

INS. CASE OWNER:

CC 4 / QBE18001420, T1 wa34

IDAC:

Surveyor:

MT4

DOI:

ASSIGNMENT

24/1/18

Date / Time:

23/01/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

YP 3886K

Name of insured:

EUTEC PLC

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

18-01-18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

Gunnai sing
965 11715

(V/L: YES / NO)

Claim No.:

V001103

Policy No.:

8-V00013276-MVA-Rox

Make / Model:

Hino Lorry

Place of Accident:

32 Iron Kan Rd

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

YL 6813 Y



INSRS:

WSP:

Tel:

Liability:

RMKS:

cys.w



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

24/1/18
24/1/18

YL 6813 Y. X; YP 3886K. X

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

24/5/18

Confirm accident details. Inform TP claim.
agree to settle. letter to OI

18/5/18

File pass to typist type report

7/6/18

Email to QBE to seek mandate

7/6/18

Email from QBE approve mandate

RECEIVED 10 JUL 2018

PRELIMINARY ADVICE

Date/Time:

26/1

Sent By:

LW

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

20/6/18

Confirm with:

Ver. Sun.

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No.:

416

Repair Cost:

S\$

6313.00

Loss of Rental (LOR):

S\$

560.00

(

7 days)

<80

Loss of Use (LOU):

S\$

-

(\$

x

days)

Loss of Income (LOI):

S\$

-

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

2.00

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

6875.00

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

6875.00

Name 1:

Cys Auto mobile services pte ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

Taukh

QBE

CoE 2019 April
2004 April

24/01/18

YL 6813Y

0

YL 6813Y
Cys Automobile
38, woodlands Ind. Prk E1 #07-17

1543M NHR 69
Blue.
2666 21

3059

JIAA NHR 69E 47100155

3
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195/RIS
165/R13 (0)

ES 01 EXCHANGE OF FE USA MLC O-TOL R R SW
TO C YOKO

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Q-D Border Form Consistent Res No

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Q-D Border Form Consistent Res No

181516 Confirm \$5900.00 with 6 working days

(Pd-\$2133.16
30%)

☐
☐

Final Report
Final Report

Q-D Border Form

Q-D Border Form

☐

Q-D Border Form

Q-D Border Form

Q-D Border Form

Q-D Border Form



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				
QBE INSURANCE (SINGAPORE) PTE LTD		Ref : CC4/QBE18001420/T1wa3		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 24-01-2018		
		Code : QBE		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	YP 3886K	Veh. Inspected	YL 6813Y	
Policy No.	0013776-MVA-R001	Coverage (\$)	0.00	
Claim No.	VC011103	Excess (\$)	0.00	
Assign From		Assign Date	24/01/2018	
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	18/01/2018	Inspection Date	24/01/2018	
Survey held at	CYS AUTOMOBILE SERVICES PTE LTD 38 WOODLANDS INDUSTRIAL PARK EAST 1 #07-17 ADMIRALTY INDUSTRIAL PARK SINGAPORE 757700			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



進友成汽車服務私人有限公司 CYS Automobile Services Pte Ltd

ROC Reg. No :A05041/2001E

GST Reg. NO: 20-0105041-E

MR SAM LAIN EQUIPMENT SERVICES PTE LTD
25 WOODLANDS INDUSTRIAL PARK E2
SINGAPORE 757459

POLICY NO : THIRD PARTY CLAIMS
YOUR REF : YP 3886 K (QBE)
OUR REF : TP 5861
VEHICLE NO : YL 6813 Y
MAKE/MODEL : ISUZU NHR69
DATE OF ACCIDENT : 18.01.18

SURVEY BY

DATE : 22.01.18

2 PCS FRONT WINDSCREEN GLASS MOULDING	128.60	S\$	257.20	all
1 PC WIPER GARNISH			296.50	all
1 PC WIPER GARNISH "ISUZU" STICKER			162.80	all
1 PC WIPER GARNISH MOULDING	6484.10		116.20	all
1 PC WIPER LINK			89.60	? / ht
1 PC WIPER MOTOR	5835.69		395.70	? / ht
1 PC FRONT PANEL			419.50	all
1 PC FRONT GRILLE			315.60	all
1 PC AIR-CON BLOWER UNIT			2,651.80	? / ht
1 PC AIR-CON COOLING COIL			2,490.50	? / ht
		S\$	7,195.40	
	LESS 10%		719.54	
		S\$	6,475.86	
1 SET FRONT WINDSCREEN GLASS SEALANT	68.00	S\$	40.00	S/NETT
1 PC WIPER GARNISH "NHR" STICKER			28.00	all
		S\$	68.00	
TO DISMANTLE AND REFIX FRONT WINDSCREEN GLASS		S\$	140.00	120.
TO DISMANTLE AND REFIX DASHBOARD			300.00	200 photo &
TO REMOVE AIR-CON COOLING COIL, BLOWER UNIT AND TOP-UP AIR-CON GAS			120.00	100
TO CHECK WIRING FUNCTION	1490.00		30.00	✓
TO APPLY RUST PROOFING ON REPLACED/ REPAIRED PANEL			100.00	40.
LABOUR CHARGES			800.00	600
TO PUTTY AND SPRAY PAINTING CHARGES	47393.69		600.00	400
		S\$	8,633.86	

SIN DOLLARS: EIGHT THOUSAND SIX HUNDRED THIRTY-THREE AND CENTS EIGHTY-SIX ONLY

YOUR FAITHFULLY

LS = 45900

CYS AUTOMOBILE SERVICES PTE LTD

Tan Kah 97495749
WP
24/1/18 @ 12am
Lumpun
Reuny offenapin
sur ellkand.com
6 days.



進友成汽車服務私人有限公司 CYS Automobile Services Pte Ltd

ROC Reg. No :A05041/2001E

GST Reg. NO: 20-0105041-E

MR. SAM LAIN EQUIPMENT SERVICES PTE LTD
25 WOODLANDS INDUSTRIAL PARK E2
SINGAPORE 757459

POLICY NO : THIRD PARTY CLAIMS
YOUR REF : YP 3886 K (QBE)
OUR REF : TP 5861
VEHICLE NO : YL 6813 Y
MAKE/MODEL : ISUZU NHR69
DATE OF ACCIDENT : 18.01.18

SURVEY BY

DATE : 22.01.18

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1 PC WIPER GARNISH "ISUZU" STICKER			162.80	all
1 PC WIPER GARNISH MOULDING			116.20	all
1 PC WIPER LINK			89.60	?
1 PC WIPER MOTOR			395.70	?
1 PC FRONT PANEL			419.50	bt
1 PC FRONT GRILLE			315.60	Ry
1 PC AIR-CON BLOWER UNIT			2,651.80	?
1 PC AIR-CON COOLING COIL			2,490.50	?
		SS	7,195.40	
	LESS 10%		719.54	
		SS	6,475.86	
1 SET FRONT WINDSCREEN GLASS SEALANT		SS	40.00	S/NETT
1 PC WIPER GARNISH "NHR" STICKER			28.00	"all"
		SS	68.00	
TO DISMANTLE AND REFIX FRONT WINDSCREEN GLASS		SS	140.00	120.
TO DISMANTLE AND REFIX DASHBOARD			300.00	200 photo &
TO REMOVE AIR-CON COOLING COIL, BLOWER UNIT AND TOP-UP AIR-CON GAS			120.00	100
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TO APPLY RUST PROOFING ON REPLACED/ REPAIRED PANEL			100.00	40.
LABOUR CHARGES			800.00	600
TO PUTTY AND SPRAY PAINTING CHARGES			600.00	400

SS 8,633.86

SIN DOLLARS: EIGHT THOUSAND SIX HUNDRED THIRTY-THREE AND CENTS EIGHTY-SIX ONLY

YOUR FAITHFULLY,

CYS AUTOMOBILE SERVICES PTE LTD

LKK Auto Consultants hence notify
the Repairer of the following:
• To resurvey before/after spray painting
• To display damage to client during resurvey
• Parts prices are subject to confirmation
• Third party survey is on a "Without Prejudice" basis
• No illegal modification is allowed
• Supplemental claim is surveyed and
is subject to LKK Auto Insurance Company
Signature: _____
Position: _____

Tan Kah 97495749
WP
24/1/18 @ 11am
Lumpsum
Resurvey after repair
surveillance from
6 days.

38 Woodlands Industrial Park East 1 #07-17 Admiralty Industrial Park Singapore 757700
Tel: 6219 2098 (3 Lines) Fax: 6219 2096 E-mail: cysauto@singnet.com.sg

Nivitha (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, 23 January 2018 12:09 PM
To: 'assignments'
Cc: Jenny Toh
Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY
Attachments: ESTIMATE.JPG; SAS2344457.pdf

12.48pm @ 23/01/2018
Vehicle In
person @ Wee Sin
arrange on 24/01/18

Our ref: VC011103

Dear Madam

Kindly survey the TP Vehicle

Insured : YP3886K
TP Vehicle : YL6813Y
Date of accident :18/01/2018
Contact : as below

Kindly acknowledge

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [mailto:cysauto@singnet.com.sg]
Sent: Tuesday, 23 January, 2018 11:38 AM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: admin-d@lkkauto.com
Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Ms Jenny Toh,

WITHOUT PREJUDICE

We would like request Mr Taufikh (LKK Auto Consultants Pte Ltd) survey this lorry. Thanks

Dear Ms Veron,

- Kindly arrange Mr Taufikh survey this lorry at 38 Woodlands Industrial Park E1 #07-17 S(757700) Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Jenny Toh

[mailto:jenny.toh@qbe.com]

Sent: Tuesday, January 23, 2018 11:31 AM

To: cysauto@singnet.com.sg

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Importance: High

Our ref : VC011103

Dear Sir

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisals Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Tuesday, 23 January, 2018 10:06 AM

To: Joyce Foo <joyce.foo@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Importance: High

Dear Ms Joyce Foo,

WITHOUT PREJUDICE

Kindly let us have your 10 list motor surveyors to arrange TP survey. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

Sent: Monday, January 22, 2018 4:00 PM

To: 'karen.poh@qbe.com.sg' <karen.poh@qbe.com.sg>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Monday, January 22, 2018 3:57 PM

To: 'Joyce Heng' <joyce.heng@qbe.com>

Subject: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our Ref: YL6813Y

Your Insured: YP3886K

WITHOUT PREJUDICE

Dear Ms Joyce Heng,

ACCIDENT INVOLVING YL6813Y AND YP3886K ALONG JOO KOON ROAD ON 18 JANUARY 2018

Attached herewith estimate and GIA report for your attention.

Kindly arrange TP survey at 38 Woodlands Industrial Park E1 #07-17 S(757700) and let us have the list of 10 motor surveyors .

Dear officer in charge,

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

IMPORTANT
NOTICE : The
information in
this email is
confidential

and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

Mei Kwan (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 20 April, 2018 2:46 PM
To: Mei Kwan (LKKAuto)
Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY
Attachments: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY; YP3886K.pdf
Follow Up Flag: Follow up
Flag Status: Completed
Categories: HMK

Our ref : VC011103

Dear Mei Kwan

Please find attached as per requested.

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225 A

Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



A

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Friday, 20 April, 2018 1:41 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>
Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Jenny,

Please provide us OI report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Friday, 20 April, 2018 10:06 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Jenny,

Thank you for your email.

Dear Vivian / Mei Kwan,

FYNA. Our Ref: CC4/QBE18001420/T1wa3

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: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Friday, 20 April, 2018 9:58 AM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Hi all

We refer to this matter.

Is the survey report ready?

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 23 January, 2018 12:55 PM

To: Jenny Toh <jenny.toh@qbe.com>; 'assignments' <assignments@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, 23 January 2018 12:09 PM

To: 'assignments' <assignments@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our ref: VC011103

Dear Madam

Kindly survey the TP Vehicle

Insured : YP3886K

TP Vehicle : YL6813Y

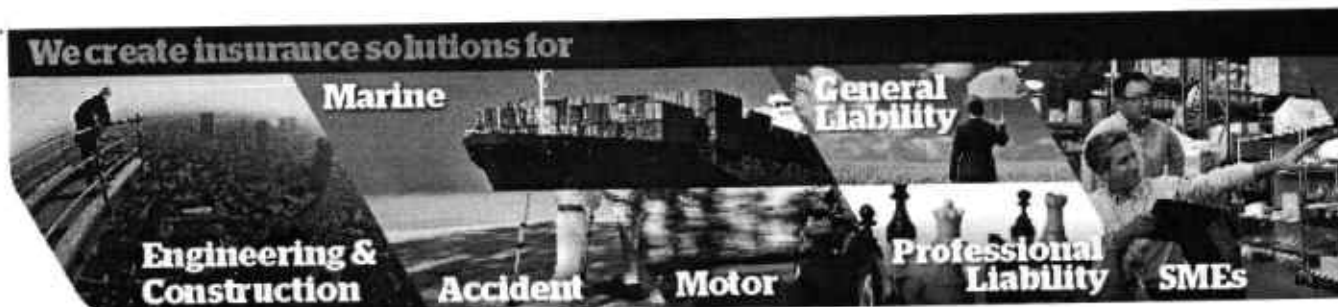
Date of accident :18/01/2018

Contact : as below

Kindly acknowledge

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [mailto:cysauto@singnet.com.sg]

Sent: Tuesday, 23 January, 2018 11:38 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: admin-d@lkkauto.com

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Ms Jenny Toh,

WITHOUT PREJUDICE

We would like request Mr Taufikh (LKK Auto Consultants Pte Ltd) survey this lorry. Thanks

Dear Ms Veron,

Kindly arrange Mr Taufikh survey this lorry at 38 Woodlands Industrial Park E1 #07-17 S(757700) Thanks

Warm regards,

Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Jenny Toh

[mailto:jenny.toh@qbe.com]

Sent: Tuesday, January 23, 2018 11:31 AM

To: cysauto@singnet.com.sg

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Importance: High

Our ref : VC011103

Dear Sir

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisals Associates Pte Ltd
Automobile Inspection Services

KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]
Sent: Tuesday, 23 January, 2018 10:06 AM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY
Importance: High

Dear Ms Joyce Foo,

WITHOUT PREJUDICE

Kindly let us have your 10 list motor surveyors to arrange TP survey. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD
38 Woodlands Industrial Park E1 #07-17 S(757700)
Tel: 62192098 Fax: 62192096
Email: cysauto@singnet.com.sg

From: CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

Sent: Monday, January 22, 2018 4:00 PM

To: 'karen.poh@qbe.com.sg' <karen.poh@qbe.com.sg>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

From: CYSAUTO [mailto:cysauto@singnet.com.sg]

Sent: Monday, January 22, 2018 3:57 PM

To: 'Joyce Heng' <joyce.heng@qbe.com>

Subject: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our Ref: YL6813Y
Your Insured: YP3886K

WITHOUT PREJUDICE

Dear Ms Joyce Heng,

ACCIDENT INVOLVING YL6813Y AND YP3886K ALONG JOO KOON ROAD ON 18 JANUARY 2018

Attached herewith estimate and GIA report for your attention.

Kindly arrange TP survey at 38 Woodlands Industrial Park E1 #07-17 S(757700) and let us have the list of 10 motor surveyors .

Dear officer in charge,

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

**IMPORTANT
NOTICE** : The
information in
this email is
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inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park East 1
#07-17 Admiralty Industrial Park
Singapore 757700
Tel: 62192098 (3 lines) Fax: 62192096
E-mail address: cysauto@singnet.com.sg

Our Ref: YL6813Y
Your Ref: VC011103

15 March 2018

IMMEDIATE ATTENTION
BY POST & EMAIL ONLY

QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
Attn: Ms Jenny Toh, Motor Claims Department

Dear Ms,

ACCIDENT INVOLVING YL6813Y AND YP3886K ALONG JOO KOON ROAD ON 18 JANUARY 2018

We act for Messer Sam Lain Equipment Services Pte Ltd, the owner of vehicle registration no. YL6813Y.

We are instructed by the abovenamed to claim damages against you in connection with a road traffic accident on 18 January 2018 at 2:30pm along Joo Koon Road involving our client's vehicle registration number YL6813Y and vehicle registration number YP3886K driven by your insured /insured's authorized driver at the material time.

We are instructed that the accident was caused by your insured /insured's authorized driver negligence driving and/or management of your vehicle. As a result of the accident, our client's vehicle was damaged and our client has been put to loss and expense, particulars of which are as follows:

Cost of Repairs	\$ 6,313.00
Rental Charges (7days × S\$100.00)	\$ 700.00
LTA/GIA report	\$ 2.00
TOTAL	<u>\$ 7,015.00</u>

Our Ref : YL6813Y
Your Ref : VC011103
Date : 15 March 2018

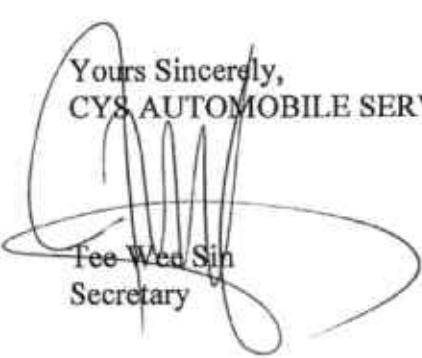
2

We enclose herewith a copy each of the following documents for your attention:

1. CYS Automobile Services Pte Ltd's Performance Invoice no.TP5861 for the sum of S\$6,313.00;
2. CYS Car Rental Pte Ltd's Rental Agreement no 3101 for the sum of \$700.00; and
3. GIA report on vehicles no. YP3886K dated 18 January 2018 with tax invoice for the sum of S\$2.00;

Please acknowledge receipt and let us have your reply within Seven days (7) days of your receipt of this letter.

Yours Sincerely,
CYS AUTOMOBILE SERVICES PTE LTD



Tee Wee Sin
Secretary



Auto
Consultants
Pte Ltd

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

Our Ref: CC4/QBE18001420/T1wa3

03 May 2018

Filtec Pte Ltd

14 Ang Mo Kio Street 63

Singapore 569116

Dear Sir/Madam,

ACCIDENT INVOLVING YP 3886K & YL 6813Y ON 18/01/2018

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Vivian Lau

Case Handler

DID: 6841 8625

FAX: 6741 4108

EMAIL: Vivianlau@lkkauto.com

c.c. *QBE Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

RE: ACCIDENT INVOLVING VEHICLE NO YL6813Y and YP3186K
on 12.1.18 along Joo Koon Road

I/we, Sam Lian Equipment Services Pte Ltd NRIC No 19680129K
of (Address) 38 Woodlands Industrial Park East Spore 757700 the
owner of motor vehicle No. YL6813Y hereby authorized
CYS AUTOMOBILE SERVICES PTE LTD to repairs of the said vehicle forthwith
and act for me with respect to my third party claim.

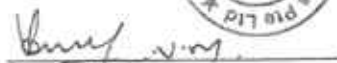
I further authorize the workshop to settle my above mentioned claim in a manner that
they deem fit and the workshop is further authorized to receive payment further to
settlement of my claim with payment cheque/ s being made in favour of the workshop.

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

I authorize you to sign all discharge voucher/indemnity forms and all necessary papers in
connection with the above claim in my absence.

I authorize the workshop to appoint such a firm of solicitors on my behalf as the
workshop shall deem fit for the purpose of the third party/owner insurer claim.

Dated this 22.1.18


Owner Signature
Name :




CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17 Admiralty Industrial Park
Singapore 757700
Tel: 6219 2096 Fax: 6219 2096
Witness's Signature
Name : Tea Wei Lin

WITHOUT PREJUDICE to:

(a) Insurers' Subrogated Claim any/or

(b) Any Personal Injury Claims

[Note: This Notice supersedes and inconsistencies found in this Discharge Voucher]

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : YL 6813Y
Our Reference : VC011103

I/We, SAM LAIN EQUIPMENT SERVICES PTE LTD hereby acknowledge the sum of Singapore Dollars: Six Thousand Eight hundred Seventy Five only (S\$ 6,875.00) being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, FILTEC PTE LTD, over damage to my/our vehicle YP 3886K from an accident involving YP 3886K and YL 6813Y at/along 32 Joon Koon Rd, which occurred 18 Jan 2018 at about 14:30 hours.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured 'FILTEC PTE LTD, from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 30 of (month) June (year) 2018

Yeearamma Vellaichamy
Signature

Yeearamma Vellaichamy
Claimant's Name

G 7256291M
FIN/NRIC No.

No. 2 Tuas South

Street 12 S(636954)

Address



Company stamp if applicable

Wei Wei Jia
Witness's Signature

S8060307D
Witness's Name

 **CYS Automobile Services Pte Ltd**
38 Woodlands Industrial Park East 1
#07-17 Admiralty Industrial Park
Singapore 757700
Tel: 6219 2098 (Jlines) Fax: 6219 2096

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6533 3270)



進友成汽車服務私人有限公司
CYS Automobile Services Pte Ltd

ROC Reg. No :A05041/2001E

GST Reg. NO: 20-0105041-E

TAX INVOICE

Invoice No

7529

M/S QBE INSURANCE (SINGAPORE) PTE LTD
1 RAFFLES QUAY
#29-10 SOUTH TOWER
SINGAPORE 048583
ATTN: MOTOR CLAIMS DEPT.

POLICY NO	:	THIRD PARTY CLAIM
OUR REF	:	TP 5861
VEHICLE NO	:	YL 6813 Y
MAKE/MODEL	:	ISUZU NHR69
DATE OF ACCIDENT	:	18-Jan-18
DATE	:	02-Jul-18


SURVEY BY

TO AGREE AT THE SUM OF

	S\$	5,900.00
GST 7%		413.00
	<u>S\$</u>	<u>6,313.00</u>

SIN DOLLARS: SIX THOUSAND THREE HUNDRED AND THIRTEEN ONLY

YOURS FAITHFULLY,



FOR CYS AUTOMOBILE SERVICES PTE LTD

CYS CAR RENTAL PTE LTD

BLK 5 DEFU LANE 10 DEFU INDUSTRIAL PARK C
#01-582 HOUGANG AVE 3 SINGAPORE 539186
TEL: 6287 0750 H/P: 9752 1101
BUSINESS REG. NO: 201205697K

NO:3101

RENTAL AGREEMENT

Hirer Sam Lian Equipment Services Pte Ltd				Car Regn No. G4706DP		Make & Model Nissan Cabstar	
Address 25 Woodlands Industrial Park E2				OUT		IN	
Spine 757459				Date		23.1.18	
Occupation		Office		Home Phone		Time	
						3.05pm	
Driving Licence No.		Date of Expiry		Place of Issue		Form of Payment	
						Cash	
NRIC/Passport No.		Date of Birth		Place of Issue		Deposit	
198801589K						Prepayment	
Driver Veeramuthu Vellaichamy				Hour		@ \$	
Address 25 Woodlands Industrial Park E2				7 Day		@ \$ 100	
Spine 757459				Week		@ \$	
Occupation		Office		Home Phone		Month	
				91634755		@ \$	
Driving Licence No.		Date of Expiry		Place of Issue		By Initiating Hirer agrees to pay additional fee for Collision Damage Waiver (CDW)	
G7256291M						Rental Charge	
NRIC/Passport No.		Date of Birth		Place of Issue		Delivery Fee	
G7256291M		21.12.1978		Spine		Collection Fee	
Important Notes				Per Day		Sub Total	
1. This rental Vehicle is used within Singapore only.							
2. Hirer is liable to pay first \$ 3500.00 under section I & II in any accident plus loss of earnings while damaged vehicle is under repair.							
3. When vehicle returns, it must be in a clean condition or \$ 20.00 will be charged							
4. No Insurance Coverage if the driver is below 25 yrs old or less than 2 years driving licence.							
5. For Usage to Malaysia subject to higher excess all claims of S\$5,000.00 and different rental rate.							
6. Please notify our office should there be any accident involving this hired vehicle within 24 hrs							
7. No refund will be given for petrol left in vehicle.							
8. Hirer is liable to pay all parking fee and traffic summonses.							
9. Vehicles to be return during office hour only.							
E X T				DO MM YY		Cash	
				Receipt No		DD MM YY	
						Cash	
						Receipt No	
						Amount Due / Refund	
Remarks				I Hereby acknowledged receipt of the sum of \$ being refund due to me as computed above.			

I have read and agree to the terms and conditions on both sides of this agreement if I have presented a charge or credit card for payment. All amount payable under this agreement and for parking and traffic infringement may be billed to the charge or credit card and my signature below will be considered to have been made on this charge or credit card voucher.

Signed by the parties here to on the _____ day of _____

Hirer's Signature:

K. 03361249



CYS CAR RENTAL PTE LTD



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-010562
Date of Request: 19/01/2018

Your Ref No: Online Purchase

CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17, Admiralty Industrial Park
Singapore 757700

Dear Sir/Madam,

Enquiry Date 19/01/2018
Enquiry By LIM XING SU, ESTHER
IP Vehicle No. YP3886K
Accident Date 18/01/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
YP3886K	QBE Insurance (Singapore) Pte Ltd	29/08/2017-28/08/2018	62246633

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-010562

Date of Request: 19/01/2018

Your Ref No:

Online Purchase

CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17, Admiralty Industrial Park
Singapore 757700

Dear Sir/Madam,

Enquiry Date 19/01/2018
Enquiry By LIM XING SU, ESTHER
IP Vehicle No. YP3886K
Accident Date 18/01/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

Vivian Lau (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 7 June, 2018 3:49 PM
To: Vivian Lau (LKKAUTO)
Cc: Jenny Toh
Subject: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY *** LKK REF: CC4/QBE18001420/T1wa3
Attachments: LKKAdjustment1.pdf; LKKInspection.pdf; LOD.pdf; LKK Inspection Photos.pdf

Hi Vivian

Kindly proceed.

regards.

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Thursday, 7 June, 2018 3:17 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Thin Thin (LKKAUTO) <thinthin@lkkauto.com>
Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY *** LKK REF: CC4/QBE18001420/T1wa3

Your Ref: VC011103
Our Ref: CC4/QBE18001420/T1wa3

Dear Jenny,

ACCIDENT INVOLVING YP 3886K & YL 6813Y ON 18/01/2018 ALONG 32 JOON KOON RD

We refer to the above matter

This accident happened O/D reversed hit TP

We have surveyed the vehicle, and relevant supporting documents was enclosed for your perusal.

We seek your approval to offer to TP repairer **CYS AUTOMOBILE SERVICES PTE LTD** is as follows:

	Amount Claimed	Amount Revised
1. Cost of Repair (+GST)	S\$ 9,238.23	S\$ 6,313.00
2. Loss of Rental (\$ 100.00 x 7 days)	S\$ 700.00	S\$ 700.00 (Surveyor recommend 6 days)
3.LTA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 9,940.23	S\$ 7,015.00

Amount of claim at liability 100% S\$ 7,015.00

For your approval please

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 6 June, 2018 11:19 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>; Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY *** LKK
REF: CC4/QBE18001420/T1wa3

Dear Jenny,

We refer to the email below.

Please be informed that we are in the mist of typing the report.

Dear Huey Yon,

Kindly assist CC4/QBE18001420/T1wa3

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Wednesday, 6 June, 2018 11:10 AM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

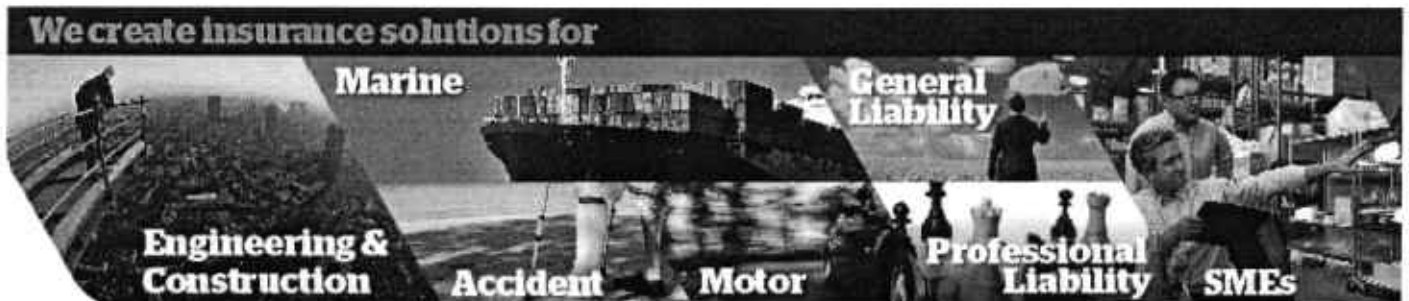
Subject: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY *** LKK REF: CC4/QBE18001420/T1wa3

Hi Vivian

Is the survey report ready?

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 17 May, 2018 5:08 PM

To: Jenny Toh <jenny.toh@qbe.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY *** LKK REF: CC4/QBE18001420/T1wa3

Dear Jenny,

Thank you for your email.

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

Dear Vivian,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Thursday, 17 May, 2018 3:42 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

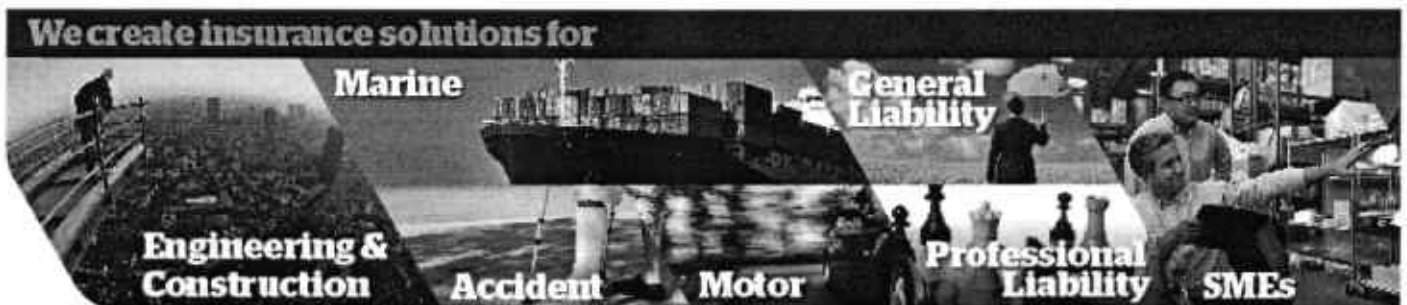
Hi Mei Kwan

Is the survey report ready?

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Monday, 26 March, 2018 11:49 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Your ref: VC011103

LKK ref: CC4/QBE18001420/T1wa3

Dear Jenny,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Tuesday, 6 February, 2018 10:14 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Joy Irene (LKKAuto) <joyirene@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Your ref: VC011103

LKK ref: CC4/QBE18001420/T1wa3

Dear Jenny,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Friday, 26 January, 2018 12:27 PM

To: 'Jenny Toh' <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Joy Irene (LKKAuto) <joyirene@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

WITHOUT PREJUDICE

Your ref: VC011103

LKK ref: CC4/QBE18001420/T1wa3

Dear Jenny,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: YL 6813Y

Date of survey: 24.01.2018

Enclosed for your perusal is:

- TP estimate (marked)
- Preliminary advice

We have not authorized repairs.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 23 January, 2018 12:55 PM

To: 'Jenny Toh' <jenny.toh@qbe.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, 23 January 2018 12:09 PM

To: 'assignments' <assignments@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our ref: VC011103

Dear Madam

Kindly survey the TP Vehicle

Insured : YP3886K

TP Vehicle : YL6813Y

Date of accident :18/01/2018

Contact : as below

Kindly acknowledge

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Tuesday, 23 January, 2018 11:38 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: admin-d@lkkauto.com

Subject: RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Ms Jenny Toh,

WITHOUT PREJUDICE

We would like request Mr Taufikh (LKK Auto Consultants Pte Ltd) survey this lorry. Thanks

Dear Ms Veron,

Kindly arrange Mr Taufikh survey this lorry at 38 Woodlands Industrial Park E1 #07-17 S(757700) Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Jenny Toh

[<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, January 23, 2018 11:31 AM

To: cysauto@singnet.com.sg

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Importance: High

Our ref : VC011103

Dear Sir

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisals Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Tuesday, 23 January, 2018 10:06 AM

To: Joyce Foo <joyce.foo@qbe.com>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Importance: High

Dear Ms Joyce Foo,

WITHOUT PREJUDICE

Kindly let us have your 10 list motor surveyors to arrange TP survey. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

Sent: Monday, January 22, 2018 4:00 PM

To: 'Karen Poh' <karen.poh@qbe.com.sg>

Subject: FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

From: CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Monday, January 22, 2018 3:57 PM

To: 'Joyce Heng' <joyce.heng@qbe.com>

Subject: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our Ref: YL6813Y

Your Insured: YP3886K

WITHOUT PREJUDICE

Dear Ms Joyce Heng,

ACCIDENT INVOLVING YL6813Y AND YP3886K ALONG JOO KOON ROAD ON 18 JANUARY 2018

Attached herewith estimate and GIA report for your attention.

Kindly arrange TP survey at 38 Woodlands Industrial Park E1 #07-17 S(757700) and let us have the list of 10 motor surveyors .

Dear officer in charge,

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

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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				
QBE INSURANCE (SINGAPORE) PTE LTD			Ref : CC4/QBE18001420/T1wa3q2	
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583			Date : 12-07-2018	
			Code : QBE	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	YP 3886K	Veh. Inspected	YL 6813Y	
Policy No.	8-V00013776-MVA-R001	Coverage (\$)	0.00	
Claim No.	VC011103	Excess (\$)	0.00	
Assign From	JENNY	Assign Date	23/01/2018	
2. Vehicle Particulars & Condition				
Make & Model	ISUZU NHR69	c.c	3059	
Engine No.	HIDDEN	Year of Reg.	2004	
Chassis No.	JAANHR69E47100135	Colour	BLUE	
Odometer	266621	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195 R15	DUNLOP	6 mm	
L/H Front Tyre	195 R15	DUNLOP	6 mm	
R/H Rear Tyre	165 R13 (D)	DUNLOP	6/6 mm	
L/H Rear Tyre	165 R13 (D)	DUNLOP	6/6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	18/01/2018	Inspection Date	24/01/2018	
Survey held at	CYS AUTOMOBILE SERVICES PTE LTD 38 WOODLANDS INDUSTRIAL PARK EAST 1 #07-17 ADMIRALTY INDUSTRIAL PARK SINGAPORE 757700			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		6 Working Days		



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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. YL 6813Y

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
2	FRONT WINDSCREEN GLASS MOULDING @\$128.60	NECESSARY	257.20	257.20
1	WIPER GARNISH	DEFORMED	296.50	296.50
1	WIPER GARNISH 'ISUZU' STICKER	NECESSARY	162.80	162.80
1	WIPER GARNISH MOULDING	NECESSARY	116.20	116.20
1	WIPER LINK	BENT	89.60	89.60
1	WIPER MOTOR	NOT NECESSARY	395.70	-
1	FRONT PANEL	BENT	419.50	419.50
1	FRONT GRILLE	TO REPAIR SEE LABOUR	315.60	-
1	AIR-CON BLOWER UNIT	CRACKED	2,651.80	2,651.80
1	AIR-CON COOLING COIL	CRACKED	2,490.50	2,490.50
	LESS 10% DISCOUNT		-719.54	-648.41
			6,475.86	5,835.69
SPECIAL NETT ITEMS				
1	SET FRONT WINDSCREEN GLASS SEALANT (SN)	NECESSARY	40.00	40.00
1	WIPER GARNISH 'NHR' STICKER (SN)	NECESSARY	28.00	28.00
			68.00	68.00
LABOUR				
	TO DISMANTLE AND REFIX FRONT WINDSCREEN GLASS.		140.00	120.00
	TO DISMANTLE AND REFIX DASHBOARD .		300.00	200.00
	TO REMOVE AIR-CON COOLING COIL ,BLOWER UNIT AND TOP-UP AIR-CON GAS.		120.00	100.00
	TO CHECK WIRING FUNCTION .		30.00	30.00
	TO APPLY RUST PROOFING ON REPLACED /REPAIRED PANEL.		100.00	40.00
	LABOUR CHARGES.INCLUSIVE OF THE REPAIR OF FRONT GRILLE .		800.00	600.00
	TO PUTTY AND SPRAY PAINTING CHARGES.		600.00	400.00
			2,090.00	1,490.00
GRAND TOTAL			8,633.86	7,393.69

Report Ref No. CC4/QBE18001420/T1wa3q2



RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			5,900.00
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Report Ref No. CC4/QBE18001420/T1wa3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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