

Aida.

CC 6/1111702 3200, RI plan 1/1

Surveyor: Rasul DOI: 12/12/17 Date/Time: 6/12/17 Registered in Merimen: 6/12/17

Pre-assign / CCU / FTE



Insured Vehicle No.: SHL 80214 Name of Insured: LTPU Insured Tel No.: HP: Excess Sec II :SS D.O.A: 2/1/17

Claim No.: M118111025 Policy No.: M10M016 Make / Model: MERCEDES Place of Accident: DABUKE RD INFRONT UNIT NO. 24

Is driver the owner? (YES / NO) Nature of Accident: If NO, Driver Name / Age: QWEK MEE YONG FRANKY Driver Tel No.: (V/L: YES / NO) OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO Insured Liability: % Final? Yes / No

EX 788



INSRS: WSP: Tel: Liability: RMKS: Charn's Customcraft



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Table with columns: Date/Time, Description, STAGE, DATE / PIC. Includes entries for 8/12/17, 8/12/17, 13/14/17, 20/2/18, 24/1/18, 26/4/18.

PRELIMINARY ADVICE Date/Time: 2018 Sent By: Sharon

FINALIZATION Date/Time: Confirm with: Sharon Confirm by: Sharon

FINAL SETTLEMENT Date/Time: 2/4/18 Confirm with: Sharon Email: [checked] Call: []

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No.: 22 Repair Cost: N/C/S 8720.50 Loss of Rental (LOR): N/C/S 1048.60 (7 days) x \$150.00 Loss of Use (LOU): \$ - (\$ x days) Loss of Income (LOI): \$ - (\$ x days) LOR only [checked] LOU only [] LOR + LOU [] LOR + LOI [] (Tick only one!)

FINAL PAYMENT Date/Time: 2/4/18 Confirm with: Sharon Email: [checked] Call: [] Payee 1: \$ 9769.10 Name 1: Charn's Customcraft

SAFARI *Form*

REF: III

3307A

ASSIGNMENT

From: _____ Date: 12-12-2017

Estimated Cost: _____

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

To Inspect Vehicle No: EX 978T

at Workshop m/s: Charm's Customcraft

of: Blk 1010 Bukit Merah Lane 3 #01-105

Insured: _____

Policy No: _____

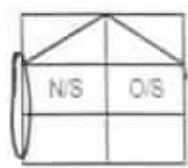
Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

1pm - 3pm



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

Bal. or Market Value: _____

IDAC Accident Report: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 08 days Res: Yes or No

Lum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: EX 978T Yr Regn: 2013 APR

Type: M/Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover / Truck / Trailer or

Make: VAUXHOLD cc: 1999

Colour: GREY A/C: Insured / Std / NI / NA

Sp. Reading: 59824 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: YV1D2471HB

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 255/45R20
R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI / TOYO / YOKO or

Front	Rear
R/Bal: <u>6</u> mm	R/Bal: <u>6</u> mm
L/Bal: <u>6</u> mm	L/Bal: <u>6</u> mm
D.O.A: <u>29/11/17</u>	D.O.I: <u>12/12/17</u>

Survey held at: CHARM'S CUSTOM CRAFT

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
<u>US \$ 2150 (Red # 618.17 43%)</u>	

Date/Time, File Pass to? Preli. Report

1) Final Report

Date/Time, File Return to? _____

2) _____

Report Format: _____

Lump Sum / I.B.I: (\$ _____)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

Other: _____

Add Fee: Site Insp \$ _____

Interview \$ _____

Tech. Invs \$ _____

Weekend \$ _____

TOTAL: _____



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

INDIA INTERNATIONAL INSURANCE PL

Ref : CC6/III17023200/pb3

64 CECIL STREET
#05-02 IOB BUILDING SINGAPORE 049711

Date : 06-12-2017



Code : III2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHC 8031Y	Veh. Inspected	EX 978T
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	06/12/2017

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	29/11/2017	Inspection Date	
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--



CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
 Spray-Painting, Mechanical Repair And Customizing of Cars
 BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
 BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
 TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@charns.com.sg
 Bus. Reg. No. 251513/009

DA/III(SHC8031Y)
 DOA: 29/11/2017@2200

INDIA INTERNATIONAL INSURANCE PTE LTD
 ATTN: THE MOTOR CLAIMS DEPT

THIRD PARTY CLAIM
 ESTIMATE COST OF REPAIR FOR VEHICLE NO:
 EX 978 T - VOLVO XC60 T5 R-DESIGN
 CHASSIS NO: YV1DZ47HBD2437498 (2013)

LKK Auto Consultants hence notify
 the Repairer of the following:
 • To resurvey before/after spray painting
 • To display damaged part(s) during resurvey
 • Parts not to be replaced 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:

