

22/05/2017

ASS. REC. BY:

REF:

CS/MSG17024309/Sqd32

dial instruction:

Survivor

Merimen

From (Person):

Sebastian

Vimmala

ASSIGNMENT (Office)

MSIG

Date/Time: 22/12/17 @ 10:15am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SBV 3366K

Insured:

Tel: 9116 5199

at Workshop m/s

Performance

of

303 Alexandra Road

Policy No:

10112761

Claim No:

541819

Sum Insured:

Excess:

\$750.00

Make of Veh:

(Client's Record)

D.O.A. 19/12/17

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

11:40am @ 22/12/17

Person Contacted:

Mering

Vehicle IN OUT

Date/Time	Action/Instruction (✓) Estimate
	Pls check Brake system, tyres conditions and also the steering wheel system if they are in efficient conditions. Old car (2008)
	Check market value, rebate and net value to determine if it is economical to repair. Get a copy of latest maintenance servicing records from Performance Motors & upload in merimen.
	SJV 3366K - CS3 / MSG17024243/d3 D.O.A: 19/12/2017

REF:

Excess: 750
Revert

MSIC

ASSIGNMENT

From:

Date:

Veh No:

SBV 3366K

Yr Regn:

26/2/2008

Estimated Cost:

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

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

Truck / Trailer or

To Inspect Vehicle No:

Make:

BMW 520

CC 1995

at Workshop m/s

Colour:

White

A/C: Insured / Std / NI / NA

of

Sp. Reading

68426

T/Radio: Insured / Std / NI / NA

Insured:

Eng/No:

Policy No.

C/No:

WBANT12020CX 29080

Claims No.

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured:

Excess:

Steering: In order / Jammed / Leaked / Burnt or

(Client's Record)

Brake: In order / Jammed / Leaked / Burnt or (Tested without driving)

Make of Veh:

Modl: NI / S/Rim / STD A/Rim or

(Policy Condition)

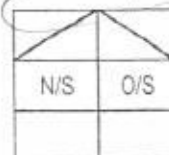
Tyre Size:

F:

225/55R16

R:

11

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

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Bal. or Market Value:

28K

IDAC Accident Rpt:

Consistent? : Yes or No

Front

Rear

R/Bal.

6

mm

R/Bal.

6

mm

GIA / PR Seen:

Consistent? : Yes or No

L/Bal.

6

mm

L/Bal.

6

mm

Est. Repairs:

days

Res.: Yes or No

D.O.A.

19/12/2017

D.O.I.

22/12/2017

Lum Sum:

%

3 Val.: Yes or No

Survey held at

Performance Motor

CA / REV / REP. / 24 HRS

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

Date:

Person Contacted:

Vehicle: IN / OUT

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

Date / Time | Action / Instruction

- Check Brakes, Tyre Condition, Steering wheel system. (BMW Technical staff also
done not undergo the test without ^{special} tools)

- Not Economical To Repair.

26/12/17 @ 4.42pm revert to Vinnalga via Messenger.

03/1/18 Submit Uneconomical Total Loss Report.

RECEIVED 03 JAN 2018

Date/Time, File Pass to?



Preli. Report

1) 03/1/18



Final Report

Date/Time, File Return to?

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Add Fee:



Site Insp (\$

) S+RS, SI



Interview (\$

) Photos



Tech. Invs (\$

) Others



Weekend (\$

)

Report Format:

TL-U

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

TOTAL

200
1
10
TOTAL

Survey Department Check List (Case Handler)

Reference No: CS/MSG/17024309/Sgt 3
Policy Type: OD / TP / TP RES / TL / EVA

SBV 3366K

Case Handler

Typist

Admin (Nivhe): 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 (Sebastian): 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

✓			
---	--	--	--

(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

--	--	--	--

Check By:

[Signature] 03/11/18
Case Handler Date

*C: Critical *N: Non-Critical

21/05/2014




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				
MSIG INSURANCE (SINGAPORE) PTE LTD		Ref : CS/MSG17024309/Sqd3		
16 RAFFLES QUAY #24-01 HONG LEONG BLDG SINGAPORE 048581		Date : 22-12-2017		
		Code : MSG		
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.	Veh. Inspected		SBV 3366K	
Policy No. 10112761	Coverage (\$)		0.00	
Claim No. 541819	Excess (\$)		750.00	
Assign From MERIMEN (VIMMALA)	Assign Date		22/12/2017	
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 19/12/2017	Inspection Date		22/12/2017	
Survey held at	PERFORMANCE MOTORS LTD 303 ALEXANDRA ROAD SINGAPORE 159941			
5a. Remarks				
A) THE MARKET VALUE IS S\$----- (EST. AVERAGE) B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Dec 2017		22 Dec 2017 10:15 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
------	-----------	---------------	-----------	--------------------------

CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	HAN MEI LIN, ID: S2195456Z, Tel: +6596289655, Email: NOEMAIL		
Vehicle Reg. No.:	SBV3366K	Date of Loss:	19/12/2017 17:00 - :59
Claim Type:	OD / 541819	Policy/Cover Note No.:	10112761 (Comprehensive) Coverage: 26/02/2017 - 25/02/2018
		Excess:	S\$750.00
Repairer:	Performance Motors Limited (Alexandra) 303 Alexandra Road, Sime Darby Performance Centre, 159941 Alexandra - Tel: 63190172/63190174		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Vimmala D/O Raja Singam - 65942471]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 23/12/2017]		
Driver/Custodian:	HAN MEI LIN (64 / Female), NRIC: S2195456Z, Tel: +6596289655		
Adj Asg. Remarks:	Urgent survey. Please revert and survey by today. Surveyor, please check brake system, tyres conditions and also the steering wheel system if they are in efficient conditions. Old car (year 2008). Please check market value, rebates and net value to determine if it is economical to repair and also get a copy of the latest maintenance servicing records from Performance Motors & upload in Merimen. Thank you.		

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.									

Shiau Chan (LKKAUTO)

From: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Sent: Wednesday, 3 January, 2018 8:36 AM
To: Shiau Chan (LKKAUTO); Vimmala D/O Raja Singam
Cc: SUR
Subject: RE: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819

Thanks Shiau Chan.

From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]
Sent: Tuesday, 2 January 2018 1:43 PM
To: Vimmala D/O Raja Singam <vimmala_rajasingham@sg.msig-asia.com>
Cc: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819

Dear Vimmala,

From the servicing records provided, there appears to be no previous complaint of any gearbox issue to the vehicle.

According to our surveyor, his static tests on the steering system, braking system reveal no abnormality. The condition of the tyres were also in serviceable condition with a remaining tread depth of approximately 6mm each.

Wishes you a Happy New Year 2018

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)

From: Vimmala D/O Raja Singam [mailto:vimmala_rajasingham@sg.msig-asia.com]
Sent: Tuesday, 2 January, 2018 11:52 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: FW: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819
Importance: High

Hi Shiau Chan,

Please advice us soon.

Thank you.

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingham@sg.msig-asia.com



Insurer Claims
Team of the Year
2016

MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | <http://www.msig.com.sg/> | Follow us



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From: Vimmala D/O Raja Singam
Sent: Friday, 29 December, 2017 10:00 AM
To: 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>
Cc: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Subject: FW: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819
Importance: High

Hi Shiau Chan,

Our insured had forward us the latest servicing record of the vehicle.

Please check with your surveyor if the servicing records are in order and advice us soon.

Thank you.

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: Eng Huey Ni
Sent: Friday, 29 December, 2017 9:18 AM
To: Vimmala D/O Raja Singam
Subject: FW: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819

From: Mei Lin Han [<mailto:hmeilinn@hotmail.com>]
Sent: Friday, 29 December 2017 1:40 AM
To: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Subject: Re: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819

Hi Huey Ni,

Please see attached that I have sent you some documents.

I am sorry for delayed reply.

Yours sincerely

Han Mei Lin

From: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Sent: Wednesday, December 27, 2017 3:09:00 PM
To: hmeilinn@hotmail.com
Cc: Vimmala D/O Raja Singam
Subject: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819

Hi Mdm Han,

Thank you for taking my call just.

We would appreciate if you could let us have the following documents:

- Latest servicing record of the car
- A copy of the final police investigation result

We will review our offer on the market value and get back to you tomorrow.

Thank you.

Eng Huey Ni
Senior Executive, Claims Services
D: +65 6643 1314 | F: +65 6225 7402 | hueyni_eng@sg.msig-asia.com



MSIG



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Team of the Year
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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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Dear Vimala.

for vehicle SBV3366K

Regarding to the latest service record, it ~~was~~ done on Feb 2017.

1) Dated back to the date of accident 19/12/2017, it has been approximately 10 months apart. Many things could have happened in between.

2) According to the service record, there are some issue with the engine. As we can see "Burning smell from engine" in the description column. However the defect from the engine will not directly link to the failure of the gear i.e shifting "R" gear but the vehicle go forward.

P -

From the servicing records provided, there ~~was no~~
appears to be ^{no} previous complaint of any
gearbox issue to the vehicle.

The braking system ~~and~~ and steering system was
tested statically and ^{found} ~~found~~ to be in order.

The tyre condition was also in serviceable condition
with remaining ^{thickness} ~~height~~ depth of approximately 6mm
each.

Shiau Chan (LKKAuto)

From: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>
Sent: Friday, 29 December, 2017 10:00 AM
To: Shiau Chan (LKKAuto)
Cc: Eng Huey Ni
Subject: FW: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819
Attachments: 2017-02-15 BMW Car Repair (1).jpg; 2017-02-15 BMW Car Repair (2).jpg; 2017-12-19 Case of Accident.jpg
Importance: High

Hi Shiau Chan,

Our insured had forward us the latest servicing record of the vehicle.

Please check with your surveyor if the servicing records are in order and advice us soon.

Thank you.

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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From: Eng Huey Ni

Sent: Friday, 29 December, 2017 9:18 AM

To: Vimmala D/O Raja Singam <vimmala_rajasingam@sg.msig-asia.com>

Subject: FW: Total Loss - Accident involving SBV3366K, MBU5353 & SGA7323J on 19/12/2017; Our Ref: M541819



**SINGAPORE
POLICE FORCE**

Traffic Police
Singapore Police Force
10, Ubi Avenue 3
Singapore 408865
Tel : 6547 0000
Fax : 6547 6259

Date : 20 Dec 2017

Your Ref :
Our Ref : TP/IP/67255/2017

000084

HAN MEI LIN
767A MOUNTBATTEN ROAD
SINGAPORE 437767



Dear Sir / Madam,

CASE OF TRAFFIC ACCIDENT ALONG ANG MO KIO AVENUE 3 ON 19 DEC 2017 @ 5.31 PM

Please be informed that Traffic Police is investigating into the above matter and will update you the status in due course.

2 IF you have not lodged a Police Report of a Traffic Accident (NP168) in respect of the said accident which is now required for police investigation, please do so as soon as possible at the nearest police station, Neighbourhood Police Centre (NPC), Neighbourhood Police Post (NPP) or online via Singapore Police Force Electronic Police Centre (<http://www.police.gov.sg/epc>).

3 Please note that the information given by you in the Police Report of a Traffic Accident (NP168) will be carefully considered. You may not be called upon for an interview if the information in the Police Report is sufficient for our investigation. However, if you have any further information or other evidence (such as CCTV footages) which you have not stated in your report and which you think will assist in the investigation, you are advised to contact the Investigation Officer within 2 weeks of this letter to arrange for an appointment.

4 You may contact the Investigation Officer PHUA TIAK YEE at his / her office number: 65470000 or the supervisor MOHD JAMAL BIN MARZUKI at 65476354 if you have any further queries.

5 Thank you.

Yours faithfully,

TAN CHEE SING (ASP)
CHIEF INVESTIGATION OFFICER
INVESTIGATION BRANCH
TRAFFIC POLICE

This is computer generated and does not require a signature.

Performance Motors Limited

A member of the Sime Darby Group
Co. Reg. No. 197401559W GST Reg. No M2-0020081-X

303, Alexandra Road
Sime Darby Performance Centre
Singapore 169941
Tel. 63190100 (Sales & Admin)
63190111 (AfterSales)
Fax. 64747770

280, Kampong Arang Road
East Coast Centre
Singapore 438160
Tel. 63190888 (AfterSales)
Fax. 63449773

115, Alexandra Road
Sime Darby Business Centre
Singapore 159944
Tel. 63190537 (AfterSales)
63190533/530 (Motorrad)
Fax 64796601 (AfterSales)
64796624 (Motorrad)

OCBC Bank

ocbc.com/cashio

SERVICE TAX INVOICE

Repair Order No. : W3 1152023 Page No. : 1 of 2
Date IN : 14/02/2017 Invoice Number : 1813770 / WSB
Cust. Svc. Advisor : Chua Thiam Hock (Dave Chua) Invoice Date : 15/02/2017
Payment Term : Cash
Invoice By : Chua Thiam Hock

- CUSTOMER INFORMATION -

Mdm Han Mei Lin
767A Mountbatten Road

Singapore 437767

- INVOICE TO - 40000

Cash Sales - Service
Singapore

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SBV3366K	CX29080	26/02/2008	520IA	61744

CODE	DESCRIPTION	UNITS	NETT
custom	Burning smell from engine	1.00	0.00
1112601	Removing and installing/sealing cylinder head cover	1.00	212.50
11128655413	SET OF GASKETS	1.00	192.10
11377502022	SEAL FLANGE	1.00	13.30
07589062376	(S/L) SEALING COMPOUND (1209 30 ML)	1.00	28.15
11427508971	PROFILE-GASKET	1.00	13.15
Sub-Total :			459.20

CODE	DESCRIPTION	UNITS	NETT
1166500	Replacing vacuum pump	1.00	137.50
	*leaking		
11667635656	VACUUM PUMP	1.00	817.95
07129952107	HOSE CLIP	1.00	2.75
Sub-Total :			958.20

CODE	DESCRIPTION	UNITS	NETT
1142520	Resealing or replacing complete full flow oil filter	1.00	112.50
	gasket		
11427508970	GASKET	1.00	10.85
Sub-Total :			123.35

Performance Motors Limited

A member of the Sime Darby Group
Co. Reg. No. 197401559W GST Reg. No M2-0020081-X



303, Alexandra Road
Sime Darby Performance Centre
Singapore 159941
Tel. 63190100 (Sales & Admin)
63190111 (AfterSales)
Fax. 64747770

280, Kampong Arang Road
East Coast Centre
Singapore 438180
Tel. 63190888 (AfterSales)
Fax. 63449773

315, Alexandra Road
Sime Darby Business Centre
Singapore 159944
Tel. 63190527 (AfterSales)
63190533/530 (Motorrad)
Fax 64796601 (AfterSales)
64796624 (Motorrad)

SERVICE TAX INVOICE

Repair Order No. : **W3 1152023**
Date IN : **14/02/2017**
Cust. Svc. Advisor : **Chua Thiam Hock**

Page No. : **2 of 2**
Invoice Number : **1813770 / WSB**
Invoice Date : **15/02/2017**
Payment Term : **Cash**
Invoice By : **Chua Thiam Hock**

CODE	DESCRIPTION	UNITS	NETT
custoom	CBS service due	1.00	0.00
0000105	Service - standard scope	1.00	25.00
0000618	Brake fluid service	1.00	75.00
9000bfm	Brake Fluid Dot 4 (BFM) 1 l	1.00	25.00
Sub-Total :			125.00

Labour Charges	:	562.50	Total Labour & Parts Charges	:	S\$	1,665.75
Parts Charges	:	1,078.25	Less Insurance Excess	:	S\$	0.00
Lubricant/Misc	:	25.00	Invoice Total Amount Exclude GST	:	S\$	1,665.75
			GST @ 7%	:	S\$	116.60
			Invoice Total Amount Include GST	:	S\$	1,782.35

Computer generated invoice. No signature is required. Amount Payable Include GST: S\$ **\$1,782.35**

All amounts are in Singapore Dollars.

Work was carried out subject to the Company's Terms and Conditions of Service.

No complaints will be entertained unless reported within seven (7) days of the date of this invoice.

For credit purchases, interest @1% per month will be debited on overdue amounts.

Shiau Chan (LKKAUTO)

From: Merina Chia San San <merina.chia.sansan@sime-darby.com.sg>
Sent: Thursday, 28 December, 2017 10:21 AM
To: Shiau Chan (LKKAUTO)
Cc: SUR
Subject: RE: REQUEST LATEST MAINTENANCE SERVICING RECORD OF VEHICLE SBV 3636K

Dear Shiau Chan,

We will not be able to disclose detail maintenance servicing records.

Thank you

Regards,

Merina Chia

Customer Service Advisor | Body and Paint
Performance Motors Limited
303 Alexandra Road
Sime Darby Performance Centre
Singapore 159941
Hp (+65) 9116 5199 | Fax (+65) 6479 4601
merina.chia.sansan@sime-darby.com.sg



<https://www.pml-bmw.com.sg/en/ssl/test-drive.html>



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From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]
Sent: Thursday, 28 December, 2017 9:10 AM
To: Merina Chia San San
Cc: SUR
Subject: RE: REQUEST LATEST MAINTENANCE SERVICING RECORD OF VEHICLE SBV 3636K

Dear Merina,

Shiau Chan (LKKAuto)

From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Thursday, 28 December, 2017 11:00 AM
To: do-not-reply@merimen.com
Cc: SUR
Subject: VEHICLE SBV 3366K (YOUR REF: 541819)

This mail is associated with :

***SBV3366K (541819)**

OD

Dec 19 2017 5:00PM

[HAN MEI LIN]

Performance Motors Limited

Dear Vimmala,

Please be informed that the maintenance servicing record already uploaded in Merimen System.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd
Tel: 6256 3561
Fax: 6256 4315

[This mail is sent from a mailer account - do not reply to this email address]

Sent by : SHIAU CHAN (LKK Auto Consultants Pte Ltd)

Shiau Chan (LKKAuto)

From: Merina Chia San San <merina.chia.sansan@simedarby.com.sg>
Sent: Wednesday, 27 December, 2017 10:19 AM
To: Shiau Chan (LKKAuto)
Cc: SUR
Subject: RE: REQUEST LATEST MAINTENANCE SERVICING RECORD OF VEHICLE SBV 3636K

Dear Shiau Chan,

Please refer to the below records for the above mentioned vehicle for your perusal.

Records stated that customer had done regular servicing at PML and do not have any unusual remark during servicing.

gdnmsia - Tun EMU - [GDNMSMALAYIA]

File Edit Settings Connection Transfer Macro Options Window Help

PERFORMANCE MOTORS L PML Service .S83403. 27/12/17

02 Performance Motors Limited DEP: P1 W/S: b1 ARE: U1 BR.: B1

>>> Service Inquiry <<<

Reg'n.: SBV3366K Stock: 00027850
Chassis: CX29080 Model: NT22E60/520I A RL/N46

R/O Date	R/O No	Sts	W/S	TP	Cust No.	ts	DR/CR	Note	Miles	Doc Total
>14/02/2017	1152023	CLO	W3	C1	40000			0	61,744	1,782.35
14/02/2017	1152023	CLO	W3	I1	999942			0	61,744	64.26
30/06/2016	1101197	CLO	W3	C1	40000			0	56,845	465.93
20/06/2016	1090853	CLO	W3	C1	40000			0	56,450	799.56
19/01/2015	987282	CLO	W3	C1	40000			0	45,938	1,496.82
26/02/2013	831625	CLO	W3	C1	40000			0	35,163	344.70

A/C Oper./Part/Sub Net Price Tech

>SCM custcom		0.00	1282	CBS SERVICE DUE
LA1 0000105		25.00	1282	
LA1 0000618		75.00	1282	
SCM custcom		0.00	1282	
LA1 1112601		212.50	1282	

F3=Exit F4=Enquiry F5=Time Recording F7=Accept F10=Print History F12=Previous

FDX 79.25 10:13 AM 27/12/2017

Thank you

Regards,

Merina Chia

Customer Service Advisor | Body and Paint
Performance Motors Limited
303 Alexandra Road
Sime Darby Performance Centre
Singapore 159941
Hp (+65) 9116 5199 | Fax (+65) 6479 4601
merina.chia.sansan@simedarby.com.sg

THE FIRST BMW 6 SERIES GRAN TURISMO.

Book a test drive



<https://www.pml-bmw.com.sg/en/ssl/test-drive.html>



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From: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]

Sent: Tuesday, 26 December, 2017 3:06 PM

To: Merina Chia San San

Cc: SUR

Subject: REQUEST LATEST MAINTENANCE SERVICING RECORD OF VEHICLE SBV 3636K

Dear Merina,

As spoken with you.

Kindly provide us the maintenance servicing record of above vehicle as requested by insurance.

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 | fax: 6256-4315

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

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

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

Singapore 408933

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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

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

Attn: Vimimala D/O Raja Singam

Date: 26 Dec 2017

Preliminary Advice

Vehicle No	: SBV3366K	Accident Date	: 19/12/2017
Make	: BMW 520I	Policy No.	: 10112761
Assignment Date	: 22/12/2017	Excess	: S\$750.00
Date of Inspection	: 22/12/2017	Est. Duration of Repair	: 7.00
Inspection At	: PERFORMANCE MOTORS LIMITED (ALEXANDRA) 303 ALEXANDRA ROAD, SIME DARBY PERFORMANCE CENTRE SINGAPORE 159941		

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\$	26,482.75
Revised Amount	:S\$	15,340.55
Check Items (Estimated)	:S\$	9,251.20
Total	:S\$	24,591.75
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	28,000.00
COE / PARF Rebate	:S\$	24,987.00
Salvage Value	:S\$	
Margin for Repair	:S\$	3,013.00

Remarks

(X) The vehicle is not economical for repair.

(X) The above survey was conducted on a 'without prejudice' basis.

According to our surveyor, his static tests on the steering system, braking system reveal no abnormality. The condition of the tyres were also in serviceable condition with a remaining tread depth of approximately 6mm each.

Pending for maintenance servicing record from repairer.

We have not authorise repair.

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 22 December, 2017 4:30 PM
To: Vimmala D/O Raja Singam
Cc: SUR
Subject: RE: Enquire on market value - SBV3366K

Dear Vimmala,

The MV of SBV 3366K is \$25K-\$28K(est) as at Dec'17.

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 | fax: 6256-4315

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

From: Vimmala D/O Raja Singam [mailto:vimmala_rajasingam@sg.msig-asia.com]
Sent: Thursday, 21 December, 2017 10:10 AM
Subject: Enquire on market value - SBV3366K
Importance: High

Hi,

Please advise on the market value of SBV3366K.
Attached the rebate details.

Date of accident: 19/12/2017

Thank you.

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmala_rajasingam@sg.msig-asia.com



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Shiau Chan (LKKAUTO)

From: Vimmla D/O Raja Singam <vimmla_rajasingam@sg.msig-asia.com>
Sent: Thursday, 21 December, 2017 10:10 AM
Subject: Enquire on market value - SBV3366K
Attachments: enquireRebateByPublicBefo.pdf

Importance: High

Hi,

Please advise on the market value of SBV3366K.
Attached the rebate details.

Date of accident: 19/12/2017

Thank you.

Mala (Ms)

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6594 2471 | Direct fax +65 6225 7402 | vimmla_rajasingam@sg.msig-asia.com

25-28



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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	20/12/2017 17:34
Date Of Accident	19/12/2017 17:25
Exact Location Of Accident	BLK 202 ANG MO KIO AVE 3 OPEN CARPARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SBV3366K
Insured/Policyholder	
Name Of Registered Owner	HAN MEI LIN
NRIC No	S2195456Z
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96289655
Alternative Phone No	OFFICE-96289655

Vehicle Particulars

Manufacturer	BMW
Model	520
Exact Purpose for which vehicle was being used at time of accident	NORMAL USAGE
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	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	10112761
Cover Note Number	

Driver

Name of Driver	HAN MEI LIN
NRIC No	S2195456Z
Date Of Birth	10/05/1953
Occupation	INDOOR
Date Of Driving Pass	20/04/1978
Driving Experience	39 YEARS AND 7 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96289655
Fax Number	
Contact Number	OFFICE-96289655
Email Address	NOEMAIL

Address	767A MOUNTBATTEN ROAD
Postcode	437767
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLIDED INTO PARKED VEHICLE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	YES
Foreign Vehicle Registration Number	MBU5353 (PRIVATE CAR)
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	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)	2
Passenger 1	NAME: : NG WEI SHIUEN GENDER: : FEMALE

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
POLICE STATION NAME [OTHER]	TRAFFIC POLICE DIV HQ
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO ATTACH.

Attachment(s)

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	MBU5353
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	NGAU CHUNG KEONG
NRIC/Passport Number	87041405209
Contact Number	81317977
Address	
Postcode	
Insurance Company Name	

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number

SGA7323J

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

CHUA BOON KIN

NRIC/Passport Number

S1454802E

Contact Number

97842013

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

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 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.
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' law yers/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' law yers/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 law yers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.



Policyholder's Signature / Date & Time
20 DEC 2017

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

20 DEC 2017

Sketch Plan

refer to police report