Kalvin

# Survey Department Check List (Case Handler)

reference No.: NS INC TO 3870 Klvb Typist Case Handler ): Case handler to make sure all Information created by the assignment team are ACCURATE. Admin ( Y-Date N-Date Y-Date N-Date 1) Office Assign Form Reference No. C Customer Code C Assign From N C Assign Date Veh No (Inspected) C ~ Veh No (Insured) C D.O.A C Policy No C Claim No Insurance Authorisation (CA /REV/REP) c Report Type C Weekend Charges V Survey held at/Repairer N C Excess ): Case handler to make sure the surveryor completed all required information. Surveyor ( (1) Assignment Form Vehicle No Regn Month/Year C 1 Vehicle Type N Make & Model N Engine Capacity. (C.C) C Colour N Odometer. (Sp.Reading) Chassis No C General Condition N Steering N 1 Brake N Modification (Modi) N ~ Tyre Size C Tyre Make N 1 Tyre Balance C Date of Inspection C Survey held N Des.of Damages N (2) System - (Views/Merimen) Damaged Vehicle Photographs Uploaded (3) Workshop Estimate/Assignment Form ALL Parts condition 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) Resurvey photo Uploaded VERON 77/17/17 Check By:

Date

Case Handler



# **National Assessment Centre Services**

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

TEL: 6841 0055 FAX: 6841 6315





NTI	JC INCOME INSU	RANCE CO-OPERATIVE LTD	Ref:	NS/INC1702387	70/K1vb
#05	BRAS BASAH ROA -01 NTUC TRADE 556	AD UNION HOUSESINGAPORE	Date:	15-12-2017 INC4	
1.		Policy Particulars	18000000	West and the second	Control of the second
	Insured Veh.	SKV 5507B	-	nspected	SH 8885T
	Policy No.	5073706103-02	-	age (\$)	0.00
	Claim No.		Exces		0.00
	Assign From		_	n Date	15/12/2017
2.	TELEVICIES OF	Vehicle Parti			
10.000	Make & Model		c.c	- John Maria	0
	Engine No.	HIDDEN		of Reg.	2,72
	Chassis No.		Colou		
	Odometer	<u>2</u> 2	Steeri	ng	
Brakes				cation	
	General			0.000	
3.		Conditi	ons 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	on of Da	mages	
5.	STATE OF STATES	Genera	Inform	ation	
4	Accident Date	14/12/2017	ASSESSED IN		15/12/2017
	Survey held at	COMFORTDELGRO ENGINEER	-	tion Date	13/12/2017
	land, note at	59 LOYANG DRIVE SINGAPORE 508969		- 1.0	
5a.	Springly 12 1	Re	emarks		
	A)THE INSPECTION B)IN ACCORDANCE	ON WAS CONDUCTED ON A"WIT CE TO YOUR INSTRUCTIONS, W	HOUT PE E HAVE	REJUDICE" BASIS. NOT AUTHORISED	REPAIRS.

TP Claims against NTUC Income: Follow-Through Survey

Date: 27/12/2017

CINO	Income Reference	Claimant (Owner / Taxi Company)	Claimant Vehicle No.	Income Vehicle No.	Date of Accident	Time of Accident		Estimate
-	15	COMFORT TRANSPORTATION	SH 6740R	SHD 1580U	18/12/2017	12:40	s	1,609.80
1	MT/0975237-002	COMFORT TRANSPORTATION	SHC 3431J	SJW 1193E	16/12/2017	19:25	s	1,981.22
1 0	Not OI	COMFORT TRANSPORTATION	SHC 3872U	YK 1970P	19/12/2017	9:05	\$	2,661.58
1	MT/0075239 001	COMFORT TRANSPORTATION	SHD 3643J	FV 9226U	18/12/2017	9:55	\$	1,540.50
+ 4	AAT (0073343 003	COMFORT TRANSPORTATION	SHC 3019S	SKU 8437E	11/12/2017	18:00	S	4,120.40
0	MII/09/3342-002	COMEON TRANSPORTATION	SH 8885T	SKV 5507B	14/12/2017	12:35	\$	4,418.13
0 1	MT/0975242-002	COMFORT TRANSPORTATION	SHC 11950	SKE 3642X	14/12/2017	1:00	s	1,531.00
. 0	MT/0975242-001	COMFORT TRANSPORTATION	SHD 6825G	SLF 8753J	14/12/2017	8:25	s	4,013.36

eBaoTech									Gene	ralClaim
Hello, NAC_PAYA_UBI_80	0601						Change La	nguage	· Change Passwor	d • Log Ou
My Desktop	Poli	cy Query								
Notice of Lass	Policy N	Vo.				Date of Acc	ident	14/12	/2017 17:16	
	Vehicle	No.(For Mator)	SKV55078							
						Search				
	Select	Policy No.	Policyholder Name	Policyholder NRIC	Product	Cover Type	Vehicle No.	Insured Object	Commence Date	Expiry Date
	0	5073706103-02	QUEK SOO NGOH	513877001	GPC	drivo CLASSIC	SKV5507B	5KV5507B	23/09/2017	22/09/2018
					1	Continue				

#### 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 witholding of material facts may allow insurance companies to repudiate policy ability.
- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.

5. Any false reporting may be referred to the Police for investigation.

- 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

	ACCIDENT STATEMENT		
Date Of Report	14/12/2017 16:39		
Date Of Accident	14/12/2017 12:35		
Exact Location Of Accident	YISHUN AVE 6 OPEN AIR CAR PARK		
Country/State of Loss	SINGAPORE		
	SINGAPORE		

and the second s		
DETAILS OF OWN VEHICLE		
Vehicle Registration Number	SH8885T	
Insured/Policyholder		
Name Of Registered Owner	COMFORT TRANSPORTATION PTE LTD	
Co Reg No	199303821R	
Email Address	FLEETSAFETY@CDGTAXI.COM.SG	
Mobile Phone No		
Alternative Phone No	OFFICE-65508768	

Vehicle Particulars	
Manufacturer	TOYOTA

Model	PRIUS HYBRID 4G

Exact Purpose for which vehicle was b	eing used at
time of accident	

Are you claiming under your own insurance	policy	NO
for repair to your vehicle?		

If No, Please state action to be taken	THIRD PARTY
Vehicle Category	TAXI

#### Insurance Company

Name of Insurance Company	INDIA INTERNATIONAL INSURANCE PTE LTD

Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Type Of Coverage	THIRD PARTY FIRE AND/OR THEF

Fleet Policy	YES
--------------	-----

Policy Number MCOM0016

Cover Note Number

#### Driver

 Name of Driver
 OO SEE ZONG

 NRIC No
 \$1195585A

 Date Of Birth
 20/06/1956

 Occupation
 OUTDOOR

 Date Of Driving Pass
 13/09/1976

Driving Experience 41 YEARS AND 3 MONTHS

Gender MALE

Mobile Number Fax Number Contact Number

EMail Address NOEMAIL

Address

BLK 243 TAMPINES STREET 21

#11-403

Postcode

521243

1 OSICOGE

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured

OTHER - TAXI DRIVER

Vehicle Registration Number of Driver's Own Vehicle

-

Insurance Company of Driver's Own Vehicle

-

General Information of the Accident

Type Of Accident

SIDE SWIPE

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?

YES

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

REFER ATTACHED

Attachment(s)

Are accident photos available for attachment?

YES

Was there any video captured by Car Camera?

YES

Remarks/ Reasons:

100,000

Was there any audio recorded?

NO

#### **DETAILS OF OTHER VEHICLE PROPERTY 1**

Vehicle Registration Number

SKV5507B

Vehicle Make/Model/Colour Details Of Properties

Name of Driver

ONG BUN TEK

NRIC/Passport Number

Contact Number

96261353

Address

Postcode

Insurance Company Name

Nature Of Damage

LH FRONT

No. Of Passenger (Including Driver)

Details of Witness

Name

Phone Number

Email Address

#### Sketch Plan Pg. 1

#### IMPORTANT NOTICE

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

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - 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.

THE OPT TRANSPORTATION PTE LTS

Policyholder's Signature

Date & Time:

Oriver's Signature

(If driver is not the policyholder)

Date & Time:

350

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

6WRIAC SketchFlarForm, V3

Der. 6

200

SKETCH PŁAN '

od about 1285 Vehicle ishun ave eur Ca traffic won slow and when front portion Coursing

#### DECLARATION

I/We declare the foregoing particulars are true in every respect. COMFORT TRANSPORTATION PTE LTD

CO. REG. NO. 199303821R

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Jackson Hene CSO

Policyholder's Signature Date & Time:

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

GIARMC SketchPlanForm\_V3

# OMFORTDELGRO ENGINEERING

member of COMFORTDELGRO

MODEL PRIUS HYBRID(G4)21.12.2017 15:30

Date/Time: 15.12.2017 08:28

REGN NO.: SH 8885T

YR OF MANUA . 2017

CHASSIS CODE JTDKB3FU903558684

MAKE: TOYOTA

Page: 1

E.....F

COMPLETION DATE/TIME:

ARC Repair TP(CLSO)1 eam:

JOB CARD Sales Order:

JC NO305097939

MILEAGE

TARGET DATE

FUEL

**FOMER** 

COMFORT TRANSPORTATION PTE LTD

7010045

TOMER NO. 383 SIN MING DRIVE

Singapore SINGAPORE 575717

65508755

(R) (P)

OUNT CARD NO.

JOB DESCRIPTION

ccident Date: 14.12.2017

ATURE: 3P 14.12.17

/NO

LABOR CODE

DESCRIPTION

KED & PASSED OUT BY:	
SERVICE ADVISOR	CUSTOMER'S SIGNATURE
edgement Slip	Exit Pass
SH 8885T LIMTS	Vehicle No.: SH 8885T

Service Advisor

Signature/Date

Name of Service Advisor

Date

#### COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

VEHICLE NO: SH 8885T

MTUC-(PP) 15/12/2017

\$

4.418.13

4354.60

LKK-Kalvin MAKE MODEL : TOYOTA PRIUS PARTS DESCRIPTION QTY **UNIT PRICE AMOUNT** FRONT BUMPER COVER XM4 ---490.50 \$ FRONT BUMPER CLIPS × \$ 22.00 BRACKET, FRONT BUMPER SIDE, RH X 5th \$ 77.00 FRONT FENDER HYBRID EMBLEM, RH \$ 86.50 PANEL SUB-ASSY, FRONT DOOR, RH \$ 1,227.00 MIRROR ASSY, OUTER REAR VIEW, RH \$ 1,374.00 FRONT WHEEL HUB CAP \$ 175.80 \$ 84.70 3,537.50 SUB TOTAL \$ **LESS 25%** 884.38 DISCOUNTED TOTAL \$ 2,653.13 677 10% FRONT DOOR COMFORT LOGO 75.00 NETT LABOUR CHARGE 300 Panel Beating 600.00 700.00 Spray Painting Charge LKK Auto C Wiring Charge 50.00 × m Howing: the Repairer of the I 100.00 20 \$ **Tuff Kote** \$ 120.00 Transfer of Door 120.00 × V FRT Wheel Alignment Kalin 12/14 1135hs ESTIMATE TOTAL

3 Page.

Before Paint photo dir e" basis . Third party surely is of 1,690.00 \$

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

Page 1 of 1

## COMFORTDELGRO ENGINEERING

305097939 Our Job Ref No : ComfortDelGro Engineering Pte Ltd 59 Loyang Drive Singapore 508969 Fax: 6546 8156 26/12/17 FINALIZATION FORM LKK Fax: KALVIN ANG Attn : Date of Accident : 14-Dec-17 Vehicle Reg No. : SH 8885T The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-SKV5507B The repair job shall bill to: NTUC 2. The finalized amount shall be: \$264.22 (a) Spare Parts after List discount \$910.00 (b) Labour Charges \$1,174.22 Total for Part-By-Part Repair Cost (c.) Lumpsum Repair (if applicable) Total for Lumpsum repair cost after Less: 20% Final Lumpsum Repair cost 3 working days. 3. Estimated normal period for repairs: We shall treat the above amount as Correct and Confirmed if there is no reply from you 4. within 7 working days We confirm the estimates and Thank you for your assistance. finalized amount Signature: Signature KALVIN LIMTS Name Name 62148398 Date Tel 65468156 Fax For Official Use Only Document Confirm By Attached Remarks Amount Item (Signature) Yes or No YES Rental Rate P/Day Loss of Income Paid Survey Fees LTA Search Fee Medical Fees (on behalf of driver, if applicable) Overrun

Remarks:

#### COMFORTDELGRO ENGINEERING PTE LTD

Date: 24.12.2017 Time: 09:38:23

REPAIR ESTIMATE

Page: 1

COMPANY: THIRD PARTY'S CLAIMS (CAS)

CUSTOMER: 7010045

ADDRESS: COMFORT TRANSPORTATION PTE LTD

383 SIN MING DRIVE

SINGAPORE SINGAPORE 575717

65508755

JOB NO

: 305097939

REGN NO

: SH 8885T

MILEAGE

: 0000000000

MAKE

: TOYOTA

MODEL

: PRIUS HYBRID(G4)

DATE OF REGN : 15.06.2017 DATE/TIME IN

: 14.12.2017 15:30

ACCIDENT DATE : 14.12.2017

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0302-2297-G FRT FENDER HYBRID RH 1 86.50 25.00 64.87

0002 03-01-0302-2057-G FRT WHEEL CAP RH 1 175.80 25.00 131.85

0003 28-01-0103-0003-A Frt Door COMFORTDELGRO RH 1 75.00 10.00 67.50

SUB-TOTAL: 264.22

JOB NATURE

0000 L PANEL BEATING

300.00

0001 23-502 SPRAYPAINT ON AFFECTED AREA

590.00

0002 20-00

TUFF COAT ON AFFECTED PARTS.

20.00

SUB-TOTAL: 910.00

MVA NAME & SIGNATURE

TOTAL : 1,174.22

AUTHORISED: YES / NO

SURVEYOR NAME & SIGNATURE

DATE:

DATE:



## **National Assessment Centre Services**

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

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H



NTU	C INCOME INSUR	ANCE CO-OPERATIVE LTD	Ref:	NS/INC1702387	70/K1vbn2
		D UNION HOUSESINGAPORE	Date:	03-01-2018 INC4	
1.		Policy Particulars	:- THIR	D PARTY CLAIM	
	Insured Veh.	SKV 5507B	Veh. Inspected		SH 8885T
	Policy No.	5073706103-02	Cover	age (\$)	0.00
	Claim No.	MT/0974297-002	Exces	s (\$)	0.00
	Assign From		Assig	n Date	15/12/2017
2.		Vehicle Parti	culars &	& Condition	
	Make & Model	TOYOTA PRIUS	c.c		1798
	Engine No.	HIDDEN	Year	of Reg.	2017
	Chassis No.	JTDKB3FU903558684	Colou	ır	BLUE
	Odometer	97450	Steeri	ing	IN ORDER
	Brakes	IN ORDER	Modif	ication	STANDARD ALLOY RIM
	General	FAIR			
3.		Condit	ions of	Tyres	
	Ž.	Size	Make		Balance
	R/H Front Tyre	195/65 R15	BRIDG	SESTONE	7 mm
	L/H Front Tyre	195/65 R15	BRIDG	SESTONE	7 mm
	R/H Rear Tyre	195/65 R15	BRIDG	SESTONE	7 mm
	L/H Rear Tyre	195/65 R15	BRIDG	SESTONE	7 mm
4.		Descript	on of D	amages	
	THE VEHICLE SU	STAINED DAMAGES AT THE O	S BODY		
5.	The Laboratory		al Inform	nation	
100	Accident Date	14/12/2017	Inspe	ction Date	15/12/2017
	Survey held at COMFORTDELGRO ENGINEERING PTE LTD				
		59 LOYANG DRIVE SINGAPORE 508969			
5a.	THE SHE THE		Remarks		
	A)THE INSPECTION B)IN ACCORDANGE	ON WAS CONDUCTED ON A'W CE TO YOUR INSTRUCTIONS, \	THOUT I	PREJUDICE" BASIS E NOT AUTHORISE	S. D REPAIRS.
5b.		Estimate	Days o	of Repair	CONTRACTOR RECEIVED
	ESTIMATED NOR	MAL PERIOD FOR REPAIR:		3 Working Days	



### **National Assessment Centre Services**

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

TEL: 6841 0055 FAX: 6841 6315





#### Page No.:1

#### ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SH 8885T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	FRONT BUMPER COVER	TO REPAIR	490.50	
1	FRONT BUMPER CLIPS	NOT NECESSARY	22.00	-
1	BRACKET, FRONT BUMPER SIDE, RH	SERVICEABLE	77.00	
1	FRONT FENDER HYBRID EMBLEM,RH	NECESSARY	86.50	86.50
1	PANEL SUB-ASSY, FRONT DOOR, RH	TO REPAIR	1,227.00	
1	MIRROR ASSY, OUTER REAR VIEW, RH	TO REPAIR	1,374.00	
1	FRONT WHEEL HUB CAP	GRAZED	175.80	175.80
	LESS 25% DISCOUNT		-863.20	-65.57
			2,589.60	196.73
	NETT ITEMS			
1	FRONT DOOR COMDORT LOGO (N)	NECESSARY	75.00	75.00
	LESS 10% DISCOUNT			-7.50
Solida Helder Helder attender och det solida er solida i Solida er	The section of the se		75.00	67.50
	LABOUR			
	THATCHAM STANDARD REPAIR TIME ON BODY WORKS.		890.00	300.00
THATCHAM TTS STANDARD SPRAY PAINTING COS AND LABOUR.	THATCHAM TTS STANDARD SPRAY PAINTING COST AND LABOUR.		800.00	610.00
			1,690.00	910.00
	GRAND TOTAL		4,354.60	1,174.23

RECOMMENDED COST OF REPAIRS (CONFIRMED)	1,174.23
KEOOMMENDED COO. C. KEITMIC (COMMENDED)	

Report Ref No. NS/INC17023870/K1vbn2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

L

K.K.LAU CPT(RET)

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

REGD Auto Consultant-SAE, Licensed Appraiser

DISCLAIMER OF LIABILITY TO THIRD PARTIES: This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.