1 pc	Front door protector LH		\$ 365.80	sc
1 pc	Front door LH	Paint	\$ 2,984.60	R
1 pc	Front door frame rubber LH	Hp 900w/8	\$ 288.20	X sc
1 pc	Rear door LH	8 days	\$ 2,995.10	PA
1 pc	Rear door top hinge LH	P/P	\$ 222.30	X sc
1 pc	Rear door lwr hinge LH		\$ 222.30	X sc
1 pc	Rear door protector LH		\$ 375.40	sc
1 pc	Rear door rubber LH	12/12/17 @ 13w	\$ 145.20	sc
1 pc	Rear door frame rubber LH		\$ 294.70	X sc
1 pc	Rocker panel garnish LH (Sliver)	Resurvey by paint	\$ 1,120.10	sc
1 pc	Rear bumper		\$ 1,985.80	sc
1 pc	Rear bumper retainer LH		\$ 88.60	sc
1 pc	Rear bumper lower garnish		\$ 1,741.50	sc
			\$ 12,829.60	
	LESS 5%		\$ 641.48	
			\$ 12,188.12	
	Alignment			
	Repair, putty and respray rear rim LH		\$ 100.00	50
	Remove and reinstall front door glass LH		\$ 80.00	X 100
	Remove and reinstall rear door glass LH		\$ 80.00	60
	Remove necessary parts; jacking, panel beating, repair and straighten front door LH, rear door LH, rear fender and rear bumper.		\$ 900.00	800
	Putty and respray front door LH, rear door LH, rear fender LH and rear bumper.		\$ 1,000.00	900
			\$ 14,348.12	
	ADD 7% GST		\$ 1,004.37	
			\$ 15,352.49	

Note: The above is an estimate only. IF other parts requested during the course of repair, we will inform you accordingly.

All parts are subject to availability.

CHARN'S CUSTOMCRAFT

[Handwritten signature]



CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
 Spray-Painting, Mechanical Repair And Customizing of Cars
 BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
 BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
 TEL: 62717054, 62733304 FAX: 62738678 EMAIL: charns@charns.com.sg
 Bus. Reg. No. 251513/009

LKK

DA/III(SHC8031Y)
 DOA: 29/11/2017@2200

INDIA INTERNATIONAL INSURANCE PTE LTD
 ATTN: THE MOTOR CLAIMS DEPT

THIRD PARTY CLAIM
 ESTIMATE COST OF REPAIR FOR VEHICLE NO:
 EX 978 T - VOLVO XC60 T5 R-DESIGN
 CHASSIS NO: YV1DZ47HBD2437498 (2013)

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:

1 pc	Front door protector LH	Paint	\$ 365.80	SC
1 pc	Front door LH		\$ 2,984.60	R
1 pc	Front door frame rubber LH	Hp 900wts	\$ 288.20	X
1 pc	Rear door LH		\$ 2,995.10	PA
1 pc	Rear door top hinge LH	8 days	\$ 222.30	X
1 pc	Rear door lwr hinge LH		\$ 222.30	X
1 pc	Rear door protector LH	P/P	\$ 375.40	SC
1 pc	Rear door rubber LH		\$ 145.20	SC
1 pc	Rear door frame rubber LH	12/12/13 @ 13w	\$ 294.70	X
1 pc	Rocker panel garnish LH (Sliver)	Resurvey by paint	\$ 1,120.10	SC
1 pc	Rear bumper		\$ 1,985.80	ME
1 pc	Rear bumper retainer LH		\$ 88.60	ME
1 pc	Rear bumper lower garnish		\$ 1,741.50	SC
			\$ 12,829.60	8817.50
			\$ 641.48	440.88
			\$ 12,188.12	8376.62

LESS 5%

Alignment

Repair, putty and respray rear rim LH	\$ 100.00	50
Remove and reinstall front door glass LH	\$ 80.00	X
Remove and reinstall rear door glass LH	\$ 80.00	60
Remove necessary parts; jacking, panel beating, repair and straighten front door LH, rear door LH, rear fender and rear bumper.	\$ 900.00	800
Putty and respray front door LH, rear door LH, rear fender LH and rear bumper.	\$ 1,000.00	900
	\$ 14,348.12	
	\$ 1,004.37	
	\$ 15,352.49	

ADD 7% GST

Note: The above is an estimate only. IF other parts requested during the course of repair, we will inform you accordingly.

All parts are subject to availability.

CHARN'S CUSTOMCRAFT
 8149.50
 415-8150

1810
 8376.62
 1810.00
 10186.62
 Less 70% 7054.32
 3132.30

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Tuesday, 16 January 2018 5:33 PM
To: Charn's Customcraft; Rasul (LKKAuto); Hsiao Tong (LKKAuto)
Cc: Admin A; SUR; Zaini (LKK Auto)
Subject: FW: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Attachments: FINLIZATION.pdf; IMG_4327.JPG; IMG_4328.JPG; IMG_4329.JPG

Importance: High
Sensitivity: Confidential

Dear Sharon,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Rasul / Hsiao Tong,

For your information and necessary action please.

Thank you.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: Tuesday, 16 January 2018 4:58 PM
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Finalization - EX 978 T - Volvo XC60
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for finalization.

Lumpsum @ \$8150.00 (before GST)

Please confirm

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg

GST Reg. No: M90367863L
Company Reg No: 25151300M

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type	Singapore NRIC
Owner ID	3307A
Vehicle Details	
Vehicle No.	EX978T
Vehicle to be Exported	Yes
Intended De-registration Date	31 Dec 2017
Vehicle Make	VOLVO
Vehicle Model	XC60 T5 R-DESIGN
Primary Colour	Grey
Manufacturing Year	2013
Engine No.	B4204T71127611
Chassis No.	YV1DZ47HBD2437498
Maximum Power Output	177.0 kW (237 bhp)
Open Market Value	\$42,239.00
Original Registration Date	30 Apr 2013
First Registration Date	30 Apr 2013
Transfer Count	0
Actual ARF Paid	\$51,135.00
Intended PARF Rebate Details	
PARF Eligibility	Yes
PARF Eligibility Expiry Date	29 Apr 2023
PARF Rebate Amount	\$38,351.00
Intended COE Rebate Details	
COE Expiry Date	29 Apr 2023
COE Category	B - Car (1601cc & above)
COE Period(Years)	10
QP Paid	\$62,000.00
COE Rebate Amount	\$33,049.00
Total Rebate Amount	\$71,400.00

The information contained herein is correct as at 06 Dec 2017

OK

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 December, 2017 4:19 PM
To: Charn's Customcraft
Cc: Admin A; assignments; Zaini (LKK Auto)
Subject: RE: Accd Invlg: EX 978 T & SHC 8031 Y (III) on 29/11/2017 ***LKK REF:CC6/III17023200/pb3

Sensitivity: Confidential

Without Prejudice

Hi,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)
Sent: Wednesday, 6 December, 2017 5:26 PM
To: Charn's Customcraft <charns@singnet.com.sg>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Accd Invlg: EX 978 T & SHC 8031 Y (III) on 29/11/2017 ***LKK REF:CC6/III17023200/pb3
Sensitivity: Confidential

Dear Sharon,

We refer to the above matter.

Please be informed that we are currently **pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and revert to you in due course.

Dear Assignments team,

Kindly arrange for survey.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: Wednesday, 6 December, 2017 10:56 AM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Accd Invlg: EX 978 T & SHC 8031 Y (III) on 29/11/2017

Importance: High

Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: EX 978 T claiming against III's SHC 8031 Y.

Please arrange TP survey and revert on liability.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

Hsiao Tong (LKKAuto)

From: Charn's Customcraft <charns@singnet.com.sg>
Sent: Monday, 12 March 2018 3:23 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Zaini (LKK Auto); Rasul (LKKAuto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Attachments: LOD.pdf

Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Kindly find attached LOD for your necessary action.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 10 March, 2018 1:27 PM
To: 'Charn's Customcraft'
Cc: Admin A; Zaini (LKK Auto); Rasul (LKKAuto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi,

Further to our below email,

*** Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks	By	
1	06 Dec 2017 17:21	Cim Veh Model Changed	(202075) VOLVO XC60 2.0 TS (A).	[A] Lau Shu Pei	
2	06 Dec 2017 17:21	Cim Created	Reg No: EX978T, Acct Date: 2017/11/29, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ), Workshop: Charm's Customcraft (HQ)	[A] Lau Shu Pei	
3	06 Dec 2017 17:21	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei	
4	06 Dec 2017 17:21	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/12/15	[A] Lau Shu Pei	
5	06 Dec 2017 17:21	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei	
6	06 Dec 2017 17:22	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei	
7	06 Dec 2017 17:22	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH	[A] Lau Shu Pei	
8	08 Dec 2017 09:05	Cim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD, Claimant's ID: -> 199303821R.	[A] Lau Shu Pei	
9	08 Dec 2017 16:06	Adj Mandate Request	CurReq:0.00:PODS Liability: 100% Remarks: Insured driver collided with third party stationary vehicle.	[A] CHEW HSIAO TONG	
10	08 Dec 2017 16:59	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/12/15	[I] Zuhaidah Bte Samsuri	
11	08 Dec 2017 16:59	Adj Mandate Set	Approved:0.00.	[I] Zuhaidah Bte Samsuri	
12	13 Dec 2017 16:49	Label Removed	(30651):Vehicle Not In.	[A] Lau Shu Pei	
13	13 Dec 2017 16:49	Adj Adjuster Assigned	MOHD TAUFIKH -> MOHD RASUL	[A] Lau Shu Pei	
14	13 Dec 2017 16:51	Adj Rpt Initiated		[A] Lau Shu Pei	
15	13 Dec 2017 16:51	Cim Details Notified		[A] Lau Shu Pei	
16	24 Mar 2018 07:57	Adj Mandate Request	CurReq:9844.00:PODS Liability: 100% Quantum:(a)CORw/GST:\$8,720.50 + (b)LOR(7daysx\$150.00)(w/GST):\$1,123.50 = Total: \$9,844.00 Vehicle Model: Volvo X C60 (1999cc). *For your approval please	[A] CHEW HSIAO TONG	

ACTIVITY

[22/01/2018 12:00] Lau Shu Pei :
PENDING FINALIZE

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1667312	13/12/2017 16:51	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	EX978T		10.70

Print Received Message

This mail is associated with :

***EX978T (MCT17111035)
[SHC8031Y]**

TP

NELLY MENON MRS NELLY ROLLES @ YEO MAY LIAN

Nov 29 2017 10:00PM

[COMFORT TRANSPORTATION PTE LTD]

Charm's Customcraft

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 29/03/2018 11:32 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$9844.00) - EX978T - Claim Handler: Zuhaidah Bte Samsuri

Approved:9844.00.



