

INQUIRY

INS. CASE OWNER:

Joyce

CC 4 QBE1800

1749

M2 J63

LKK:
IDAC:

Surveyor:

MCF

DOI:

ASSIGNMENT

21/1/18

Date / Time:

21/01/18

Registered in Meriten:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKH 5225T

Claim No.:

Name of Insured:

YONG SIAK MUN KEVIN

Policy No.:

8-V0016618-MVA

Insured Tel No.:

HP:

KEVIN XIMIN KEVIN

Make / Model:

ANDI

Excess Sec II :\$S

D.O.A.:

18/01/18

Place of Accident:

HAWTHORNS AVE 1

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

SJW 4527D



INSRS:

WSP:

Tel:

Liability:

RMKS:

when
goon

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time	STAGE	DATE / PIC
12/1/18	Non-Reporting ltr (1st):	
	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
	Notification ltr (if non-pickup):	
	Call OI:	23-4-18
	After call ltr to OI:	
23-4-18	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:	
23-4-18	TP VIDEO RECEIVED BY EMAIL	
23-4-18	@ 536 PM OI SAID HE PROVIDED SCENE PHOTOS TO QBE. NO CONTACT ISSUE.	
20-10-18	LIABILITY - EMAILED TP OF OUR CALCULATION	
12-12-18	DIRECT MANDATE FROM QBE TO REJECT. OI INSISTED NO CONTACT WITH TP VEHICLE.	
PRELIMINARY ADVICE Date/Time: 1/2/18 Sent By: [Signature]		
FINALIZATION Date/Time: Confirm with: Confirm by:		
Repair Cost:	\$S	(days) Reduction: %
FINAL SETTLEMENT Date/Time: Confirm with: Email: Call:		
Final Liability:	% 0	(Agreed / Assessed) BOLA S/N No. : 27
Repair Cost:	\$S -	
Loss of Rental (LOR):	\$S -	(days)
Loss of Use (LOU):	\$S -	(S x days)
Loss of Income (LOI):	\$S -	(S x days)
LOR only	<input type="checkbox"/>	LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/> [Tick only one]
GIA/LTA Search	\$S -	
Medical:	\$S -	
Disbursement:	\$S -	(e.g. Tow/ Independent)
Legal Cost:	\$S -	
Total:	\$S	Global Sum \$S:
FINAL PAYMENT Date/Time: Confirm with: Email: Call:		
Payee 1:	\$S -	Name 1:
Payee 2: (Strike if N.A.)	\$S -	Name 2:
Payee 3: (Strike if N.A.)	\$S -	Name 3:

RECEIVED 13 DEC 2018

COPY SENT 12-12-18

1) Claim status: Normal/Reject/Private Settle
2) Report Format:
3) Survey fee: \$400



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/QBE18001749/M1jb3		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 29-01-2018		
		Code : QBE		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKG 5225T	Veh. Inspected	SJN 4527D	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	29/01/2018	
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	29/01/2018	
Survey held at	CHEW GOON MOTOR BLK 10 ANG MO KIO IND PARK 2A #01-15/16/17, AVE 5, AMK AUTOPOINT SINGAPORE 568047			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised
Our ref: CC4/QBE18001749/M1jb3

Date: 01.02.2018

The Motor Claims Department
M/s QBE INSURANCE (INTERNATIONAL) LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SJN4527D

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 29.01.2018 at the premises of M/s Chew Goon Motor and have the following to report:-

Workshop Estimate Amount	: S\$	3,025.59
Revised Estimate Amount	: S\$	1,500.00
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 4 days

Yours faithfully,

MA CHIN FOOK
Licensed Appraiser

趙 源 摩 哆 Chew Goon Motor

Blk 10, Ang Mo Kio Industrial Park 2A, Avenue 5
#01-15, 16, 17 & #03-05, AMK Autopoint Singapore 568047
Tel: 6484 1626 (24Hrs) Fax: 6484 0465
Business Reg. No: 221880/00C GST Reg. No: MX-0486007-A0

To: QBE Insurance International Ltd

Policy No: Third Party

Date: 26.01.2018

Accident Date : 18.01.2018

Specialised in Car Painting, Welding,
Panel-Beating and Insurance Claim.

ESTIMATE

承接汽车烧焊喷漆及
代理各种车辆赔偿

数量 Quantity	货 名 DESCRIPTION	单 价 Unit Price	银 Amount 额 \$ cts.
Estimate Cost Of Repair To "Nissan Latio" Reg. No. SJN4527D Claiming Against Your Insured Reg. No. SKG5225T			
1pc	Rear Bumper <i>Rn</i>	<i>564.00</i>	564.00 N X
12pcs	Rear Bumper Clips <i>SV</i>	2.60	31.20 N X
2pcs	Rear Bumper Brackets <i>H-H</i>	96.70	193.40 N X
1pc	Rear Bumper Auto Boot Sensor Receiver <i>H-H</i>		215.00 N X
1pc	Rear Bumper Sponge <i>SV</i>		41.00 N X
1pc	Boot Emblem <i>W-H</i>		68.50 N X
1pc	Boot Badge Latio <i>H-H</i>		82.00 N X
	Less 10%		1,195.10
			119.51
			1,075.59
1pc	Rear Bumper Reverse Sensor <i>H-H</i>	<i>220.00</i>	280.00 SN X
1pc	Rear Bumper Reverse Camera <i>H-H</i>	<i>350.00</i>	350.00 SN X
	To Conduct Electrical Check, Replace Reverse Sensors, Module, Rewiring Etc	<i>80.00</i>	120.00 H-H
	Labour Charge - Panel Beating, Replacement Of Boot, End Panel and Parts Replacement	<i>300.00</i>	500.00 2001-
	To Respray Affected Areas	<i>400.00</i>	700.00 2001-
	Total :		3,025.59

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No legal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Not Authorised
W/S Repw
After paint
LKK Auto
27/1/2018
4w days

4/5 #1500

4w days

7/Part

5+101-

12/12/18

Nivitha (LKK Auto)

From: Shu Pei (LKKAuto) <shupe@lkkauto.com>
Sent: Monday, 29 January 2018 2:53 PM
To: assignments
Cc: Admin A
Subject: FW: SJN4527D Claiming Against Your Insured SKG5225T ; Date of Accident: 18.01.2018
Attachments: SKG5225T.pdf

3pm @ 29/1/18
Vehicle In
person @ Grace
SUR @ Mr MA

Hi,

Fyna. Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Joyce Foo [mailto:joyce.foo@qbe.com]
Sent: Monday, 29 January 2018 2:52 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: SJN4527D Claiming Against Your Insured SKG5225T ; Date of Accident: 18.01.2018

Our Ref. VC011106

Hi

Please assist to arrange for WP survey.

Our Insured : SKG5225T

Attached OI GIA report for your attention.

Thank You & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg



From: Chew Goon Motor(ad3) [mailto:ad3@chewgoonmotor.com.sg]
Sent: Monday, 29 January, 2018 2:41 PM
To: Joyce Foo <joyce.foo@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: chewgoon@singnet.com.sg; Eric <eric@chewgoonmotor.com.sg>
Subject: FW: SJN4527D Claiming Against Your Insured SKG5225T ; Date of Accident: 18.01.2018

Sent from Mail for Windows 10

From: Chew Goon Motor(ad3)
Sent: Friday, 26 January 2018 4:21 PM
To: joyce.heng@qbe.com; Syaheeda Nacah Binte Mohamed Othman; Jenny Toh
Cc: chewgoon@singnet.com.sg; Eric
Subject: SJN4527D Claiming Against Your Insured SKG5225T ; Date of Accident: 18.01.2018

Dear Sir / Mdm,

Vehicle **SJN4527D** is lying at our workshop.

According to your list, we will prefer **LKK Auto Consultants Pte Ltd** to survey the vehicle.

Kindly arrange for survey.

Thanks & Regards,

Grace

Chew Goon Motor
Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15, 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

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Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Wednesday, 12 December 2018 2:05 PM
To: 'Joyce Foo'
Subject: RE: OUR REF. VC011106 - ACCIDENT INVOLVING SJN4527D & SKG5225T ON 18.01.2018

Hi Joyce,

Noted.

We will now submit our report to your good-office.

Please be informed that due to slight contact observed and photos provided by our insured, we have re-adjusted repair cost at \$400/- labour only and 2 days for repair.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Joyce Foo [mailto:joyce.foo@qbe.com]
Sent: Wednesday, 12 December 2018 9:07 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: RE: OUR REF. VC011106 - ACCIDENT INVOLVING SJN4527D & SKG5225T ON 18.01.2018

Hi Joy

We have spoken to Insured who insisted that there was no contact.

Please proceed to reject the claim.

Thanks & Best Regards
Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific - Singapore
QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Wednesday, 12 December 2018 1:47 PM
To: 'Chew Goon Motor(ad3)'
Cc: chewgoon@singnet.com.sg
Subject: RE: SJN4527D Date of acc: 18.01.2018

WITHOUT PREJUDICE

Dear Grace,

We refer to our telephone conversation on 11.12.18.

As spoken, we request for a longer coverage of your video for our viewing. Our insured is strongly disputing of no contact or collision.

On without prejudice basis, the repair cost is subject for review and our principal's approval due to this issue.

Meanwhile, pending for your further evidence, we have instruction to deny liability.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Chew Goon Motor(ad3) [mailto:ad3@chewgoonmotor.com.sg]
Sent: Tuesday, 13 November 2018 1:48 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: chewgoon@singnet.com.sg
Subject: RE: SJN4527D Date of acc: 18.01.2018

Dear Joy,

Confirm L/S amount \$1600 and 4 working days.

Thanks & Regards,
Grace

Chew Goon Motor
Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15, 16 & 17,

Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626
Fax : 6484 0465

From: Joy Irene (LKKAUTO)
Sent: Tuesday, 13 November 2018 11:08 AM
To: Chew Goon Motor(ad3)
Cc: chewgoon@singnet.com.sg
Subject: RE: SJN4527D Date of acc: 18.01.2018

WITHOUT PREJUDICE

Dear Grace,

As spoken, total is L/S \$1,600.00

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Chew Goon Motor(ad3) [<mailto:ad3@chewgoonmotor.com.sg>]
Sent: Friday, 26 October 2018 5:37 PM
To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: chewgoon@singnet.com.sg
Subject: RE: SJN4527D Date of acc: 18.01.2018

Dear Joy,

We have already sent the question mark photos, kindly refer to the email dated on 31/05/2018.

Thanks & Regards,
Grace

Chew Goon Motor
Blk 10, Ang Mo Kio Ind Park 2A,
Ave 5 #01-15, 16 & 17,
Ang Mo Kio Autopoint
Singapore 568047
Tel : 6484 1626

From: Joy Irene (LKKAUTO)
Sent: Friday, 26 October 2018 5:24 PM

Joy Irene (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Wednesday, 12 December 2018 9:07 AM
To: Joy Irene (LKKAuto)
Subject: RE: OUR REF. VC011106 - ACCIDENT INVOLVING SJN4527D & SKG5225T ON 18.01.2018

Hi Joy

We have spoken to Insured who insisted that there was no contact.

Please proceed to reject the claim.

Thanks & Best Regards
Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific - Singapore
QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg

-----Original Message-----

From: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Sent: Tuesday, 11 December 2018 4:48 PM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: RE: OUR REF. VC011106 - ACCIDENT INVOLVING SJN4527D & SKG5225T ON 18.01.2018

Hi Joyce,

We have reviewed the video and noticed 2 jerks from the TP vehicle. We are of the opinion that there was slight contact between both vehicles.

Repair cost is at lump sum \$1,600/- and 4 days for repair.

Our insured would want us to reject TP claim.

For your further instruction.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Joyce Foo [mailto:joyce.foo@qbe.com]

Sent: Tuesday, 20 November 2018 11:47 AM

To: Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: OUR REF. VC011106 - ACCIDENT INVOLVING SJN4527D & SKG5225T ON 18.01.2018

Hi Joy

As spoken, please do not settle TP claim. Please let us have TP's video footage for our viewing.

Attached LOD from third party for your retention.

Thanks & Best Regards

Joyce Foo

Senior Assistant - Claims

QBE Asia Pacific - Singapore

QBE Insurance (Singapore) Pte Ltd

Phone: +65 6477 1184

Email: joyce.foo@qbe.com

Visit us on the web at www.qbe.com.sg

-----Original Message-----

From: 970313 <joyce.foo@qbe.com>

Sent: Tuesday, 20 November 2018 11:38 AM

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

Subject: Scan Data from SG_FX7775_03

Sent by: 970313 [joyce.foo@qbe.com]

Number of Images: 16

Attachment File Type: PDF

Device Name: SGORQL29_FX7775_03

Device Location:

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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/QBE18001749/M1jb3q2		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 14-12-2018		
		Code : QBE		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKG 5225T	Veh. Inspected	SJN 4527D	
Policy No.	8-V0016618-MVA	Coverage (\$)	0.00	
Claim No.	VC011106	Excess (\$)	0.00	
Assign From	JOYCE	Assign Date	29/01/2018	
2. Vehicle Particulars & Condition				
Make & Model	NISSAN LATIO	c.c	1498	
Engine No.	HIDDEN	Year of Reg.	2009	
Chassis No.	JN1FAAC11Z0010324	Colour	SILVER	
Odometer	249227	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195/50 R15	CST	8 mm	
L/H Front Tyre	195/50 R15	CST	8 mm	
R/H Rear Tyre	195/50 R15	CST	8 mm	
L/H Rear Tyre	195/50 R15	CST	8 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.				
DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	18/01/2018	Inspection Date	29/01/2018	
Survey held at	CHEW GOON MOTOR BLK 10 ANG MO KIO IND PARK 2A #01-15/16/17, AVE 5, AMK AUTOPOINT SINGAPORE 568047			
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:		2 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 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJN 4527D

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	REAR BUMPER (N)	TO REPAIR SEE LABOUR	564.00	-
12	REAR BUMPER CLIPS @\$2.60 (N)	SERVICEABLE	31.20	-
2	REAR BUMPER BRACKETS @\$96.70 (N)	NOT NECESSARY	193.40	-
1	REAR BUMPER AUTO BOOT SENSOR RECEIVER (N)	NOT NECESSARY	215.00	-
1	REAR BUMPER SPONGE (N)	SERVICEABLE	41.00	-
1	BOOT EMBLEM (N)	NOT NECESSARY	68.50	-
1	BOOT BADGE LATI O (N)	NOT NECESSARY	82.00	-
	LESS 10% DISCOUNT		-119.51	-
			1,075.59	-
	<u>SPECIAL NETT ITEMS</u>			
1	REAR BUMPER REVERSE SENSOR(SN)	NOT NECESSARY	280.00	-
1	REAR BUMPER REVERSE CAMERA (SN)	NOT NECESSARY	350.00	-
			630.00	-
	<u>LABOUR</u>			
	TO CONDUCT ELECTRICAL CHECK ,REPLACE REVERSE SENSORS ,MODULE REWIRING ETC.	NOT NECESSARY	120.00	-
	LABOUR CHARGE-PANEL BEATING ,REPLACEMENT OF BOOT ,END PANEL AND PARTS REPLACEMENT.INCLUSIVE OF THE REPAIR OF REAR BUMPER .		500.00	200.00
	TO RESPRAY AFFECTED AREAS.		700.00	200.00
			1,320.00	400.00
	GRAND TOTAL		3,025.59	400.00
	RECOMMENDED COST OF REPAIRS			400.00

Report Ref No. CC4/QBE18001749/M1jb3q2

MA CHIN FOOK

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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