

ASS. REC. BY:

REF: CS/LPC17023343 / Aq/bel Special Instruction:

Survivor: Adrian ASSIGNMENT (Office)From (Person): Merimen Gerald Poh of LPC Date/Time: 07/12/2017 437pm

Estimated Cost: _____ Bill to: _____

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

To Inspect Vehicle No: SKD 51529 Insured: _____at Workshop m/s VAC Auto Tel: 8618 6116of Blk 1 Kaki Bukit Ave 6 #02-11Policy No: Z17/VP05/016433 Claim No: 17/17/17/VP05/020257Sum Insured: _____ Excess: \$ 3000.00Make of Veh: _____ D.O.A. 05.12.2017

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement: _____

Date/Time: 08.12.2017 905am Person Contacted: Victor Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	SKD 51529 - CC4/LPC17023343 / K03 DOA: 05/12/17
11/12/17@8	55am revert to Gerald via Merimen.
11/12/17@1	25am Gerald informed C/A via Merimen.
11/12/17@1	04pm Informed Victor C/A to Lx: \$ 3000 by email.
09/13/17@	2:34pm confirmed with Victor final fig \$ 16699.47.
	Cled to 10620.65, 39%

REF:

REF:

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent?: Yes or No

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

Est. Repairs: 7 days Res.: Yes or No

Lum Sum: _____ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SK05152S Yr Regd: 2013 / MarchType: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Mini Cooper cc 1598Colour: Black A/C Insured / Std / NI / NASp. Reading: 62022 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WMWSU92020T627S66Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 205/45 R17R: 205/45 R17BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front _____ Rear _____

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. _____ D.O.I. 08/12/17Survey held at VAC.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

DD Lon Pac.

12/3/18 @ 5pm revert to Gerald Poh via Messenger. (Supplementary.)

13/3/18 @ Allan Chew Beng Kee informed L/A at \$16699.47 via Messenger.

MV: 95K

PV: 68K.

Nett: 27K.

RECEIVED 13 MAR 2018

Date/Time, File Pass to?

☐ : Preli. Report1) 12/3/18 turnover☐ : Final Report

Date/Time, File Return to?

2) _____

Days Of Repair: 7Resurvey No. of Trip: 1

Survey Fee:

Transportation:

Add Fee:

☐ : Site Insp. (\$☐ : Interview (\$☐ : Tech. Invs (\$☐ : Weekend (\$

Phone:

Others:

17 X 15 = 255

170 + 255 + 85

= 510

510

50

50 + 50 + 50

121

831 + 10

841

Report Format: web 2.0

Lump Sum / I.B.I. (\$

16699.47



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				
LONPAC INSURANCE BHD			Ref : CS/LPC17023343/Aqb	
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555			Date : 08-12-2017	
			Code : LPC2	
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.			Veh. Inspected	SKQ 5152S
Policy No.	Z17/VP05/016433		Coverage (\$)	0.00
Claim No.	17/17/17/VP05/020257		Excess (\$)	0.00
Assign From	MERIMEN (GERALD POH)		Assign Date	07/12/2017
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	05/12/2017		Inspection Date	08/12/2017
Survey held at	VAC AUTO CENTRE PL NO.1 KAKI BUKIT AVE 6 #02-11 SNGAPORE 417883			
5a. Remarks				
A)THE MARKET VALUE IS S\$------(EST. AVERAGE) B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

Survey Department Check List (Case Handler)

Reference No.: Cy/LPC1707343/1A/b
 Policy Type: OD / TP / TP RES / TL / EVA

SKA51525

Case Handler

Typist

Admin (Cather): Case handler to make sure all Information created by the assignment team are **ACCURATE**.

(1) Office Assign Form

- C Reference No.
- C Customer Code
- N Assign From
- C Assign Date
- C Veh No (Inspected)
- C Veh No (Insured)
- C D.O.A
- C Policy No
- C Claim No
- C Insurance Authorisation (CA /REV/REP)
- C Report Type
- C Weekend Charges
- N Survey held at/Repairer
- C Excess

Y-Date	N-Date	Y-Date	N-Date
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Surveyor (Adrian): Case handler to make sure the surveyor completed all required information.

(1) Assignment Form

- C Vehicle No
- C Regn Month/Year
- N Vehicle Type
- N Make & Model
- C Engine Capacity. (C.C)
- N Colour
- C Odometer. (Sp.Reading)
- C Chassis No
- N General Condition
- N Steering
- N Brake
- N Modification (Modi)
- C Tyre Size
- N Tyre Make
- C Tyre Balance
- C Date of Inspection
- N Survey held
- N Des.of Damages

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(2) System - (Views/Merimen)

- C Damaged Vehicle Photographs Uploaded

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(3) Workshop 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
- C Re-inspection Cases to Finalize within 5 Days

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(4) System - (Views/Merimen)

- C Resurvey photo Uploaded

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Check By:

[Signature]
Case Handler

13/3/18
Date

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Dec 2017 Sendback Est	07 Dec 2017 16:13 S\$22,950.12	07 Dec 2017 16:37 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured:	EMILY NEO AH TOOK, ID: S1729644B, Tel: +6591824888								
Vehicle Reg. No.:	SKQ5152S	Date of Loss:	05/12/2017 16:00 - :59						
Claim Type:	OD / 17/17/17/VP05/020257	Policy/Cover Note No.:	Z17/VP05/016433 (Comprehensive) Coverage: 05/12/2017 - 04/12/2018						
		Excess:	S\$3,000.00						
Repairer:	VAC Auto Centre Pte Ltd (HQ) 1 Kaki Bukit Ave 6 #02-11, 417883 Kaki Bukit - Tel: 96312535/86188788/86186116								
Handling Insurer:	Lonpac Insurance Bhd (HQ) - Tel: +65 62507388 ... [Handled by Gerald Poh - 6250 7388 ext 240]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 18/12/2017]								
Driver/Custodian:	CHARMAINE LOW (21 / Female / Self-employed), NRIC: S9607131J, Tel: +6590170171								
		Vehicle Source:	Tow-in/Call-man						
Adj Asg. Remarks:	SURVEY & REVERT								
ASSOCIATED MAIL RECEIVED									
View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS									
View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	07 Dec 2017 14:45	Clim Veh Model Changed	(201910) MINI JOHN COOPER WORKS 1.6 (M).	[R] Victor Lim Puay Hong
2	07 Dec 2017 14:45	Clim Created	Reg No: SKQ5152S. Policy No: Z17/VP05/016433. Acct Date: 2017/12/05. Claim Type: OD. Insurer: Lonpac Insurance Bhd (HQ). Workshop: VAC Auto Centre Pte Ltd (HQ). Created from SAS:MVAC17160725	[R] Victor Lim Puay Hong
3	07 Dec 2017 16:13	Clim Submitted	22950.12.	[R] Victor Lim Puay Hong
4	07 Dec 2017 16:37	Clim Registration Modified	Excess: -> 3000.00.	[I] Gerald Poh
5	07 Dec 2017 16:37	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):SURVEY & REVERT	[I] Gerald Poh
6	07 Dec 2017 16:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/12/18	[I] Gerald Poh
7	07 Dec 2017 16:37	Adj Mandate Set	Approved:0.00.Reinspr:Adj decides.	[I] Gerald Poh
8	07 Dec 2017 17:59	Assignment 1st Accessed		[A] CATHERINE CHONG KAI LING
9	08 Dec 2017 13:23	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] CATHERINE CHONG KAI LING
10	08 Dec 2017 16:29	Adj Rpt Initiated		[A] SHIAU CHAN
11	11 Dec 2017 08:56	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2017/12/18	[A] SHIAU CHAN
12	11 Dec 2017 08:57	Adj Mandate Request	Cur.Req:15939.87:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.	[A] SHIAU CHAN
13	11 Dec 2017 11:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/12/18	[I] Chew Beng Kee
14	11 Dec 2017 11:11	Adj Mandate Set	Approved:15939.87.	[I] Chew Beng Kee
15	15 Dec 2017 15:58	Clim Supp Created (S:666728)		[R] Victor Lim Puay Hong
16	15 Dec 2017 16:01	Clim Submitted (S:666728)	4370.00.	[R] Victor Lim Puay Hong
17	15 Dec 2017 16:01	Adj Co Assigned (S:666728)	LKK Auto Consultants Pte Ltd (HQ):	[I] Merimen Administrator
18	20 Dec 2017 09:17	Supp Combined (S:666728)		[A] SHIAU CHAN
19	12 Mar 2018 17:00	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2017/12/18	[A] SHIAU CHAN
20	12 Mar 2018 17:00	Adj Mandate Request	Cur.Req:16699.47:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. KINDLY APPROVE ON SUPPLEMENTARY & CHECK ITEMS.	[A] SHIAU CHAN
21	13 Mar 2018 09:11	Adj Mandate Set	Approved:16699.47.	[I] Chew Beng Kee

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1660590	07/12/2017 14:45	Motor	VAC Auto Centre Pte Ltd (HQ)	VAC Auto Centre Pte Ltd (HQ)	SKQ5152S		xx.xx
1661955	08/12/2017 16:29	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKQ5152S		10.70

Note: This document has not been finalised.
LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park
Singapore 408933

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

To: Lonpac Insurance Bhd
300 Beach Road
#17-04/07 The Concourse
Singapore 199555

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Gerald Poh

Date: 12 Mar 2018

Preliminary Advice

Vehicle No	: SKQ5152S	Accident Date	: 05/12/2017
Make	: MINI JOHN COOPER WORKS	Policy No.	: Z17/VP05/016433
Assignment Date	: 07/12/2017	Excess	: S\$3,000.00
Date of Inspection	: 08/12/2017	Est. Duration of Repair	: 7.00
Inspection At	: VAC AUTO CENTRE PTE LTD (HQ) 1 KAKI BUKIT AVE 6 #02-11 SINGAPORE 417883		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	27,320.12	(ESTIMATE \$22,950.12 + SUPPLEMENTARY \$4,370.00)
Revised Amount	:S\$	16,699.47	(INCLUSIVE OF SUPPLEMENTARY & CHECK ITEMS)
Check Items (Estimated)	:S\$	0.00	
Total	:S\$	16,699.47	
Lump Sum Repair	:S\$		

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	95,000.00
COE / PARF Rebate	:S\$	68,127.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,873.00

Remarks

- (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- (X) Other comments : KINDLY APPROVE ON SUPPLEMENTARY & CHECK ITEMS.

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Monday, 11 December, 2017 12:04 PM
To: 'vacauto@singnet.com.sg'
Cc: SUR
Subject: VEHICLE SKQ 5152S (DOA: 05/12/2017)

Dear Victor,

As spoken with you.

As instructed by our client Lonpac Insurance, please proceed to repair the insured vehicle **SKQ 5152S (Excess \$3,000/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

Shiau Chan (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Monday, 11 December, 2017 11:25 AM
To: 'GERALD POH WEE BIN'; SUR
Cc: 'MT_Claim_SG'; assignments
Subject: RE: OD CLAIM - SKQ5152S

Dear Mr Gerald,

Thank you for your email.

Dear Shiau Chan,

FYNA. Our Ref: CS/LPC17023343/Aqb

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]
Sent: Monday, 11 December, 2017 11:15 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: OD CLAIM - SKQ5152S

Dear Catherine,

Kindly proceed to authorize repair as adjusted
and revert on the checked items.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: GERALD POH WEE BIN
Sent: Thursday, 7 December, 2017 4:39 PM
To: assignments@lkkauto.com
Cc: 'mt_claim@lonpac.com'
Subject: OD CLAIM - SKQ5152S

Our Ref : 17/17/17/VP05/020257

Dear Catherine,

Kindly proceed to survey and revert.

The details are in Merimen.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

Note: This document has not been finalised.