創 CHARN'S CUSTOMCRAFT

*Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars*
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg
Bus. Reg. No. 251513/00M

12 MARCH 2018

India International Insurance Pte Ltd
The Motor Claims Dept
64 Cecil Street
#04-#05 IOB Building
Singapore 049711

By FAX & POST
By fax: 62244174

Dear Sir,

Without Prejudices

**ACCIDENT INVOLVING: EX 978 T & SHC 8031 Y on 29 NOVEMBER 2017 at/along
OUTSIDE 27 GARLICK AVE.**

The above refers.

We are acting on behalf of vehicle no: **EX 978 T** to claim against your insured's vehicle no: **SHC 8031 Y**, that the above accident was caused solely by the negligence of the driver of motor vehicle no: **SHC 8031 Y** which was insured by you at the material time. As a result of the said accident, we are claiming as follows:

1) Cost of repair	\$ 8720.50
2) Rental Bill	<u>\$ 1348.20</u>
	<u>\$10068.70</u>

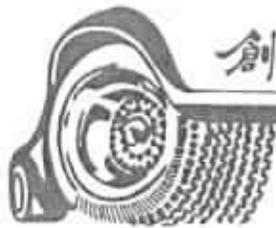
We forward copies of GIA reports, TP GIA report, repair bill, certificate of insurance, and driver's license for your attention. Please note that you should sent us an acknowledgement of receipt of this letter within 14 days of your receipt of this letter

Thank You

Warmest Regards,

Sharon Lee

Encl



創 CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
 Spray-Painting, Mechanical Repairs And Customizing of Cars
 BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
 BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
 TEL: 6271 7054, 6273 3384 FAX: 6273 6676 EMAIL: charns@singnet.com.sg
 Bus. Reg. No. 251513/00M GST Reg. No. M90367863L

TAX INVOICE

MI INDIA INTERNATIONAL INSURANCE PTE LTD
 ATTN: THE MOTOR CLAIMS DEPT

No. 2018025315

TERM:

YOUR ORDER No.

OUR D/O No.

DATE: 28/2/2018

QUANTITY	DESCRIPTION	AMOUNT	
		\$	CTS.

Vehicle No.	Make/Model	DOA	Reg. No.
EX978T	VOLVO XC60 T5 R-DESIGN	29/11/2018@2200	41871

Being Lump Sum repair for the above Vehicle

8,150.00

CHARN'S CUSTOMCRAFT

Subtotal \$8,150.00

GST 7% \$570.50

Total \$8,720.50

TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO
NELLY MENON MRS NELLY ROLLES@YED MAY LIAN 27 GARLICK AVENUE SINGAPORE 279658

DATE	INVOICE NO.
17-Jan-2018	A 37115

DESCRIPTION	VHA NO.	DUE DATE	VEH. NO.
		A 37115	17-Jan-2018
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 04 JANUARY 2018 TO 11 JANUARY 2018 YOUR REF: EX 978 T	7	180.00	1,260.00
GST @ 7%			\$88.20
TOTAL			\$1,348.20

*All cheques must be made payable to BKW Rent A Car Pte Ltd.
Please write the vehicle and invoice number on the reserve.*

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 29 March 2018 3:40 PM
To: 'Charn's Customcraft'
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3

Sensitivity: Confidential

Without Prejudice

Hi Sharon,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 8,719.75
2. Loss of Rental (7days x \$140.00) (w/GST)	\$ 1,048.60
Total	\$ 9,768.35

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: Thursday, 29 March 2018 2:40 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Kindly let us have your offer.

Hsiao Tong (LKKAuto)

From: Charn's Customcraft <charns@singnet.com.sg>
Sent: Thursday, 29 March 2018 7:11 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 97B T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3

Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Amount confirmed.

Thanks & Regards.

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Thursday, 29 March, 2018 3:40 PM
To: Charn's Customcraft
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 97B T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi Sharon.

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 8,719.75
2. Loss of Rental (7days x \$140.00)(w/GST)	\$ 1,048.60
Total	\$ 9,768.35

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 2 April 2018 1:56 PM
To: 'Charn's Customcraft'
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Attachments: DV_EX 978T.pdf

Sensitivity: Confidential

Without Prejudice

Hi Sharon,

We refer to the above matter.

The total settlement amount should be **\$9,769.10(all-in)**. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 8,720.50 (\$8,150.00 +7%GST)
2. Loss of Rental (7days x \$140.00)(w/GST)	\$ 1,048.60
Total	\$ 9,769.10

Please duly sign the DV enclosed and return together with your client's authorisation to act to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: Thursday, 29 March 2018 7:11 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Amount confirmed.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 29 March, 2018 3:40 PM
To: Charn's Customcraft
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi Sharon,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 8,719.75
2. Loss of Rental (7days x \$140.00)(w/GST)	\$ 1,048.60
Total	\$ 9,768.35

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Thursday, 29 March 2018 2:40 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Kindly let us have your offer.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Friday, 23 March, 2018 1:58 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: 'Admin A'; 'Zaini (LKK Auto)'
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

As requested

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 23 March, 2018 11:58 AM
To: Charn's Customcraft (charns@singnet.com.sg)
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Importance: High
Sensitivity: Confidential

Without Prejudice

Hi Sharon,

Thank you for your email.

Kindly let us have a copy of **rental agreement**.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 13 March 2018 8:54 AM

To: Charn's Customcraft (charns@singnet.com.sg) <charns@singnet.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3

Importance: High

Sensitivity: Confidential

Without Prejudice

Hi Sharon,

Thank you for your email.

Kindly let us have a copy of **rental agreement**.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: Monday, 12 March 2018 3:23 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3

Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Kindly find attached LOD for your necessary action.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Saturday, 10 March, 2018 1:27 PM
To: 'Charn's Customcraft'
Cc: Admin A; Zaini (LKK Auto); Rasul (LKKAuto)
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi,

Further to our below email.

*** Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 28 February 2018 2:01 PM
To: Charn's Customcraft <charns@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi,

We refer to the above matter.

For cost of repair, recommended amount at Lump Sum **\$8,150.00(before GST) with 08days.**

*** Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Wednesday, 7 February 2018 4:47 PM

To: Charn's Customcraft <charns@singnet.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: Finalization - EX 978 T - Volvo XC60 ***LKK REF:CC6/III17023200/R1pb3

Sensitivity: Confidential

Dear Sharon,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Rasul / Hsiao Tong,

For your information and necessary action please.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Wednesday, 7 February 2018 4:09 PM
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Finalization - EX 978 T - Volvo XC60
Importance: High
Sensitivity: Confidential

Hi

Kindly assist to finalize soonest.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Tuesday, 16 January, 2018 4:58 PM
To: Rasul (LKKAuto) (Rasul@lkkauto.com)
Cc: sur@lkkauto.com; Admin A (admin-a@lkkauto.com)
Subject: Finalization - EX 978 T - Volvo XC60
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for finalization.

Lumpsum @ \$8150.00 (before GST)

Please confirm

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M



創 CHARN'S CUSTOMCRAFT

*Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars*
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg
Bus. Reg. No. 251513/00M

12 MARCH 2018

India International Insurance Pte Ltd
The Motor Claims Dept
64 Cecil Street
#04-#05 IOB Building
Singapore 049711

By FAX & POST
By fax: 62244174

Dear Sir,

Without Prejudices

**ACCIDENT INVOLVING: EX 978 T & SHC 8031 Y on 29 NOVEMBER 2017 at/along
OUTSIDE 27 GARLICK AVE.**

The above refers.

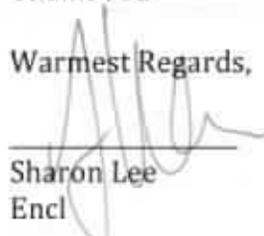
We are acting on behalf of vehicle no: **EX 978 T** to claim against your insured's vehicle no: **SHC 8031 Y**, that the above accident was caused solely by the negligence of the driver of motor vehicle no: **SHC 8031 Y** which was insured by you at the material time. As a result of the said accident, we are claiming as follows:

1) Cost of repair	\$ 8720.50
2) Rental Bill	\$ 1348.20
	<u>\$10068.70</u>

We forward copies of GIA reports, TP GIA report, repair bill, certificate of insurance, and driver's license for your attention. Please note that you should sent us an acknowledgement of receipt of this letter within 14 days of your receipt of this letter

Thank You

Warmest Regards,



Sharon Lee
Encl

India International Insurance Pte Ltd
64 Cecil St,
#04/#05/#06-02, IOB Building
Singapore 049711
Attn: The Motor Claims Dept

Without Prejudices

LETTER OF AUTHORITY

I, NELLY MENON MRS NELLY ROLLES @ YEO MAY LIAN, owner of EX 978 T hereby authorize CHARN'S CUSTOMCRAFT to act for me with respect to my claim for repair costs and/or rental and/or loss of use for my vehicle no: EX 978 T that was damaged pursuant to the accident which occurred on 29 NOVEMBER 2017 along OUTSIDE 27 GARLICK AVE involving vehicle no/s SHC 8031 Y.

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 workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis in so far as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 30 (day) of 11 (month) 17 (year)



Signed by
(With chop if applicable)
NRIC: S0113307A

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT17111035
Claimant Ref: EX 978T

We/I, Charn's Customcraft ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 8,720.50 (repair cost), S\$ 1,048.60 (loss of use/rental), S\$ — (search fee), vehicle no. EX 978T that was damaged pursuant to the accident which occurred on 29/11/2017 (date) at Outside 27 Garlick Ave (279658) (location) involving vehicle no. SHC 8031Y (insured vehicle). This is pursuant to the inspection conducted on 12/12/2017 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner NELLY MENON MRS NELLY ROLLES @ YEO MAY LIAN ("the third party claimant") of vehicle no. EX 978T to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to EX 978T (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 9,769.10 to Charn's Customcraft

Dated this 02 day of 04 2018

CLAIMANT:

Signature: [Signature]
Signed by "the workshop" (with chop)

Name: CHARN'S CUSTOMCRAFT

NRIC: 25151300M

Address: BLK 1010 BUKIT MERAH LANE 2

#01-105 (S)159724

Nationality: _____

Occupation: _____

WITNESS:

Signature: [Signature]
Signed by appointed Surveyor

Name: LKK Auto Consultants Pte Ltd

NRIC: 199607198R

Address: 51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

Nationality: _____

Occupation: _____



MRB



CHARN'S CUSTOMCRAFT

*Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars*
 BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
 BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
 TEL: 6271 7054, 6273 3304 FAX: 6273 8676 EMAIL: charns@singnet.com.sg
 Bus. Reg. No. 251513/00M GST Reg. No. M90367863L

TAX INVOICE

M/

INDIA INTERNATIONAL INSURANCE PTE LTD
 ATTN: THE MOTOR CLAIMS DEPT

No. 2018025315

.....

TERM:

YOUR ORDER No.

OUR D/O No.

28/2/2018

DATE:

QUANTITY	DESCRIPTION	AMOUNT	
		\$	CTS.

Vehicle No.	Make/Model	DOA	Reg. No.
EX978T	VOLVO XC60 T5 R-DESIGN	29/11/2018@2200	41871

Being Lump Sum repair for the above Vehicle

8,150.00

CHARN'S CUSTOMCRAFT

Subtotal

\$8,150.00

GST 7%

\$570.50

Total

\$8,720.50

TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO
NELLY MENON MRS NELLY ROLLES@YEO MAY LIAN 27 GARLICK AVENUE SINGAPORE 279658

DATE	INVOICE NO.
17-Jan-2018	A 37115

	VHA NO.	DUE DATE	VEH. NO.
	A 37115	17-Jan-2018	SLL 5226 C
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 04 JANUARY 2018 TO 11 JANUARY 2018 YOUR REF: EX 978 T	7	180.00	1,260.00
GST @ 7%			\$88.20
TOTAL			\$1,348.20

All cheques must be made payable to BKW Rent A Car Pte Ltd.
Please write the vehicle and invoice number on the reserve.

BKW Rent-A-Car Pte Ltd
120 Lower Delta Road #02-15 Cendex Centre (S) 169208 Tel: 6738 7777 Fax: 6271 1661

ACRA No: 200106276D GST Reg: No: 20-0106276-D Website: www.bkw.sg
A subsidiary of **BKW Automobile Pte Ltd**



BKW RENT A CAR PTE LTD

120 Lower Delta Road #02-15 Cendex Centre Singapore 169208 Tel: 6738 7777 Fax: 6738 6666
ACRA No: 20-0106278-D GST Reg. No: 20-0106278-D

VHA No: **A 37115**

24 HOURS HELPLINE : 6223 1122

VEHICLE HIRING AGREEMENT

Workshop: _____

HIRER'S PARTICULARS

Hirer's Name: MELLY MELLY
 Port No: 50113507A Date of Birth: 22/8/1979
27 GARLICK AVENUE Age: (27.58)
 & Address of Employer _____
 Occupation: Indoor Driving Exp: _____
 Driving Licence No: 50113507A Passed Date: 12/6/1979
 D/L Type: Local/Int/Other: Local
 Tel(O) _____ (R) _____ HP: 96311760

Hirer's Own Vehicle No: _____ Replace Veh No: _____
 Loan Vehicle No: SLL 5236 C VR No: _____
 Make & Model: VW JETTA Auto/Manual Group: _____

CHARGES		:		\$		cts	
Daily	<u>7</u> day	@ \$	<u>180</u>	Per day	<u>\$1260</u>		<u>X</u>
Weekly/Monthly	week	@ \$		Per week/Monthly			
Others							
CDW/PAI	@ \$			Per day/Monthly			
Delivery/Collection Svc							
						GST	<u>7%</u>
						(A) SUB-TOTAL	<u>1348</u>
OR No:							
Petrol Level & Surcharge	OUT	E	1/4	1/2	3/4	F	
	IN						
First _____ km	FREE per day			GST			
Excess mileage is chargeable at _____ cents per km				TOTAL CHARGES			

DRIVER'S PARTICULARS

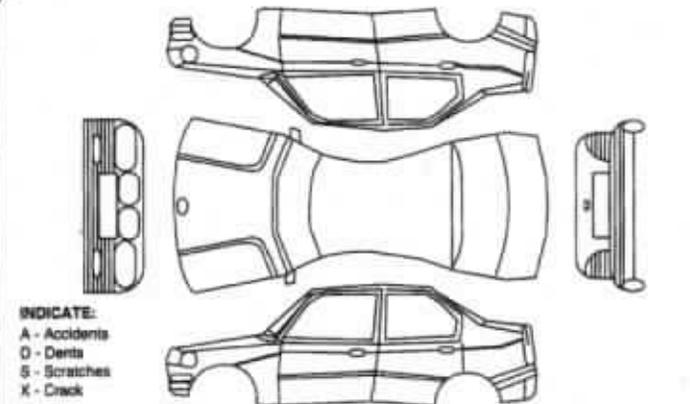
Name (as in VC): _____
 NRIC/Passport No: _____ Date of Birth: _____
 Address: _____ Age: _____
 Occupation: _____ Driving Exp: _____ Yrs
 Driving Licence No: _____ Passed / Expiry Date: _____
 D/L Type: Local/Int/Other: _____ Contact No: _____

Security Deposit : \$ _____ Bank: _____
 CASH/NETS/VISA/MC/AMEX/CHQ No: _____
 Expiry Date: _____ Card ID No: _____
 Name as in Card: _____

NON WAIVER EXCESS (Subject to GST): \$ _____
ACCESSORIES CHECK
 Data Cards Camera Systems Hub Cap Radio / CD Cartridge
 Jack Tyre Opener Petrol Cap Spare Tyre

Hirer's Signature: _____ Additional Driver's Signature: _____

SINGAPORE Use Only



I, _____ read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have been given by BKW Rent A Car Pte Ltd in connection with this agreement is true.

IMPORTANT

- The Hirer and the authorized driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be Borne by the Hirer/the Authorised Driver.
- All vehicles are supplied with petrol and should returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the hirer should he fail to return the vehicle at the appropriate petrol level.
- No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charged as a full day rental.
- Use of the vehicle for illegal purpose (For instance, in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
- Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.
- The hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
- The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident. The owner reserve the right not to replace a replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or permit smoking and transport of pets in the vehicles are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair between \$200 - \$400.
- The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$50.00 per trip.
- In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to borne all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
- The Hirer/Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the hirer/driver.
- All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
- I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
<u>4/1/18</u>	<u>1230</u>	<u>12202</u>		

Hirer's/Driver Signature _____

Return Of Vehicle: The Hirer Driver is Required To Sign in The Column "Signature Of Hirer Driver Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"

Date In	Time In	Mileage	Check By	Remarks
<u>11/1/18</u>	<u>1635</u>	<u>13543</u>		

Hirer's/Driver Signature _____

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	07 Dec 2017 Edit Reg		12 Dec 2017 00:00 Edit Adj Rpt	S\$8,150.00 Edit Estimates	S\$8,150.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	COMFORT TRANSPORTATION PTE LTD , Co. Reg. No.: 199303821R								
Main Claimant:	NELLY MENON MRS NELLY ROLLES @ YEO MAY LIAN , ID: S0113307A								
Vehicle Reg. No.:	EX978T	Date of Loss:	29/11/2017 22:00 - :59 [54 Months and 30 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT17111035	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHC8031Y	Policy No. (Claimant):	MT/00381231						
		Excess:							
Repairer:	Charn's Customcraft (HQ) Block 1010 Bukit Merah Lane 3, #01-105, 159724 Bukit Merah - Tel: 62717054								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Zuhaidah Bte Samsuri - 6347 6070]								
Claimant's Insurer:	Direct Asia Insurance (Singapore) Pte Ltd (HQ) - Tel: 65322888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 15/12/2017]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> • III_SG (29/03/2018): Alert - Adj Mandate Approved (S\$9844.00) - EX978T - Claim Handler: Zuhaidah Bte ... • III_SG (08/12/2017): Alert - Adj Mandate Approved (S\$0.00) - EX978T - Claim Handler: Zuhaidah Bte Sam... 									
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

*EX978T (MCT17111035)
[SHC8031Y]

TP

NELLY MENON MRS NELLY ROLLES @ YEO MAY LIAN

Nov 29 2017 10:00PM

[COMFORT TRANSPORTATION PTE LTD]

Charn's Customcraft

[Upload Documents](#)
[Upload Photos](#)
[Compose New Letter](#)
View
[View in Browser](#)

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/03/18 11:38	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
2	03/03/18 11:38	Chassis Number	 Load JPG	<input checked="" type="checkbox"/>
3	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
4	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
5	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
6	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
7	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
8	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
9	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
10	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
11	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
12	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
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36	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>
37	03/03/18 11:38	General View	 Load JPG	<input checked="" type="checkbox"/>

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
38	03/03/18 11:38	General View		Load JPG <input checked="" type="checkbox"/>
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47	03/03/18 11:38	General View		Load JPG <input checked="" type="checkbox"/>
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49	03/03/18 11:38	General View		Load JPG <input checked="" type="checkbox"/>
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51	03/03/18 11:38	General View		Load JPG <input checked="" type="checkbox"/>
52	03/03/18 11:38	General View		Load JPG <input checked="" type="checkbox"/>
53	24/03/18 07:54	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
54	24/03/18 07:54	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
55	24/03/18 07:54	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	06/12/17 17:22	TP ESTIMATE		Load PDF
2	06/12/17 17:22	TP GIA REPORT		Load PDF
3	14/12/17 09:28	TP ESTIMATE- MARKED		Load PDF
4	24/03/18 07:53	LOD		Load PDF
5	24/03/18 07:53	RENTAL AGREEMENT		Load PDF
6	24/03/18 07:53	RENTAL INVOICE.		Load PDF
7	24/03/18 07:53	WORKSHOP INVOICE		Load PDF
8	27/04/18 08:52	DISCHARGE VOUCHER		Load PDF
9	27/04/18 08:52	AUTHORISATION TO ACT FORM		Load PDF
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	07/12/17 08:38	Singapore Accident Statement		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: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607196R)

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

Our File No: CC6/III17023200/R1PB3Q2

Date: 27/04/2018

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: EX978T Insured Vehicle No: SHC8031Y
 Date of Loss: 29/11/2017 Nature of Claim: TP Claim No: MCT17111035

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: EX978T
 Make & Model: VOLVO XC60, 2.0 T5 (A) Engine No: B4204T71127611
 Reg. Date: 30/04/2013 (Man. Year: 2013) Chassis No: YV1DZ47HBD2437498
 Colour: Grey Odometer: 59824 km
 Engine Capacity: 1999 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 255/45 R20 Rear Tyre Size: 255/45 R20
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	12,188.12	8,376.62	3,811.50	31.27
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,160.00	1,810.00	350.00	16.20
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	14,348.12	10,186.62	4,161.50	29.00
Approved Total (Overridden) (S\$)		8,150.00		
(S\$)	14,348.12	8,150.00	6,198.12	43.20
+ GST 7.00/7.00% (S\$)	1,004.37	570.50	433.87	43.20
Nett Amount (S\$)	15,352.49	8,720.50	6,631.99	43.20
+ Car Rental (7.0 x S\$140.00/day + 7.00% GST) (S\$)		1,048.60		
Nett Liability (S\$)		9,769.10		

INSPECTION

Date of Assignment: 12/12/2017
 Date Inspected: 12/12/2017 Inspected At: Cham's Customcraft (HQ)
 Block 1010 Bukit Merah Lane 3, #01-105
 Singapore 159724
 Estimated Period of Repair: 8.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

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

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 01 Mar 2018)
Parts: M1-SUV	VOLVO XC60 2.0 T5 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for EX978T)	
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		*FRONT DOOR PROTECTOR LH	Scratched	365.80 FL	*365.80 FL
2	1		*FRONT DOOR LH	Repair	2,984.60 FL	*- FL
3	1		*FRONT DOOR FRAME RUBBER LH	Serviceable	288.20 FL	*- FL
4	1		*REAR DOOR LH	Bent	2,995.10 FL	*2,995.10 FL
5	1		*REAR DOOR TOP HINGE LH	Serviceable	222.30 FL	*- FL
6	1		*REAR DOOR LWR HINGE LH	Serviceable	222.30 FL	*- FL
7	1		*REAR DOOR PROTECTOR LH	Scratched	375.40 FL	*375.40 FL
8	1		*REAR DOOR RUBBER LH	Necessary	145.20 FL	*145.20 FL
9	1		*REAR DOOR FRAME RUBBER LH	Serviceable	294.70 FL	*- FL
10	1		*ROCKER PANEL GARNISH LH (SLIVER)	Scratched	1,120.10 FL	*1,120.10 FL
11	1		*REAR BUMPER	Deformed	1,985.80 FL	*1,985.80 FL
12	1		*REAR BUMPER RETAINER LH	Necessary	88.60 FL	*88.60 FL
13	1		*REAR BUMPER LOWER GARNISH	Scratched	1,741.50 FL	*1,741.50 FL

F=Franchise part. L=ListItemDisc.

Sub Total (S\$)	12,829.60	8,817.50
- List Item Discount on L Items 5.00/5.00% (S\$)	641.48	440.88
Total Parts (S\$)	12,188.12	8,376.62

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	ALIGNMENT REPAIR ,PUTTY AND RESPRAY REAR RIM LH	New	100.00	50.00
2	REMOVE AND REINSTALL FRONT DOOR GLASS LH	New	80.00	0.00
3	REMOVE AND REINSTALL REAR DOOR GLASS LH	New	80.00	60.00
4	REMOVE NECESSARY PARTS ,JACKING ,PANEL BEATING ,REPAIR AND STRAIGHTEN FRONT DOOR LH,REAR DOOR LH ,REAR FENDER AND REAR BUMPER	New	900.00	800.00
5	PUTTY AND RESPRAY FRONT DOOR LH ,REAR DOOR LH ,REAR FENDER LH AND REAR BUMPER	New	1,000.00	900.00
Gross Labour Cost (S\$)			2,160.00	1,810.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >