

ASS. REC. BY:

REF: 08/GAU7023815 / Ngbsz

Special Instruction:

Surveyor: Marvin

ASSIGNMENT (Office)

From (Person): Rachel Tan of GAL Date/Time: 14-12-2017 6:02pm

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

☒ OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CSTo Inspect Vehicle No: GU 76829 Insured: \_\_\_\_\_at Workshop m/s Hock Wah Motor Tel: 6441 5655of Blk 3011 Bedok North Ave 4 # 01-2008Policy No: \_\_\_\_\_ Claim No: C4MBMVC000107956Sum Insured: \_\_\_\_\_ Excess: TBAMake of Veh: \_\_\_\_\_ D.O.A. 14-12-2017

(Client's Record)

CA / REV / REP. / REV 24 HRS 18-12-2017 H.O.D. Endorsement: \_\_\_\_\_Date/Time: 5-12-2017 10:40am Person Contacted: Marvin Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	<u>GU 76829 - X</u>
<u>19/12/17 @ 3:03pm</u>	<u>revert to Rachel Tan by email.</u>
<u>26/12/17</u>	<u>Submit Extensive Total Loss Report.</u>
	<u>MV-522K LTA: 820457 NV: 81043</u>

SAFETY \* Mercury

REF:

941/

# ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To inspect Vehicle No: 647682  
 at Workshop m/s: hockney mobile  
 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.



Bal. or Market Value: 22k.  
 IDAC Accident Rpt: \_\_\_\_\_ Consistent?: Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent?: Yes or No  
 Est. Repairs: \_\_\_\_\_ days Res.: Yes or No  
 Lum Sum: \_\_\_\_\_ % 3 Val: Yes or No  
 CA / REV / REP. / 24 HRS 11A 2095-7  
 Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Veh No: 647682 Yr Regn: 6 00  
 Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or \_\_\_\_\_  
 Make: mer BR72 V170 G.C. 215/  
 Colour: white A.C. Insured / Std / NI / NA  
 Sp. Reading: burnt T/Radio: Insured / Std / NI / NA  
 Eng/No: \_\_\_\_\_  
 C/No: VSA63809423293876  
 Gen. Cond: Good / Fair / Poor / burnt  
 Steering: Inorder / Jammed / Leaked / burnt or  
 Brake: Inorder / Jammed / Leaked / burnt or  
 Mod: Nil / S/Rim / STD A/Rim or  
 Tyre Size: F: 195 R15  
 R: \_\_\_\_\_

BS / JUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or \_\_\_\_\_

Front Rear  
 R/Bal. 3 mm R/Bal. 3N mm  
 L/Bal. 3 mm L/Bal. 3N mm  
 D.O.A. 14/12/17 D.O.I. 18/12/17  
 Survey held at \_\_\_\_\_  
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or  
The vehicle caught fire.  
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	coe until 31-3-2022 but 1. fesp. Expiry Date 14/6/2020
	bol 2yrs 6mth. Dup coe until 14-06-2020 rebate \$760
	20741/1055

RECEIVED 26 DEC 2017

Date/Time, File Pass to? ☐ : Preli. Report  
26/12/17 ☐ : Final Report  
 Date/Time, File Return to? \_\_\_\_\_

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Survey Fee: \_\_\_\_\_  
 Transportation: \_\_\_\_\_

380

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

Photos  
 Diagram

Report Format: TL-E  
 Lump Sum / I.B.I.: (\$)

TOTAL

# Survey Department Check List (Case Handler)

Reference No: CS/GA117033815/UGP  
Policy Type: OD/TP/TP RES/TL/EVA

Gu76825

Case Handler

Typist

**Admin** ( Catlin ): 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
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

**Surveyor** ( Nathan ): 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

✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

## (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


## (4) System - (Views/Merimen)

- C Resurvey photo Uploaded

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Check By:

[Signature]  
Case Handler

26/12/17  
Date



# 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

GREAT AMERICAN INSURANCE COMPANY

Ref : CS/GAI17023815/Uqb

3 TEMASEK AVENUE  
#16-01 CENTENNIAL TOWER  
SINGAPORE 039190

Date : 15-12-2017



Code : GAI

## 1. Policy Particulars :- OWN DAMAGE

Insured Veh.	Veh. Inspected	GU 7682S
Policy No.	Coverage (\$)	0.00
Claim No.	Excess (\$)	0.00
Assign From RACHEL TAN	Assign Date	14/12/2017

## 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

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## 5. General Information

Accident Date	14/12/2017	Inspection Date	18/12/2017
Survey held at	HOCK WAH MOTOR WORKSHOP PTE LTD 3011 BEDOK INDUSTRIAL PARK E #01-2008 SINGAPORE 489977		

## 5a. Remarks

A)THE MARKET VALUE IS S\$------(EST. AVERAGE) B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.
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**Catherine Chong (LKK Auto)**

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**From:** Ai Phing (LKKAuto) <aiphing@lkkauto.com>  
**Sent:** Thursday, 14 December, 2017 6:04 PM  
**To:** assignments  
**Cc:** SUR  
**Subject:** FW: FIRE CASE\_GU7682S\_DOA: 14/12/2017  
**Attachments:** MT20171414 Tropica Enterprise GU7682S.pdf; SAS\_GU7682S.pdf

Dear Assignment Team,

FYNA.

Best Regards,

**Ai Phing** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

---

**From:** Tan, Rachel [mailto:Rachel.Tan@sg.gaig.com]  
**Sent:** Thursday, 14 December, 2017 6:02 PM  
**To:** SUR <sur@lkkauto.com>  
**Cc:** motor@hockwah.com.sg  
**Subject:** FW: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear LKK

Please accept assignment to conduct OD survey. Thank you.

Regards

Rachel Tan

Executive, Motor Claims

Great American Insurance Company

---

**From:** Ng, Sharon  
**Sent:** Thursday, December 14, 2017 5:58 PM  
**To:** Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>  
**Cc:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Subject:** FW: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Thanks Mavis. My colleague, Ms Rachel Tan is handling this claim and will make survey arrangement.

Regards

Sharon Ng

---

**From:** Hock Wah Motor Pte Ltd [<mailto:motor@hockwah.com.sg>]  
**Sent:** Thursday, December 14, 2017 5:50 PM  
**To:** Ng, Sharon <[Sharon.Ng@sg.gaig.com](mailto:Sharon.Ng@sg.gaig.com)>; Ngian, Kelvyna <[Kelvyna.Ngian@sg.gaig.com](mailto:Kelvyna.Ngian@sg.gaig.com)>  
**Subject:** FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear sir/madam

Attached herewith our client's GIA report for fire case..

The above mention vehicle in Bedok workshop, please assist to make necessary arrangement.

Thank you.

Best Regards

Mavis Er

Customer Service Executive

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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## Shiau Chan (LKKAuto)

---

**From:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Sent:** Tuesday, 26 December, 2017 11:17 AM  
**To:** Shiau Chan (LKKAuto)  
**Cc:** SUR; assignments  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Claim No: CLMOMVC000001956

For Total loss cases, usually there is OD excess. But this is due to Fire, excess may or may not be applicable depending on policy...

I will apply excess when I offer insured the TL. Thanks .

---

**From:** Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]  
**Sent:** Tuesday, December 26, 2017 10:43 AM  
**To:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

Any excess apply for this case as the vehicle total loss?

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

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 20 December, 2017 3:16 PM  
**To:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

According to our surveyor, the cause of fire was likely due to electrical in nature. Vehicle was badly burnt however basing on the inspection, there was unlikely to be any modifications or electrical components additionally fitted on the insured vehicle.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

**GREAT AMERICAN INSURANCE COMPANY**

UEN: T15FC0029B GST REG. NO.: M90370081T  
3 TEMASEK AVENUE, #16-01 CENTENNIAL TOWER  
SINGAPORE 039190  
TEL: +65 6804 6000  
FAX: +65 6235 2616

**MOTOR COVER NOTE: MT20171414**

The Insured mentioned in this Cover Note, having proposed for insurance in respect of the Motor Vehicle described, is hereby HELD COVERED under the terms of the Insurer's usual form of Motor Policy applicable thereto for the period mentioned unless the cover be terminated by the Insurer by notice in writing in which case the insurance will thereupon cease and a proportionate part of the annual premium payable for such insurance will be charged for the time the Company has been on risk.

The Insurer	: GREAT AMERICAN INSURANCE COMPANY
The Insured	: Tropica Enterprise
Insured Nric/Passport No/ Roc	: 53191719C
Policy Coverage	: THIRD PARTY, FIRE & THEFT
Make And Description Of Vehicle	: MERCEDES BENZ VITO 110CDI
Vehicle Registration No.	: GU7682S
Year Of Manufacture	: 2000
Engine No.	: 61198050124041
Chassis No.	: VSA63809423293876
Engine Capacity/ Tonnage/ Seater	: 1.18 TONS
Hire Purchase	: Nil
Value (\$\$)	: AS PER MARKET VALUE
Period Of Insurance	: FROM: 26/03/2017 TO: 14/03/2018
Excess (\$\$)	: Section I : Nil : Section II : \$ 1500 : Windscreen Excess : Nil
Great American Authorized Workshop	: NA

I/WE HEREBY CERTIFY THAT POLICY TO WHICH THIS CERTIFICATE RELATES IS ISSUED IN ACCORDANCE WITH THE PROVISIONS OF THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) ACT (CHAPTER 189) AND PART IV OF THE ROAD TRANSPORT ACT 1987 (MALAYSIA)

For and on behalf of Great American Insurance Company

Great American Insurance Company  
Authorized Signatory

Date of Issue : 24/03/2017  
Intermediary : Tan Insurance Brokers Pte Ltd  
MTR/COVERNOTE/V02/16



## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Wednesday, 20 December, 2017 3:16 PM  
**To:** Tan, Rachel  
**Cc:** SUR; assignments  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

According to our surveyor, the cause of fire was likely due to electrical in nature. Vehicle was badly burnt however basing on the inspection, there was unlikely to be any modifications or electrical components additionally fitted on the insured vehicle.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 19 December, 2017 3:57 PM  
**To:** Tan, Rachel <[Rachel.Tan@sg.gaig.com](mailto:Rachel.Tan@sg.gaig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

Thank you for the email.

We will check and revert to you.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Tan, Rachel [<mailto:Rachel.Tan@sg.gaig.com>]  
**Sent:** Tuesday, 19 December, 2017 3:06 PM  
**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Hi Shiau Chan

Can you help check with surveyor on some advice regarding how did the fire occur, thank you.

## Shiau Chan (LKKAUTO)

**From:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Sent:** Tuesday, 19 December, 2017 3:06 PM  
**To:** Shiau Chan (LKKAUTO)  
**Cc:** SUR; assignments  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Hi Shiau Chan

Can you help check with surveyor on some advice regarding how did the fire occur, thank you.

Regards  
Rachel Tan  
Executive, Motor Claims  
Great American Insurance Company

*According to our surveyor, the caught of fire due to short circuit. - no modification found at the time of inspection -*

**From:** Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]  
**Sent:** Tuesday, December 19, 2017 3:03 PM  
**To:** Tan, Rachel <Rachel.Tan@sg.gaig.com>  
**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

Enclosed herewith preliminary advice of GU 7682S.  
Repair cost not economical.

We have not authorise repair.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

**From:** Admin-D (LKKAUTO)  
**Sent:** Friday, 15 December, 2017 10:43 AM  
**To:** 'Tan, Rachel' <Rachel.Tan@sg.gaig.com>  
**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

Thank you for the assignment.

Best Regards,

*From to our survey, the  
cause of fire was likely  
due to electrical in nature.  
Vehicle was badly burnt however  
basing on the inspection, there  
was unlikely to be any  
modification or  
electrical components additionally  
fitted on the same  
vehicle.*

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 19 December, 2017 3:03 PM  
**To:** 'Tan, Rachel'  
**Cc:** SUR; assignments  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017  
**Attachments:** CSGAI17023815Uqb.pdf

Dear Rachel,

Enclosed herewith preliminary advice of GU 7682S.  
Repair cost not economical.

We have not authorise repair.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAUTO)  
**Sent:** Friday, 15 December, 2017 10:43 AM  
**To:** 'Tan, Rachel' <[Rachel.Tan@sg.gaig.com](mailto:Rachel.Tan@sg.gaig.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear Rachel,

Thank you for the assignment.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tan, Rachel [<mailto:Rachel.Tan@sg.gaig.com>]  
**Sent:** Thursday, 14 December, 2017 6:02 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)  
**Subject:** FW: FIRE CASE\_GU7682S\_DOA: 14/12/2017

Dear LKK

Please accept assignment to conduct OD survey. Thank you.



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Your Ref: TBA

Date: 19 December 2017

Our Ref: CS/GAI17023815/Uqb

The Motor Claims Department  
Great American Insurance Company

Attn: Rachel

Dear Sirs/Mdm

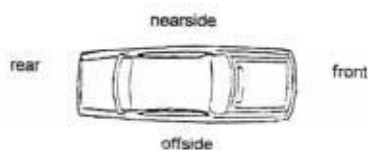
**PRELIMINARY ADVICE OF VEHICLE NO. GU 7682S**

We thank you for the instruction on 14/12/2017.

Please be informed that we had conducted the inspection of the abovementioned vehicle on 18/12/2017 at the premises of M/s HOCK WAH MOTOR and have the following to report:-

Workshop Estimate Amount	: S\$ <u>TOTAL LOSS</u>
Revised Estimate Amount	: S\$ <u>TOTAL LOSS</u>
"Check" Items Amount	: S\$ <u>-</u>
Market Value	: S\$ <u>22,000.00</u>
Salvage Value	: S\$ <u>20,957.00</u>
Nett Value	: S\$ <u>1,043.00</u>

Description of Damage:  
The vehicle caught fire.



Comments/ Present Status:  
Damages consistent.  
Repair cost not economical.  
We have NOT authorise repair.

Yours faithfully

CHUA KANG SENG  
Licensed Appraiser

## 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	14/12/2017 14:12
Date Of Accident	14/12/2017 11:20
Exact Location Of Accident	TAMPINES RD, OUTSIDE PAYA LEBAR AIRBASE GATE 6
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	GU7682S
<b>Insured/Policyholder</b>	
Name Of Registered Owner	TROPICA ENTERPRISE
Co Reg No	53191719C
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-81221800
<b>Vehicle Particulars</b>	
Manufacturer	MERCEDES-BENZ
Model	VITO 110CDI
Exact Purpose for which vehicle was being used at time of accident	
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	COMMERCIAL VEHICLE
<b>Insurance Company</b>	
Name of Insurance Company	GREAT AMERICAN INSURANCE COMPANY
Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Fleet Policy	YES
Policy Number	MT20171414
Cover Note Number	26/03/2017 - 14/03/2018
<b>Driver</b>	
Name of Driver	MUHAMMAD FARID BIN OSMAN
NRIC No	S8241041D
Date Of Birth	27/12/1982
Occupation	OUTDOOR
Date Of Driving Pass	03/11/2004
Driving Experience	13 YEARS AND 1 MONTH
Gender	MALE
Mobile Number	
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	BLK164C RIVERVALE CRESCENT #11-270
Postcode	543164
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OTHER - HIRER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	FIRE, EXPLOSION OR LIGHTNING
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Was any body injured in the Accident?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

#### Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

ON THE STATED DATE & TIME, WHILE I WAS DRIVING ALONG THE SAID LOCATION, THE AIR CON SUDDENLY DIED ON ITS OWN AND I COULD SMELL A BURNT PLASTIC KIND OF SMELL. I STOPPED BY THE SIDE OF THE ROAD NEAR TO BUS STOP TO CHECK. AS I WAS ACCESSING THE SITUATION, I SAW WHITE SMOKE COMING OUT FROM UNDER THE PASSENGER SEAT. WHEN I OPENED THE DOOR ON THE PASSENGER SIDE, I SAW FIRE UNDER THE SEAT. I IMMEDIATELY CLEARED THE CONTENTS AT THE BACK OF THE VEHICLE AND MY BELONGINGS BEFORE CALLING 995. WHILE TALKING ON THE PHONE WITH THE OPERATOR, MORE SMOKE CAME OUT OF THE VEHICLE AND FIRE WAS VISIBLE. FIRE TOTALLY ENGULFED THE VEHICLE WITHIN A FEW MINUTES.

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

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:

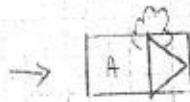
  
 Driver's Signature  
 (If driver is not the policyholder)  
 Date & Time:

  
 Reporting Centre Personnel's Signature  
 Name:  
 NRIC/FIN No.:

REPORTING CENTRE PERSONNEL

## SKETCH PLAN

vec A: Gu7682S



Tampines Road, outside Paya Lebar Airbase Gate 6

## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

While I was driving, the aircon suddenly died on its own and I could smell a burnt plastic kind of smell. I stopped by the side of the road near to a bus stop to check. As I was assessing the situation, I saw white smoke coming out from under the passenger seat. When I opened the door on the passenger side, I saw fire under the seat. I immediately cleared the contents at the back of the vehicle and my belongings before calling 995. While talking on the phone with the operator, more smoke came out of the vehicle and fire was visible. Fire totally engulfed the vehicle within a few minutes.

Site: Tampines Road, outside Paya Lebar Airbase Gate 6  
Time: Approximately 11.20am

## DECLARATION

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

Policyholder's Signature  
Date & Time:

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

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:



## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type	Business
Owner ID	1719C

### Vehicle Details

Vehicle No.	GU7682S
Vehicle to be Exported	Yes
Intended De-registration Date	14 Dec 2017
Vehicle Make	MERCEDES BENZ
Vehicle Model	VITO 110CDI
Primary Colour	White
Manufacturing Year	2000
Engine No.	61198050124041
Chassis No.	VSA63809423293876
Maximum Power Output	-
Open Market Value	\$27,367.00
Original Registration Date	15 Jun 2000
First Registration Date	15 Jun 2000
Transfer Count	1
Actual ARF Paid	\$1,369.00

### Intended PARF Rebate Details

PARF Eligibility	No
PARF Eligibility Expiry Date	-
PARF Rebate Amount	\$0.00

### Intended COE Rebate Details

COE Expiry Date	31 Mar 2022
COE Category	C - Goods Vehicle & Bus
COE Period(Years)	5
PQP Paid	\$24,394.00
COE Rebate Amount	\$20,957.00
Total Rebate Amount	\$20,957.00 ✓

### Message

Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 14 Dec 2017

## Enquire PARF/COE Rebate for Registered Vehicle

## Vehicle Owner Particulars

Owner ID Type: Business

Owner ID: 1719C

## Vehicle Details

Vehicle No.: GU7682S

Vehicle to be Exported: No

Intended De-registration Date: 14 Jun 2020

Vehicle Make: MERCEDES BENZ

Vehicle Model: VITO 110CDI

Primary Colour: White

Manufacturing Year: 2000

Engine No.: 61198050124041

Chassis No.: VSA63809423293876

Maximum Power Output: -

Open Market Value: \$27,367.00

Original Registration Date: 15 Jun 2000

First Registration Date: 15 Jun 2000

Transfer Count: 1

Actual ARF Paid: \$1,369.00

## Intended PARF Rebate Details

PARF Eligibility: No

PARF Eligibility Expiry Date: -

PARF Rebate Amount: \$0.00

## Intended COE Rebate Details

COE Expiry Date: 31 Mar 2022

COE Category: C - Goods Vehicle &amp; Bus

COE Period(Years): 5

PQP Paid: \$24,394.00

COE Rebate Amount: \$8,760.00

**Total Rebate Amount: \$8,760.00**

## Message

Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 19 Dec 2017

## Enquire Transfer Fee

Vehicle Details	
Vehicle No. :	GU7682S
Vehicle Type :	A50 - Goods (Closed) Van/Van Panel (Delivery)
Vehicle Attachment 1 :	No Attachment
Vehicle Scheme :	Normal
Vehicle Make :	MERCEDES BENZ
Vehicle Model :	VITO 110CDI
Chassis No. :	VSA63809423293876
Propellant :	Diesel
Engine No. :	61198050124041
Engine Capacity :	2151 cc
Maximum Power Output :	-
Maximum Laden Weight :	2700 kg
Unladen Weight :	1500 kg
Year Of Manufacture :	2000
Original Registration Date :	15 Jun 2000
Lifespan Expiry Date :	14 Jun 2020
COE Category :	C - Goods Vehicle & Bus
PQP Paid :	\$24,394.00
COE Expiry Date :	31 Mar 2022
Road Tax Expiry Date :	31 Mar 2018
Inspection Due Date :	31 Mar 2018
Intended Transfer Date :	19 Dec 2017
CO2 Emission :	-
Late renewal fee(s) will be imposed if road tax / lay up has expired. Please use <a href="#">Enquire Road Tax Payable</a> for fee(s) payable.	
Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.	

WR02841: Intended De-registration Date cannot be greater than Lifespan Expiry Date (14 Jun 2020). No enquiry is allowed.

## Enquire PARF/COE Rebate for Registered Vehicle

### Input Details

Vehicle No.\*:

GU7682S

Owner ID Type\*:

Business (e.g. 51234567M)

Owner ID\*:

(Input last 5 characters e.g. 4567D)

1719C

Intended De-registration Date\*:

15062020

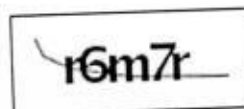
Vehicle to be Exported\*:

☒ Yes ☐ No

\* Mandatory field

Note: The PARF/COE Rebate amount(s) will vary according to the age of the vehicle at the intended date of de-registration.

☐ I have read, understood, and agreed on [Terms & Conditions](#)



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Mercedes Benz vito

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	Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
<b>Search Selection</b>	Mercedes Benz vito		Any	Any	> 10 year(s) old	Any	Any	Any	Available
	Mercedes-Benz Vito 110CDI (COE till 06/2021)		\$22,800	\$6,480 /yr	25-Jun-2001	2,151 cc	-	Van	Available
<b>Fuel Type:</b> Diesel \$542 Monthly Only! Cheapest & Lowest Depreciation Large Size Van In Town! Eligible For ETS! Degre Value At \$15628 Till End Dec 17. Call Us For A No Obligation Viewing And Test Drive. Car (S) Pte Ltd Posted: 18-Dec-2017 Tags: 2001 Mercedes-Benz Vito, 2001 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz									
	Mercedes-Benz Vito 111L (COE till 08/2020)		\$20,800	\$7,920 /yr	04-Aug-2005	2,148 cc	-	Van	Available
<b>Fuel Type:</b> Diesel One Owner! Fully Agent Maintain Till Now! Low Mileage! Eligible For ETS, Choices Of Paintwork, Tip Top Condition, View To Believe, Hurry Call Now For Now Obligations Discussion. Net Link Partners Pte Ltd Posted: 18-Dec-2017 Tags: 2005 Mercedes-Benz Vito, 2005 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz									
	Mercedes-Benz Vito 110CDI (COE till 02/2022)		\$28,888	\$6,880 /yr	02-Apr-2002	2,151 cc	-	Van	Available
<b>Fuel Type:</b> Diesel Vehicle Is Currently Renewed With 5 Years COE. COE Is Valid Till Feb-2022. (4 Years And 2 Months More To Go). Owner Is Going Overseas. Vehicle Must Sell. Current Paper Value Is Worth \$20.5K If De-regi... Posted: 16-Dec-2017 Tags: 2002 Mercedes-Benz Vito, 2002 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz									
	Mercedes-Benz Vito 111L (COE till 05/2027)		-	N.A	01-Jun-2007	2,148 cc	-	Van	Available
<b>Fuel Type:</b> Diesel <b>Auction Closing Time:</b> 19th Dec 2017 at 11:00 PM Only For Business Entities To Tender. Not Applicable For Private Individuals. Vehicle Are Sold "At Is Where Is" Condition. The Whole Vehicle Are "Spray Painted With Company Logo", Successful Bidder Ar... Posted: 12-Dec-2017 Tags: 2007 Mercedes-Benz Vito, 2007 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz									
Car Buying	Car Selling	Car Aftermarket	Buying a pre-owned car, but Unsure of its Condition? Get STA Car Evaluation						
Car Ownership	On The Move	Lifestyle							
	Mercedes-Benz Vito 115E (COE till 12/2020)		\$26,000	\$8,590 /yr	28-Dec-2005	2,148 cc	-	Bus	Available
<b>Fuel Type:</b> Diesel Regular Servicing Just Done, Good Condition And Well Maintenance, Price Negotiable. Call Now To Buy. Posted: 27-Nov-2017 Tags: 2005 Mercedes-Benz Vito, 2005 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz									
Compare			\$27,000	\$5,950 /yr	02-Jul-2007	2,148 cc	-	Van	Available



Mercedes-Benz Vito 111L  
(COE till 07/2022)  
**Fuel Type:** Diesel  
Spacious And Durable, Just Renewed COE. Sold As It Is.

DIRECT OWNER

Details

Posted: 21-Oct-2017 Tags: 2007 Mercedes-Benz Vito, 2007 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz



Mercedes-Benz Vito 111L  
(COE till 08/2021)  
**Fuel Type:** Diesel  
Very Well Maintained By Owner, With Most Parts Change, Engine Overhaul, Totally New Parts With Receipts Cost \$10,000/- Provided. Kindly Call To View Now.

\$29,988	\$8,110 /yr	29-Aug-2006	2,148 cc	-	Van	Available
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Details

Posted: 16-Oct-2017 Tags: 2006 Mercedes-Benz Vito, 2006 Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Mercedes-Benz Vito, Vito, Used Mercedes-Benz

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Your Ref : CLMOMVC000001956

Date: 26<sup>th</sup> December 2017

Our Ref : CS/GA117023815/Uqbs2

**M/s Great American Insurance Company**  
3 Temasek Avenue  
#16-01 Centennial Tower  
Singapore 039190  
(The Motor Claims Department)

Dear Sirs/Madam,

**AUTOMOBILE INSPECTION REPORT OF ACCIDENT VEHICLE GU 7682S  
ACCIDENT ON 14/12/2017**

Instruction was received to inspect the vehicle Reg. No. GU 7682S. The inspection was conducted on 18/12/2017 at the premises of M/s Hock Wah Motor Workshop Pte Ltd, 3011 Bedok Industrial Park E #01-2008 Singapore 489977.

The following vehicle information was recorded:

Registration Number	: GU 7682S
Make/Model	: Mercedes Benz VITO
Year of Registration	: 2000
Body Colour	: White
Chassis Number	: VSA63809423293876
Engine Capacity	: 2151cc
Speedometer Reading	: Burnt

The vehicle caught fire. (Details see photographs enclosed)




In view of this, we are of the opinion that it would be **uneconomical** to proceed with the repairs due to extensive repair cost and recommend it to be written off as "**Total Loss**".

Market Value	S\$ 22,000.00
Less: LTA Reimbursement Value (RV)	(S\$ 20,957.00)
Nett Liability	<u>S\$ 1,043.00</u>

Vehicle Inspected By:

  
CHUA KANG SENG  
Licensed Appraiser

  
K.K. LAU CPT (RET)  
BEng(Hons), B. Bus, MBA, PEng(UK), PE(USA),  
MASME(USA), MInstAEA(UK), MIRTE, MCI Arb  
REGD Auto Consultant-SAE, Licensed Appraiser

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