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

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

Singapore 408933

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

To: Lonpac Insurance Bhd
300 Beach Road
#17-04/07 The Concourse
Singapore 199555

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Gerald Poh

Date: 11 Dec 2017

Preliminary Advice

Vehicle No	: SKQ5152S	Accident Date	: 05/12/2017
Make	: MINI JOHN COOPER WORKS	Policy No.	: Z17/VP05/016433
Assignment Date	: 07/12/2017	Excess	: S\$3,000.00
Date of Inspection	: 08/12/2017	Est. Duration of Repair	: 7.00
Inspection At	: VAC AUTO CENTRE PTE LTD (HQ) 1 KAKI BUKIT AVE 6 #02-11 SINGAPORE 417883		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	22,950.12
Revised Amount	:S\$	8,361.58
Check Items (Estimated)	:S\$	7,578.29
Total	:S\$	15,939.87

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	95,000.00
COE / PARF Rebate	:S\$	68,127.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,873.00

Remarks

- (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- () Other comments :

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type	Singapore NRIC
Owner ID	9644B

Vehicle Details

Vehicle No.	SKQ5152S
Vehicle to be Exported	Yes
Intended De-registration Date	08 Dec 2017
Vehicle Make	MINI
Vehicle Model	JOHN COOPER WORKS HB 1.6 AT SR HID ABS
Primary Colour	Black
Manufacturing Year	2012
Engine No.	A561J360N18B16C
Chassis No.	WMWSU92020T627566
Maximum Power Output	155.0 kW (207 bhp)
Open Market Value	\$33,005.00
Original Registration Date	22 Mar 2013
First Registration Date	22 Mar 2013
Transfer Count	3
Actual ARF Paid	\$38,207.00

Intended PARF Rebate Details

PARF Eligibility	Yes
PARF Eligibility Expiry Date	21 Mar 2023
PARF Rebate Amount	\$28,655.00

Intended COE Rebate Details

COE Expiry Date	21 Mar 2023
COE Category	A - Car (1600cc & below)
COE Period(Years)	10
QP Paid	\$74,689.00
COE Rebate Amount	\$39,472.00
Total Rebate Amount	\$68,127.00

The information contained herein is correct as at 08 Dec 2017

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

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

ACCIDENT STATEMENT

Date Of Report	06/12/2017 12:30
Date Of Accident	05/12/2017 16:40
Exact Location Of Accident	PIE TOWARDS CHANGI AIRPORT AFTER TOA PAYOH LOR 6
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKQ5152S
Insured/Policyholder	
Name Of Registered Owner	EMILY NEO AH TOOK
NRIC No	S1729644B
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-91824888
Alternative Phone No	OFFICE-91824888

Vehicle Particulars

Manufacturer	MINI
Model	JOHN COOPER WORKS-1.6 (M)
Exact Purpose for which vehicle was being used at time of accident	ON MY WAY TO OFFICE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	LONPAC INSURANCE BHD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	Z17/VP05/016433
Cover Note Number	

Driver

Name of Driver	CHARMAINE LOW
NRIC No	S9607131J
Date Of Birth	28/02/1996
Occupation	INDOOR
Date Of Driving Pass	16/10/2015
Driving Experience	2 YEARS AND 1 MONTH
Gender	FEMALE
Mobile Number	(LOCAL) +65-90170171
Fax Number	
Contact Number	
EMail Address	NOEMAIL

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.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
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. 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.
7. 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:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/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 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:
 - (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
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time: 06/12/2017

Reporting Centre Person
Name:
NRIC/PIN No.:



VAC Auto Centre Pte Ltd (Co.Reg.No.200210945Z)1 Kaki Bukit Ave 6 #02-11
Singapore 417883

Tel: 96312535/86188788/86186116 Fax: 66365355 Email: vphlim@singnet.com.sg; vacauto@singnet.com.sg

INSURER: **Lonpac Insurance Bhd (HQ)****PARTICULARS OF CLAIM**

Claim Type:	OD (Own Damage)	Ref. No:	
Policy No:	Z17/VP05/016433	Date of Loss:	05/12/2017
Vehicle Reg. No.:	SKQ5152S	Driveable?	NO
Driver Age/Info:	21 / FEMALE / SELF-EMPLOYED	Party At Fault:	UNKNOWN
TP Injury Involved?	NO	Third Party Involved?	YES
Insured/Claimant:	EMILY NEO AH TOOK	Contact No:	+6591824888
Driver:	CHARMAINE LOW		
Make/Model:	MINI JOHN COOPER WORKS, 1.6 (M)	Vehicle Reg. Date:	22/03/2013
Vehicle Colour:	Black	Gen Condition:	Good
Engine No:	A561J360N18B16C	Chassis No:	WMWSU92020T627566
Odometer:	62022 KM		
Paint Type:			
Total Loss?	NO		
Est. Duration of Repair (day)	8		
Description of Accident/Loss	ON 05/12/2017 AT ABOUT 1640 HOURS, I WAS TRAVELLING IN LANE 1 ALONG PIE TOWARDS CHANGI AIRPORT. JUST AFTER TOA PAYOH LORONG 6 EXIT, THE VEHICLES IN FRONT OF ME SUDDENLY STOPPED. ON SEEING THAT I APPLIED MY BRAKES BUT TO NO AVAIL. AS A RESULT, THE FRONT PORTION OF MY VEHICLE (REGN NO: SKQ5152S) COLLIDED INTO THE REAR PORTION OF THE FRONT VEHICLE (REGN NO: SLN3665X).		
Present Location:	VAC AUTO CENTRE PTE LTD (HQ)		

COST OF CLAIMS	Amount
Parts	18,371.83
Miscellaneous Items	1,118.29
Labour	3,460.00
Paintwork Labour	0.00
Towing	0.00
Calculated Gross Total (S\$)	22,950.12
- Excess (S\$)	3,000.00
Nett Amount (S\$)	19,950.12

This claim is handled by: **VICTOR LIM**

Generated using Merimen e-Claims Internet Estimation & Adjusting System

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 07 Dec 2017)

Parts: 144 MINI JOHN COOPER WORKS 1.6 (M) (Catalogue:Merimen Singapore 1.0)

