN 3 mm 195/60 R15 R/H Front Tyre L/H Front Tyre 195/60 R15 KAPSEN 3 mm KAPSEN 3 mm R/H Rear Tyre 185/65 R15 185/65 R15 KAPSEN 3 mm L/H Rear Tyre 4. **Description of Damages** THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION 5. **General Information** 21/11/2017 (02:18 PM) 18/11/2017 Inspect Date / Time **Accident Date** N-51 AUTOMOTIVE PL Survey held at 2 KAKI BUKIT AVE 2 #01-17 KAKI BUKIT AUTOHUB SINGAPORE 417921 5a. 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. D) THE ESTIMATED REPAIR COST OF THE DAMAGED VEHICLE IS IN THE REGION OF \$4,900-\$5,900 5b. Estimate Days of Repair ESTIMATED NORMAL PERIOD FOR REPAIR: 6 Working Days

Report Ref No. CS3/EGI17022106/Wbe2

Inspected By

WILSON TEO CHENG MING

Automotive Assessor

KKLAU

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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