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

Print Code: VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13

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

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

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*FRONT BONNET <i>Distorted</i>	0.00	0.00	*950.00 F ✓
2	1		*FRONT BONNET AIR SCOP ?	0.00	0.00	*180.00 F ?
3	2		*FRONT BONNET LOCK - LH/RH <i>Do d</i>	0.00	0.00	*150.00 F ✓
4	2		*FRONT BONNET LOCK STICKER <i>not in</i>	0.00	0.00	*70.00 F ✓
5	1		*FRONT BONNET SAFETY LOCK CATCH <i>not in</i>	0.00	0.00	*45.00 F ✓
6	2		*FRONT BONNET HINGES - LH/RH <i>Best</i>	0.00	0.00	*150.00 F ✓
7	2		*FRONT BONNET DAMPERS - LH/RH <i>not in</i>	0.00	0.00	*150.00 F ✓
8	1		*FRONT BONNET LOGO <i>in</i>	0.00	0.00	*95.00 F ✓
9	1		*FRONT BONNET CHROME MOULDING <i>cracked</i>	0.00	0.00	*130.00 F ✓
10	1		*FRONT BONNET CHROME MOULDING - REAR <i>not in</i>	0.00	0.00	*185.00 F ✓
11	1		*FRONT BUMPER <i>Distorted</i>	0.00	0.00	*620.00 F ✓
12	1		*FRONT BUMPER TOW COVER <i>in</i>	0.00	0.00	*18.00 F ✓
13	2		*FRONT BUMPER FOG LAMPS - LH/RH <i>not in</i>	0.00	0.00	*370.00 F ✓
14	2		*FRONT BUMPER FOG LAMP COVERS - LH/RH <i>not in</i>	0.00	0.00	*84.00 F ✓
15	1		*FRONT BUMPER GRILLE - LOWER <i>not in</i>	0.00	0.00	*220.00 F ✓
16	1		*FRONT BUMPER SPONGE ?	0.00	0.00	*110.00 F ?
17	1		*FRONT BUMPER REINFORCEMENT ?	0.00	0.00	*580.00 F ?
18	2		*FRONT BUMPER SIDE RETAINERS <i>in</i>	0.00	0.00	*56.00 F ✓
19	10		*FRONT BUMPER CLIPS <i>in</i>	0.00	0.00	*45.00 F ✓
20	2		*FRONT FENDERS LH/RH <i>in</i>	0.00	0.00	*560.00 F ✓
21	2		*FRONT FENDERS OUTER GARNISH <i>not in</i>	0.00	0.00	*320.00 F ✓
22	2		*FRONT FENDER INNER SHIELDS <i>not in</i>	0.00	0.00	*220.00 F ✓
23	1		*FRONT GRILLE <i>cracked</i>	0.00	0.00	*155.00 F ✓
24	5		*FRONT GRILLE CLIPS <i>in</i>	0.00	0.00	*22.50 F ✓
25	2		*FRONT HEADLAMPS LH/RH <i>cracked</i>	0.00	0.00	*1,800.00 F ✓
26	2		*FRONT HEADLAMPS HID BULB <i>not in</i>	0.00	0.00	*320.00 F ✓
27	2		*FRONT HEADLAMP CONTROL UNITS <i>not in</i>	0.00	0.00	*900.00 F ✓
28	2		*FRONT HEADLAMP CHROME RIMS <i>Missing</i>	0.00	0.00	*170.00 F ✓
29	1		*FRONT SUPPORT PANEL ASSEMBLY <i>cracked</i>	0.00	0.00	*550.00 F ?
30	1		*FRONT SUPPORT TOP PANEL <i>cracked</i>	0.00	0.00	*280.00 F ✓
31	2		*HORN ?	0.00	0.00	*170.00 F ?
32	1		*AIRCON CONDENSER <i>Distorted</i>	0.00	0.00	*780.00 F ✓
33	1		*AIRCON DISCHARGE PIPE ?	0.00	0.00	*200.00 F ?
34	1		*AIRCON SUCTION PIPE ?	0.00	0.00	*220.00 F ?
35	1		*AIRCON LIQUID PIPE ?	0.00	0.00	*150.00 F ?
36	1		*BONNET LOCK CABLE <i>in</i>	0.00	0.00	*85.00 F ✓
37	1		*AIRCON COMPRESSOR ?	0.00	0.00	*980.00 F ?
38	1		*AIR CLEANER INTAKE DUCT ?	0.00	0.00	*110.00 F ?
39	1		*AIR INTERCOOLER <i>not in</i>	0.00	0.00	*550.00 F ✓
40	2		*AIR INTERCOOLER HOSE - INLET/OUTLET <i>not in</i>	0.00	0.00	*360.00 F ✓
41	1		*AIR INTERCOOLER INTAKE PIPE <i>not in</i>	0.00	0.00	*195.00 F ✓
42	1		*RADIATOR ?	0.00	0.00	*550.00 F ?
43	1		*RADIATOR TOP HOSE ?	0.00	0.00	*70.00 F ?
44	1		*RADIATOR BOTTOM HOSE <i>not in</i>	0.00	0.00	*150.00 F ✓
45	1		*RADIATOR AUXILIARY FAN ASSEMBLY ?	0.00	0.00	*600.00 F ?
46	1		*EXHAUST MANIFOLD COVER ?	0.00	0.00	*150.00 F ?
47	1		*EXHAUST MANIFOLD SENSOR ?	0.00	0.00	*360.00 F ?

48	2	*ENGINE MOUNTINGS LH/RH	?	0.00	0.00	*420.00 F	?
49	1	*WASHER TANK	Not in	0.00	0.00	*100.00 F	+
50	1	*NUMBER PLATE	Not	0.00	0.00	*20.00 F	✓
51	1	*RADIATOR COOLANT	Not	0.00	0.00	*60.00 F	40
52	1	*AIRCON OIL	Not	0.00	0.00	*45.00 F	✓
53	1	*FRONT GRILLE CHROME MOULDING - LOWER	Missing	0.00	0.00	*145.00 F	✓

F=Franchise part.

Sub Total (\$\$)	15,975.50
+ Margin on L,N Items 15.00% (\$\$)	2,396.33
Total Parts (\$\$)	18,371.83

VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13. Not valid without Reference section.
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Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			
1	1	GST	1,118.29 ?
Sub Total (S\$)			1,118.29

Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	TOWING CHARGES	New	60.00 ✓
2	TO CHECK FRONT ELECTRICAL WIRINGS	New	50.00 30
3	TO REMOVE, REFIX AIRCON CONDENSER AND REFILL AIRCON GAS	New	150.00 120
4	TO REMOVE, REFIX ENGINE PARTS	New	250.00 ?
5	TO DIAGNOSE AND ERASE FAULT CODES/MEMORY AFTER REPAIRS	New	450.00 150
6	TO RESPRAY PAINTING AND ETC	New	1,200.00 700
7	LABOUR CHARGE TO PANEL BEAT, REMOVE AND REPLACE ABOVE PARTS	New	1,300.00 800
Gross Labour Cost (S\$)			3,460.00

VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13. Not valid without Reference section.
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< END OF ESTIMATES >

L/s Adrian Lim
08/12/17.

07 Days.

Not Authorised

Excess : \$ 3000.

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 07 Dec 2017)

Parts: 144 MINI JOHN COOPER WORKS 1.6 (M) (Catalogue:Merimen Singapore 1.0)

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

Print Code: VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13

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

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

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*FRONT BONNET <i>Distorted</i>	0.00	0.00	*950.00 F ✓
2	1		*FRONT BONNET AIR SCOP <i>cracked</i>	0.00	0.00	*180.00 F ?
3	2		*FRONT BONNET LOCK - LH/RH <i>Dgd</i>	0.00	0.00	*150.00 F ✓
4	2		*FRONT BONNET LOCK STICKER <i>not in</i>	0.00	0.00	*70.00 F ✓
5	1		*FRONT BONNET SAFETY LOCK CATCH <i>not in</i>	0.00	0.00	*45.00 F ✓
6	2		*FRONT BONNET HINGES - LH/RH <i>Best</i>	0.00	0.00	*150.00 F ✓
7	2		*FRONT BONNET DAMPERS - LH/RH <i>not in</i>	0.00	0.00	*150.00 F ✓
8	1		*FRONT BONNET LOGO <i>in</i>	0.00	0.00	*95.00 F ✓
9	1		*FRONT BONNET CHROME MOULDING <i>cracked</i>	0.00	0.00	*130.00 F ✓
10	1		*FRONT BONNET CHROME MOULDING - REAR <i>not in</i>	0.00	0.00	*185.00 F ✓
11	1		*FRONT BUMPER <i>Distorted</i>	0.00	0.00	*620.00 F ✓
12	1		*FRONT BUMPER TOW COVER <i>not in</i>	0.00	0.00	*18.00 F ✓
13	2		*FRONT BUMPER FOG LAMPS - LH/RH <i>not in</i>	0.00	0.00	*370.00 F ✓
14	2		*FRONT BUMPER FOG LAMP COVERS - LH/RH <i>not in</i>	0.00	0.00	*84.00 F ✓
15	1		*FRONT BUMPER GRILLE - LOWER <i>not in</i>	0.00	0.00	*220.00 F ✓
16	1		*FRONT BUMPER SPONGE <i>cracked</i>	0.00	0.00	*110.00 F ✓
17	1		*FRONT BUMPER REINFORCEMENT <i>Best</i>	0.00	0.00	*580.00 F ✓
18	2		*FRONT BUMPER SIDE RETAINERS <i>in</i>	0.00	0.00	*56.00 F ✓
19	10		*FRONT BUMPER CLIPS <i>in</i>	0.00	0.00	*45.00 F ✓
20	2		*FRONT FENDERS LH/RH <i>Best</i>	0.00	0.00	*560.00 F ✓
21	2		*FRONT FENDERS OUTER GARNISH <i>not in</i>	0.00	0.00	*320.00 F ✓
22	2		*FRONT FENDER INNER SHIELDS <i>not in</i>	0.00	0.00	*220.00 F ✓
23	1		*FRONT GRILLE <i>cracked</i>	0.00	0.00	*155.00 F ✓
24	5		*FRONT GRILLE CLIPS <i>in</i>	0.00	0.00	*22.50 F ✓
25	2		*FRONT HEADLAMPS LH/RH <i>cracked</i>	0.00	0.00	*1,800.00 F ✓
26	2		*FRONT HEADLAMPS HID BULB <i>not in</i>	0.00	0.00	*320.00 F ✓
27	2		*FRONT HEADLAMP CONTROL UNITS <i>not in</i>	0.00	0.00	*900.00 F ✓
28	2		*FRONT HEADLAMP CHROME RIMS <i>Missing</i>	0.00	0.00	*170.00 F ✓
29	1		*FRONT SUPPORT PANEL ASSEMBLY <i>cracked</i>	0.00	0.00	*550.00 F ✓
30	1		*FRONT SUPPORT TOP PANEL <i>cracked</i>	0.00	0.00	*280.00 F ✓
31	2		*HORN <i>Dgd</i>	0.00	0.00	*170.00 F ✓
32	1		*AIRCON CONDENSER <i>Dented</i>	0.00	0.00	*780.00 F ✓
33	1		*AIRCON DISCHARGE PIPE <i>Best</i>	0.00	0.00	*200.00 F ✓
34	1		*AIRCON SUCTION PIPE <i>not in</i>	0.00	0.00	*220.00 F ✓
35	1		*AIRCON LIQUID PIPE <i>not in</i>	0.00	0.00	*150.00 F ✓
36	1		*BONNET LOCK CABLE <i>not in</i>	0.00	0.00	*85.00 F ✓
37	1		*AIRCON COMPRESSOR <i>not in</i>	0.00	0.00	*980.00 F ✓
38	1		*AIR CLEANER INTAKE DUCT <i>cracked</i>	0.00	0.00	*110.00 F ✓
39	1		*AIR INTERCOOLER <i>not in</i>	0.00	0.00	*550.00 F ✓
40	2		*AIR INTERCOOLER HOSE - INLET/OUTLET <i>not in</i>	0.00	0.00	*360.00 F ✓
41	1		*AIR INTERCOOLER INTAKE PIPE <i>not in</i>	0.00	0.00	*195.00 F ✓
42	1		*RADIATOR <i>cracked</i>	0.00	0.00	*550.00 F ✓
43	1		*RADIATOR TOP HOSE <i>not in</i>	0.00	0.00	*70.00 F ✓
44	1		*RADIATOR BOTTOM HOSE <i>not in</i>	0.00	0.00	*150.00 F ✓
45	1		*RADIATOR AUXILIARY FAN ASSEMBLY <i>cracked</i>	0.00	0.00	*600.00 F ✓
46	1		*EXHAUST MANIFOLD COVER <i>cracked</i>	0.00	0.00	*150.00 F ✓
47	1		*EXHAUST MANIFOLD SENSOR <i>Dgd</i>	0.00	0.00	*360.00 F ✓

48	2	*ENGINE MOUNTINGS LH/RH	<i>Not on</i>	0.00	0.00	*420.00 F	<i>✓</i>
49	1	*WASHER TANK	<i>Not on</i>	0.00	0.00	*100.00 F	<i>✓</i>
50	1	*NUMBER PLATE	<i>Not</i>	0.00	0.00	*20.00 F	<i>✓</i>
51	1	*RADIATOR COOLANT	<i>Not</i>	0.00	0.00	*60.00 F	<i>40</i>
52	1	*AIRCON OIL	<i>Not</i>	0.00	0.00	*45.00 F	<i>✓</i>
53	1	*FRONT GRILLE CHROME MOULDING - LOWER	<i>Missing</i>	0.00	0.00	*145.00 F	<i>✓</i>

F=Franchise part.

Sub Total (S\$)	15,975.50
+ Margin on L,N Items 15.00% (S\$)	2,396.33
Total Parts (S\$)	18,371.83

VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13. Not valid without Reference section.
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Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			
1	1	GST	1,118.29
Sub Total (\$\$)			1,118.29

Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	TOWING CHARGES	New	60.00
2	TO CHECK FRONT ELECTRICAL WIRINGS	New	50.00 30
3	TO REMOVE, REFIX AIRCON CONDENSER AND REFILL AIRCON GAS	New	150.00 120
4	TO REMOVE, REFIX ENGINE PARTS	New	250.00 7
5	TO DIAGNOSE AND ERASE FAULT CODES/MEMORY AFTER REPAIRS	New	450.00 150
6	TO RESPRAY PAINTING AND ETC	New	1,200.00 700
7	LABOUR CHARGE TO PANEL BEAT, REMOVE AND REPLACE ABOVE PARTS	New	1,300.00 800
Gross Labour Cost (\$\$)			3,460.00

VAC Auto Centre Pte Ltd/SKQ5152S/07/12/2017 16:13. Not valid without Reference section.

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< END OF ESTIMATES >

L/s Adrian Lij
08/12/17.

07 Days.

Not Authorised

Excess : \$ 3000.

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 15 Dec 2017)

Parts: 144 MINI JOHN COOPER WORKS 1.6 (M) (Catalogue:Merimen Singapore 1.0)

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

Print Code: VAC Auto Centre Pte Ltd/SKQ5152S/15/12/2017 16:01

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

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

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*TURBOCHARGER ASSEMBLY <i>cracked.</i>	0.00	0.00	*3,500.00 F
						Sub Total (S\$)
						3,500.00
						+ Margin on L,N Items 15.00% (S\$)
						525.00
						Total Parts (S\$)
						4,025.00

VAC Auto Centre Pte Ltd/SKQ5152S/15/12/2017 16:01. Not valid without Reference section.

Generated using Merimen e-Claims IEAS

Adrian Wj
Shs

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Dec 2017	07 Dec 2017	07 Dec 2017	S\$16,699.47	S\$16,699.47		Pending for Survey Report
	Sendback Est	16:13 S\$22,950.12	16:37 Edit Adj Rpt	Edit Estimates	View Rpt		
Supp #1	15 Dec 2017 15:58	15 Dec 2017 16:01 S\$4,370.00	15 Dec 2017 16:01			(Combined)	Combined with Main Uncombine Suppl.

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

Insured:	EMILY NEO AH TOOK , ID: S1729644B, Tel: +6591824888		
Vehicle Reg. No.:	SKQ5152S	Date of Loss:	05/12/2017 16:00 - :59
Claim Type:	OD / 17/17/17/VP05/020257	Policy/Cover Note No.:	Z17/VP05/016433 (Comprehensive) Coverage: 05/12/2017 - 04/12/2018
		Excess:	S\$3,000.00
Repairer:	VAC Auto Centre Pte Ltd (HQ) 1 Kaki Bukit Ave 6 #02-11, 417883 Kaki Bukit - Tel: 96312535/86188788/86186116		
Handling Insurer:	Lonpac Insurance Bhd (HQ) - Tel: +65 62507388 ... [Handled by Gerald Poh - 6250 7388 ext 240]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 18/12/2017]		
Driver/Custodian:	CHARMAINE LOW (21 / Female / Self-employed), NRIC: S96071311, Tel: +6590170171		
Adj Asg. Remarks:	SURVEY & REVERT	Vehicle Source:	Tow-in/Call-man

ASSOCIATED MAIL RECEIVED

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

- LONPAC_HQ (13/03/2018): **Alert - Adj Mandate Approved (S\$16699.47) - SKQ5152S - Claim Handler: Gerald Poh**
- LONPAC_HQ (11/12/2017): **Alert - Adj Mandate Approved (S\$15939.87) - SKQ5152S - Claim Handler: Gerald Poh**

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

SKQ5152S (17/17/17/VP05/020257)

OD

Dec 5 2017 4:00PM

[EMILY NEO AH TOOK]

VAC Auto Centre Pte Ltd

Upload Documents Upload Photos Compose New Letter

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Assessment Reports				1 per page ▼	☒
No	Finalized On	VAC Auto Centre Pte Ltd (HQ)		Thumbnail	Print
1	07/12/17 16:13	Repairer Estimates	1	Load HTM	
2	15/12/17 16:01	Repairer Estimates Suppl. #1	1	Load HTM	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	11/12/17 08:56	Adjuster Immediate Advice	1	Load HTM	
2	12/03/18 17:00	Adjuster Immediate Advice	1	Load HTM	
Photos/Images				3 per page ▼	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	11/12/17 08:58	General View	1	Load JPG	☒
2	11/12/17 08:58	Chassis Number	1	Load JPG	☒
3	11/12/17 08:58	General View	1	Load JPG	☒
4	11/12/17 08:58	General View	1	Load JPG	☒
5	11/12/17 08:58	General View	1	Load JPG	☒
6	11/12/17 08:58	General View	1	Load JPG	☒
7	11/12/17 08:58	General View	1	Load JPG	☒
8	11/12/17 08:58	General View	1	Load JPG	☒
9	11/12/17 08:58	General View	1	Load JPG	☒
10	11/12/17 08:58	General View	1	Load JPG	☒
11	11/12/17 08:58	General View	1	Load JPG	☒
12	11/12/17 08:58	General View	1	Load JPG	☒
13	11/12/17 08:58	General View	1	Load JPG	☒
14	11/12/17 08:58	General View	1	Load JPG	☒
15	11/12/17 08:58	General View	1	Load JPG	☒
16	11/12/17 08:58	General View	1	Load JPG	☒
17	11/12/17 08:58	General View	1	Load JPG	☒
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1	11/12/17 09:04	WORKSHOP ESTIMATE	1	Load PDF

2 15/03/18 08:36 Supplementary



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Linked Accident Report Documents

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Assessment Reports

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No	Finalized On	VAC Auto Centre Pte Ltd (HQ)	Thumbnail	Print
1	06/12/17 13:22	Accident Statement	Load HTM	

Photos/Images

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2	06/12/17 12:55	Identification Card	Load JPG	
3	06/12/17 12:55	Accident Photo	Load JPG	
4	06/12/17 12:55	Accident Photo	Load JPG	
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Documentation

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No	Finalized On	VAC Auto Centre Pte Ltd (HQ)	Thumbnail	Print
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2	06/12/17 13:19	Sketch Plan #2	Load JPG	

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

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2014. 2015. 2016. 2017. 2018. 2019. 2020. 2021. 2022. 2023. 2024. 2025. 2026. 2027. 2028. 2029. 2030. 2031. 2032. 2033. 2034. 2035. 2036. 2037. 2038. 2039. 2040. 2041. 2042. 2043. 2044. 2045. 2046. 2047. 2048. 2049. 2050. 2051. 2052. 2053. 2054. 2055. 2056. 2057. 2058. 2059. 2060. 2061. 2062. 2063. 2064. 2065. 2066. 2067. 2068. 2069. 2070. 2071. 2072. 2073. 2074. 2075. 2076. 2077. 2078. 2079. 2080. 2081. 2082. 2083. 2084. 2085. 2086. 2087. 2088. 2089. 2090. 2091. 2092. 2093. 2094. 2095. 2096. 2097. 2098. 2099. 2100. 2101. 2102. 2103. 2104. 2105. 2106. 2107. 2108. 2109. 2110. 2111. 2112. 2113. 2114. 2115. 2116. 2117. 2118. 2119. 2120. 2121. 2122. 2123. 2124. 2125. 2126. 2127. 2128. 2129. 2130. 2131. 2132. 2133. 2134. 2135. 2136. 2137. 2138. 2139. 2140. 2141. 2142. 2143. 2144. 2145. 2146. 2147. 2148. 2149. 2150. 2151. 2152. 2153. 2154. 2155. 2156. 2157. 2158. 2159. 2160. 2161. 2162. 2163. 2164. 2165. 2166. 2167. 2168. 2169. 2170. 2171. 2172. 2173. 2174. 2175. 2176. 2177. 2178. 2179. 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LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse
Singapore 199555

Our File No: CS/LPC17023343/AQBE2
Date: 15/03/2018

REFERENCE

Insured/Claimant: EMILY NEO AH TOOK Policy No: Z17/VP05/016433
Date of Loss: 05/12/2017 Nature of Claim: OD Claim No: 17/17/17/VP05/020257

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKQ5152S**
Make & Model: MINI JOHN COOPER WORKS, 1.6 (M)
Reg. Date: 22/03/2013 (Man, Year: 2012)
Colour: Black
Engine Capacity: 1598 cc
Market Value/New Car Price: S\$95,000.00
Sum Insured (S\$): **Market Value/New Car Price**

Engine No: A561J360N18B16C
Chassis No: WMWSU92020T627566
Odometer: 62022 km

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 205/45 R17 Rear Tyre Size: 205/45 R17
Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm
Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

| COST OF CLAIMS | Repairer's | Adjuster's | Difference | Diff % |
|-------------------------------------|------------------|------------------|------------------|--------------|
| Parts | 22,396.83 | 13,988.03 | 8,408.80 | 37.54 |
| Miscellaneous Items | 1,363.29 | 851.44 | 511.85 | 37.55 |
| Labour | 3,560.00 | 1,860.00 | 1,700.00 | 47.75 |
| Paintwork Labour | 0.00 | 0.00 | 0.00 | |
| Towing | 0.00 | 0.00 | 0.00 | |
| Calculated Gross Total (S\$) | 27,320.12 | 16,699.47 | 10,620.65 | 38.87 |
| - Excess (S\$) | 3,000.00 | 3,000.00 | 0.00 | 0.00 |
| Nett Amount (S\$) | 24,320.12 | 13,699.47 | 10,620.65 | 43.67 |

INSPECTION

Date of Assignment: 07/12/2017 Present Location: VAC Auto Centre Pte Ltd (HQ)
Date Inspected: 08/12/2017 Inspected At: 1 Kaki Bukit Ave 6 #02-11
Estimated Period of Repair: 7.0 days Singapore 417883

Adjuster: ADRIAN LING

Manager: SHIAU CHAN

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: 15 Mar 2018) |
| Parts: | 144 | MINI JOHN COOPER WORKS 1.6 (M) (Catalogue:Merimen Singapore 1.0) |
| Labour: | Repairer's | (Price-denominated Standard List) |
| Print Code: | (Unsubmitted, no print-code for SKQ5152S) | |
| 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 BONNET | Distorted | 950.00 F | *950.00 F |
| 2 | 1 | | *FRONT BONNET AIR SCOP | Cracked | 180.00 F | *180.00 F |
| 3 | 2 | | *FRONT BONNET LOCK - LH/RH | Damaged | 150.00 F | *150.00 F |
| 4 | 2 | | *FRONT BONNET LOCK STICKER | Not Necessary | 70.00 F | *- F |
| 5 | 1 | | *FRONT BONNET SAFETY LOCK CATCH | Not Necessary | 45.00 F | *- F |
| 6 | 2 | | *FRONT BONNET HINGES - LH/RH | Bent | 150.00 F | *150.00 F |
| 7 | 2 | | *FRONT BONNET DAMPERS - LH/RH | Not Necessary | 150.00 F | *- F |
| 8 | 1 | | *FRONT BONNET LOGO | Necessary | 95.00 F | *95.00 F |
| 9 | 1 | | *FRONT BONNET CHROME MOULDING | Cracked | 130.00 F | *130.00 F |
| 10 | 1 | | *FRONT BONNET CHROME MOULDING - REAR | Not Necessary | 185.00 F | *- F |
| 11 | 1 | | *FRONT BUMPER | Distorted | 620.00 F | *620.00 F |
| 12 | 1 | | *FRONT BUMPER TOW COVER | Not Necessary | 18.00 F | *- F |
| 13 | 2 | | *FRONT BUMPER FOG LAMPS - LH/RH | Not Necessary | 370.00 F | *- F |
| 14 | 2 | | *FRONT BUMPER FOG LAMP COVERS - LH/RH | Not Necessary | 84.00 F | *- F |
| 15 | 1 | | *FRONT BUMPER GRILLE - LOWER | Not Necessary | 220.00 F | *- F |
| 16 | 1 | | *FRONT BUMPER SPONGE | Cracked | 110.00 F | *110.00 F |
| 17 | 1 | | *FRONT BUMPER REINFORCEMENT | Bent | 580.00 F | *580.00 F |
| 18 | 2 | | *FRONT BUMPER SIDE RETAINERS | Necessary | 56.00 F | *56.00 F |
| 19 | 10 | | *FRONT BUMPER CLIPS | Necessary | 45.00 F | *45.00 F |
| 20 | 2 | | *FRONT FENDERS LH/RH | Repair | 560.00 F | *- F |
| 21 | 2 | | *FRONT FENDERS OUTER GARNISH | Not Necessary | 320.00 F | *- F |
| 22 | 2 | | *FRONT FENDER INNER SHIELDS | Not Necessary | 220.00 F | *- F |
| 23 | 1 | | *FRONT GRILLE | Cracked | 155.00 F | *155.00 F |
| 24 | 5 | | *FRONT GRILLE CLIPS | Necessary | 22.50 F | *22.50 F |
| 25 | 2 | | *FRONT HEADLAMPS LH/RH | Cracked | 1,800.00 F | *1,800.00 F |
| 26 | 2 | | *FRONT HEADLAMPS HID BULB | Not Necessary | 320.00 F | *- F |
| 27 | 2 | | *FRONT HEADLAMP CONTROL UNITS | Not Necessary | 900.00 F | *- F |
| 28 | 2 | | *FRONT HEADLAMP CHROME RIMS | Missing | 170.00 F | *170.00 F |
| 29 | 1 | | *FRONT SUPPORT PANEL ASSEMBLY | Not Necessary | 550.00 F | *- F |
| 30 | 1 | | *FRONT SUPPORT TOP PANEL | Buckled | 280.00 F | *280.00 F |
| 31 | 2 | | *HORN | Damaged | 170.00 F | *170.00 F |
| 32 | 1 | | *AIRCON CONDENSER | Dented | 780.00 F | *780.00 F |
| 33 | 1 | | *AIRCON DISCHARGE PIPE | Bent | 200.00 F | *200.00 F |
| 34 | 1 | | *AIRCON SUCTION PIPE | Not Necessary | 220.00 F | *- F |
| 35 | 1 | | *AIRCON LIQUID PIPE | Not Necessary | 150.00 F | *- F |
| 36 | 1 | | *BONNET LOCK CABLE | Not Necessary | 85.00 F | *- F |
| 37 | 1 | | *AIRCON COMPRESSOR | Not Necessary | 980.00 F | *- F |
| 38 | 1 | | *AIR CLEANER INTAKE DUCT | Cracked | 110.00 F | *110.00 F |
| 39 | 1 | | *AIR INTERCOOLER | Not Necessary | 550.00 F | *- F |
| 40 | 2 | | *AIR INTERCOOLER HOSE - INLET/OUTLET | Not Necessary | 360.00 F | *- F |
| 41 | 1 | | *AIR INTERCOOLER INTAKE PIPE | Not Necessary | 195.00 F | *- F |
| 42 | 1 | | *RADIATOR | Distorted | 550.00 F | *550.00 F |

Report was unsubmitted during this print-out.

| No. | Qty | Part No. | Particulars | Condition | Repairer's | Amount |
|-------------------------|-----|----------|---------------------------------------|---------------|------------|-------------|
| 43 | 1 | | *RADIATOR TOP HOSE | Not Necessary | 70.00 F | *- F |
| 44 | 1 | | *RADIATOR BOTTOM HOSE | Not Necessary | 150.00 F | *- F |
| 45 | 1 | | *RADIATOR AUXILIARY FAN ASSEMBLY | Cracked | 600.00 F | *600.00 F |
| 46 | 1 | | *EXHAUST MANIFOLD COVER | Dented | 150.00 F | *150.00 F |
| 47 | 1 | | *EXHAUST MANIFOLD SENSOR | Damaged | 360.00 F | *360.00 F |
| 48 | 2 | | *ENGINE MOUNTINGS LH/RH | Not Necessary | 420.00 F | *- F |
| 49 | 1 | | *WASHER TANK | Not Necessary | 100.00 F | *- F |
| 50 | 1 | | *NUMBER PLATE | Cut | 20.00 F | *20.00 F |
| 51 | 1 | | *RADIATOR COOLANT | Necessary | 60.00 F | *40.00 F |
| 52 | 1 | | *AIRCON OIL | Necessary | 45.00 F | *45.00 F |
| 53 | 1 | | *FRONT GRILLE CHROME MOULDING - LOWER | Missing | 145.00 F | *145.00 F |
| Supplementary #1 | | | | | | |
| 54 | 1 | | *TURBOCHARGER ASSEMBLY | Cracked | 3,500.00 F | *3,500.00 F |

F=Franchise part.

| | | |
|--|------------------|------------------|
| Sub Total (\$\$) | 19,475.50 | 12,163.50 |
| + Margin on L,N Items 15.00/15.00% (\$\$) | 2,921.33 | 1,824.53 |
| Total Parts (\$\$) | 22,396.83 | 13,988.03 |

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

| No | Qty | Particulars | Repairer's | Amount |
|----------------------------|-----|-------------|-----------------|---------------|
| Miscellaneous Items | | | | |
| 1 | 1 | GST | 1,118.29 | 851.44 |
| Supplementary #1 | | | | |
| 2 | 1 | GST | 245.00 | 0.00 |
| Sub Total (S\$) | | | 1,363.29 | 851.44 |

Recommended Labour

| No | Particulars | Lab.Type | Repairer's | Amount |
|--------------------------------|---|----------|-----------------|-----------------|
| Labour Items | | | | |
| 1 | TOWING CHARGES | New | 60.00 | 60.00 |
| 2 | TO CHECK FRONT ELECTRICAL WIRINGS | New | 50.00 | 30.00 |
| 3 | TO REMOVE, REFIX AIRCON CONDENSER AND REFILL AIRCON GAS | New | 150.00 | 120.00 |
| 4 | TO REMOVE, REFIX ENGINE PARTS | New | 250.00 | 0.00 |
| 5 | TO DIAGNOSE AND ERASE FAULT CODES/MEMORY AFTER REPAIRS | New | 450.00 | 150.00 |
| 6 | TO RESPRAY PAINTING AND ETC | New | 1,200.00 | 700.00 |
| 7 | LABOUR CHARGE TO PANEL BEAT, REMOVE AND REPLACE ABOVE PARTS | New | 1,300.00 | 800.00 |
| Supplementary #1 | | | | |
| Labour Items | | | | |
| 8 | LABOUR CHARGE TO REMOVE AND REPLACE PARTS | New | 100.00 | 0.00 |
| Gross Labour Cost (S\$) | | | 3,560.00 | 1,860.00 |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >