

12/03/2002

ASS. REC. BY:

REF: CS/FWD18 001973/Uvd302

Special Instruction:

Surveyor: Marcus
menimen

ASSIGNMENT (Office)

From (Person): Clara Li of FWDDate/Time: 31/1/18 @ 4:50pm

Estimated Cost: _____ Bill to: _____

☒ OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CSTo Inspect Vehicle No: SKD 7655M

Insured: _____

at Workshop m/s AF MotorwerkzTel: 6384 9931of 66 Kaki Bkt Ave 6, ArkPolicy No: PNPV2017-00005472

Claim No: _____

Sum Insured: _____

Excess: \$500.00

Make of Veh: _____

(Client's Record)

D.O.A. 30/1/2018CA / ☒ REV / REP. / REV 24 HRS

H.O.D. Endorsement: _____

Date/Time: 9:05am @ 1/2/18Person Contacted: VivianVehicle ☒ IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	SKD 7655M-X
1/2/18	@ 12:05pm Spoken to Clara, vehicle repair on part by part
1/2/18	Revert to Clara by email, vehicle repair on part by part
1/2/18	Recd from from Clara by menimen
1/2/18	Informed Kenneth c/a on LS ex \$500

Signature *merim*

REF:

FWD

ASSIGNMENT

From: _____ Date: _____
Estimated Cost: _____
☒ OD / TP / WS / TP RES / OD RES / EVA / INV / MV
To inspect Vehicle No: *SKD 7655M*
at Workshop m/s *AF*
of *66*
Insured: _____
Policy No. _____
Claims No. _____
Sum Insured: _____ Excess: *500*
(Client's Record)
Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: *52k*
IDAC Accident Rpt: _____ Consistent? : Yes or No
GIA / PR Seen: _____ Consistent? : Yes or No
Est. Repairs: *4* days Res.: Yes or No
Lump Sum: *20* % 3 Val.: Yes or No
CA / REV / REP. / 24 HRS *Rep 6500 1/2026*
Date: _____ Person Contacted: _____
Vehicle: IN / OUT

<input checked="" type="checkbox"/>	<input type="checkbox"/>
N/S	O/S
<input type="checkbox"/>	<input type="checkbox"/>

Veh No: *SKD 7655M* Yr Regn: *106*
Type: ☒ M/Car / ☐ M/Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /
Truck / Trailer or *CA /*
Make: *Toyota* *Vios* cc *1497*
Colour: *Red* A.O. Insured / Std / NI / NA
Sp. Reading: *232006* T. Radio: Insured / Std / NI / NA
Eng. No: _____
C/No: *MRO53H1/4204169582*
Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ Burnt
Steering: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
Brake: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
Modi: ☒ Nil / ☐ 2/Rim / ☐ STD A/Rim or
Tyre Size: F: *195/55 R15*
R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or *FALKEN*
Front _____ Rear _____
R/Bal. *6* mm R/Bal. *6* mm
L/Bal. *6* mm L/Bal. *6* mm
D.O.A. *30/1/18* D.O.I. *1/2/18*
Survey held at _____
Des. of Damages: ☒ Frt / ☒ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop or
Inf.
The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction *LTA 45001*
workshop went repair of p/p hoses ask insuran use cost or list price.
1/2/18 confirmed 4/5 @ 1600 with Kenneth. (Red 3770, 7010)
upload DV & workshop invoice

Date/Time File Pass to? ☐ : Preli. Report
☐ : Final Report

Days Of Repair: *4*
Resurvey No. of Trip: *1*

Date/Time File Return to?
2 2/2 - typist

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

Report Format: *merimen*
Lump Sum / I.B.I.: *1600k*

Survey Fee:	<i>200</i>
Transportation	<i>90+50</i>
Value of P/B	
Photos	
Others	
TOTAL	

Survey Department Check List (Case Handler)

Reference No.: **CS** **FWD 1801973** **Uvd3**
 Policy Type: OD / TP / TP RES / TL / EVA

Case Handler

Typist

Admin (): Case handler to make sure all Information created by the assignment team are ACCURATE.

(1) Office Assign Form

		Y-Date	N-Date	Y-Date	N-Date
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	✓			

Surveyor (): 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: **VERON** **21/2/18**
 Case Handler Date

*C: Critical *N: Non-Critical

21/05/20:




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				
FWD SINGAPORE PTE LTD		Ref : CS/FWD18001973/Uvd3		
6 TEMASEK BOULEVARD #18-01 SUNTEC TOWER 4 SINGAPORE 038986		Date : 01-02-2018		
		Code : FWD		
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.	Veh. Inspected		SKD 7655M	
Policy No. PNPV2017-00005472	Coverage (\$)		0.00	
Claim No.	Excess (\$)		500.00	
Assign From CLARA LI	Assign Date		01/02/2018	
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 30/01/2018	Inspection Date		01/02/2018	
Survey held at AF MOTORWORKZ PTE LTD				
66 KAKI BUKIT AVENUE 6 SINGAPORE 417895				
5a. Remarks				
A) THE MARKET VALUE IS S\$----- (EST. AVERAGE)				
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 1 February 2018 4:18 PM
To: 'admin@afmotorworkz.com'
Cc: SUR
Subject: SKD 7655M-DOA: 30/1/2018 (FWD OD)

Dear Kenneth,

As instructed by our client , please proceed to repair the insured vehicle **SKD 7655M at Lump Sum \$1600/- (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

View Received Message

This mail is associated with :

***SKD7655M (1201800001870)**

OD

Feb 1 2018 12:00AM

[Zhuo Yi'Nan]

Af Motorworkz Pte Ltd

[Reply](#)[Reply All](#)[Mark as Unread](#)[Print Message](#)[Delete Message](#)[Forward](#)

From FWD Singapore Pte. Ltd. (HQ) (FWD_SG), sent on 01/02/2018 15:32 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$3256.25) - SKD7655M - Claim Handler: Clara Li Zi Rong

Approved:3256.25.

DOCUMENTS SUMMARY

There are no documents.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)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: FWD Singapore Pte. Ltd.
6 Temasek Boulevard
#18-01 Suntec Tower 4
Singapore 038986From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn:

Date: 01 Feb 2018

Preliminary Advice

Vehicle No : SKD7655M

Accident Date : 01/02/2018

Make : TOYOTA VIOS

Policy No. : PNPV2017-
00005472

Assignment Date : 01/02/2018

Excess : S\$0.00

Date of Inspection : 1/2/2018

Est. Duration of Repair : 4

Inspection At : AF MOTORWORKZ PTE LTD

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\$	5,370.00
Revised Amount	:S\$	2,896.25
Check Items (Estimated)	:S\$	360.00
Total	:S\$	3,256.25

Lump Sum Repair :S\$

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	52,000.00
COE / PARF Rebate	:S\$	45,001.00
Salvage Value	:S\$	
Margin for Repair	:S\$	6,999.00

Remarks

(X)

The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.

()

The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.

()

Other comments :

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 1 February 2018 12:27 PM
To: clara.li@fwd.com
Cc: SUR
Subject: RE: Accident OD claim - SKD7655M (PNPV2017-00005472)
Attachments: ESTIMATE.pdf; PRELI ADVISED.pdf

Dear Clara,

Enclosed preliminary revised of vehicle SKD 7655M
Date of survey: 1/2/2018
Number of days:4 days

Vehicle repair on part by part.

We have Not authorise repair. Will create file in merimen shortly.

Kindly let us have your approval please.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAUTO)
Sent: Thursday, 1 February 2018 9:10 AM
To: clara.li@fwd.com; assignments <assignments@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident OD claim - SKD7655M (PNPV2017-00005472)

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: clara.li@fwd.com [<mailto:clara.li@fwd.com>]
Sent: Wednesday, 31 January 2018 4:50 PM
To: assignments@lkkauto.com; admin-a@lkkauto.com; admin-d@lkkauto.com; sur@lkkauto.com
Subject: FW: Accident OD claim - SKD7655M (PNPV2017-00005472)
Importance: High

Hi LKK team,

Please refer to the email below and liaise with repairer for OD survey. Policy excess \$500

Please create the case in Merimen and revert to us with your prelim report.

Thank you.

Kind Regards

Clara Li
Senior Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722

E clara.li@fwd.com

W fwd.com.sg



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From: Kenneth How [<mailto:kenhow@singnet.com.sg>]
Sent: Wednesday, 31 January, 2018 4:38 PM
To: SG Corporate Contact
Cc: 'AF Motorworkz - Admin'
Subject: Accident OD claim - SKD7655M (PNPV2017-00005472)

Dear FWD

As attached are the documents and the estimate cost for our client OD accident claim under policy number PNPV2017-00005472.

Please kindly arrange your surveyor for the assessment.

Best Regards,
Kenneth How
 **Motorworkz**
66 Kaki Bukit Ave 6, Ark@KB
Singapore 417895
Hotline: 6384 9931 | Fax: 6384 9932



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: PNPV2017-00005472
Our ref: CS/FWD18001973/Uvd3

Date: 1/2/2018

The Motor Claims Department
M/s FWD SINGAPORE PTE LTD

Dear Sir/Madam

PRELIMINARY ADVICE OF VEHICLE NO. SKD 7655M

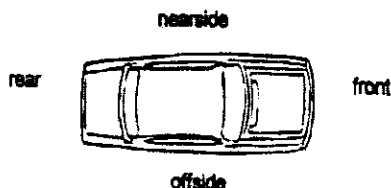
We thank for your instruction on 31/1/2018

Please be informed that we had conducted the inspection of the above mentioned vehicle on 1/2/2018 at the premises of M/s AF MOTORWORKZ PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$5,370.00
Revised Estimate Amount	: S\$2,896.25
"Check" Items Amount	: S\$360.00
Market Value	: S\$52,000.00
LTA Reimbursement Value	: S\$45,001.00
Nett Value	: S\$6,999.00

Description of Damage:

The vehicle sustained damages at the front portion



Comments/Present Status:

Damages Consistent
Repair Cost Economical

Yours faithfully,

MARCUS CHUA
Licensed Appraiser

Nivitha (LKK Auto)

From: clara.li@fwd.com
Sent: Wednesday, 31 January 2018 4:50 PM
To: assignments@lkkauto.com; admin-a@lkkauto.com; admin-d@lkkauto.com; sur@lkkauto.com
Subject: FW: Accident OD claim - SKD7655M (PNPV2017-00005472
Attachments: SKD7655M EST COST.pdf; SKD7655M-GIA REPORT.pdf; SKD7655M-IC&LICENCE.pdf; SKD7655M-INSURANCE.pdf

Importance: High

Hi LKK team,

Please refer to the email below and liaise with repairer for OD survey. Policy excess \$500

Please create the case in Merimen and revert to us with your prelim report.

Thank you.

Kind Regards
Clara Li
Senior Executive, Claims

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722
E clara.li@fwd.com
W fwd.com.sg



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From: Kenneth How [mailto:kenhow@singnet.com.sg]
Sent: Wednesday, 31 January, 2018 4:38 PM
To: SG Corporate Contact
Cc: 'AF Motorworkz - Admin'
Subject: Accident OD claim - SKD7655M (PNPV2017-00005472

Dear FWD

As attached are the documents and the estimate cost for our client OD accident claim under policy number PNPV2017-00005472.

Please kindly arrange your surveyor for the assessment.

Best Regards,
Kenneth How

AF Motorworkz

66 Kaki Bukit Ave 6, Ark@KB

Singapore 417895

Hotline: 6384 9931 | Fax: 6384 9932

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Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	6863E
Vehicle Details	
Vehicle No.:	SKD7655M
Vehicle to be Exported:	No
Intended De-registration Date:	01 Feb 2018
Vehicle Make:	TOYOTA
Vehicle Model:	VIOS 1.5E A
Primary Colour:	Red
Manufacturing Year:	2005
Engine No.:	1NZX363069
Chassis No.:	MR053HY4204169582
Maximum Power Output:	80.0 kW (107 bhp)
Open Market Value:	\$12,903.00
Original Registration Date:	13 Jan 2006
First Registration Date:	13 Jan 2006
Transfer Count:	3
Actual ARF Paid:	\$14,194.00
Intended PARF Rebate Details	
PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	12 Jan 2026
COE Category:	E - Open Category
COE Period(Years):	10
PQP Paid:	\$56,633.00
COE Rebate Amount:	\$45,001.00
Total Rebate Amount:	\$45,001.00

The information contained herein is correct as at 01 Feb 2018

OK

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59 vehicles

Vios 1.5A

Advanced Search Submit

	Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
Search Selection	Vios 1.5A		Any	Any	> 10 year(s) old	Any	Any	Any	Available
	Toyota Vios 1.5A E (COE till 08/2022)		\$32,888	\$7,250 /yr	16-Aug-2007	1,497 cc	130,000 km	Sedan	Available
Down Payment \$2000! 2 Years Warranty On Engine And Gearbox! 100% Loan Approval! Bank & In-House Loan Available! Low Down Payment Available! No Gimmick! Trade In Welcome! Priced Lowest In The Market Ye...									
JDM Cars									
Posted: 20-Jan-2018 Tags: 2007 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									
	Toyota Vios 1.5A J (New 5-yr COE)		\$33,899	\$6,780 /yr	22-Nov-2007	1,497 cc	108,000 km	Sedan	Available
\$4000 Down Payment. Low Mileage Coe Specialist. Face Lifted Model, Very Fuel Efficient And Reliable, Super Cold Aircon. Buy With Trust And Confidence.									
Posted: 20-Jan-2018 Tags: 2007 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									
	Toyota Vios 1.5A E (New 5-yr COE)		\$33,888	\$6,770 /yr	27-Dec-2007	1,497 cc	125,000 km	Sedan	Available
Down Payment \$2000! 2 Years Warranty On Engine And Gearbox! 100% Loan Approval! Bank & In-House Loan Available! Low Down Payment Available! No Gimmick! Trade In Welcome! Priced Lowest In The Market Ye...									
JDM Cars									
Posted: 19-Jan-2018 Tags: 2007 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									
	Toyota Vios 1.5A E (COE till 10/2020)		\$18,200	\$6,660 /yr	26-Oct-2005	1,497 cc	-	Sedan	Available
Genuine Mileage. Family Is Welcoming A New Member, Require A Bigger Car. Car Is In Good Condition. Drive Till Coe Ends.									
Posted: 16-Jan-2018 Tags: 2005 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									
	Toyota Vios 1.5A E (COE till 01/2021)		\$23,100	\$7,760 /yr	23-Jan-2006	1,497 cc	-	Sedan	Available
Urgent Sales, 2 Careful Owner, Seldom Driven, Price Negotiable, Please Call To Arrange A Test-Drive.									
Posted: 15-Jan-2018 Tags: 2006 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									
	Toyota Vios 1.5A E (New 5-yr COE)		\$35,800	\$7,160 /yr	16-Jan-2008	1,497 cc	90,152 km	Sedan	Available
Toyota Reliability! Low Maintenance! Ultimate Fuel Saver! Excellent Condition, Comfortable And Practical With Ample Room Space And Boot Space. 1 OWNER Genuine Mileage With FULL Agent Borneo Motors Ser...									
Posted: 10-Jan-2018 Tags: 2008 Toyota Vios, Toyota Vios, Toyota, Vios, Used Toyota									

Compare



REPUBLIC OF CHINA **DRIVING LICENCE**


Licence Number: **S8136863E**

Name: **ZHUO YI'NAN**

Birth Date: **07 Nov 1981**

Issue Date: **03 Jun 2005**

001345916F



YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

Class 3	Motor cars ≤ 3000 kg with ≤ 7 passengers, exclusive of the driver; and motor tractors / vehicles ≤ 2500 kg	PASS DATE 03 Jun 2005
----------------	---	--

NP 428A





MTOR18015176 / Torque 5 Pte Ltd - Kaki Bukit
ENTRY DATE & TIME: 31/01/2018 11:43
SUBMITTED BY: Lim Pei Ling

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 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 31/01/2018 11:43
Date Of Accident 30/01/2018 19:45
Exact Location Of Accident FARRER FLYOVER TWDS ADAM ROAD
Country/State Of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number SKD7655M
Insured/Policyholder
Name Of Registered Owner ZHOU YI NAN
NRIC No S8136863E
Email Address YNZHUO@GMAIL.COM
Mobile Phone No (LOCAL) +65-90033771
Alternative Phone No OFFICE-90033771

Vehicle Particulars

Manufacturer TOYOTA
Model VIOS-1.5 (A)

Exact Purpose for which vehicle was being used at time of accident PRIVATE

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 FWD SINGAPORE PTE. LTD.
Type Of Coverage COMPREHENSIVE
Fleet Policy NO
Policy Number PNPV2017-00005472

Cover Note Number

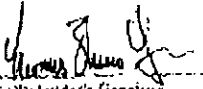
Driver

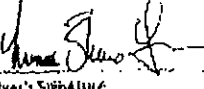
Name of Driver ZHOU YI NAN
NRIC No S8136863E
Date Of Birth 11/11/1981
Occupation INDOOR
Date Of Driving Pass 03/06/2005
Driving Experience 12 YEARS AND 7 MONTHS
Gender MALE
Mobile Number (LOCAL) +65-90033771
Fax Number
Contact Number OFFICE-90033771
Email Address YNZHUO@GMAIL.COM

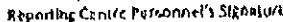
Sketch Plan

SKETCH PLANIMPORTANT 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 ~~Authorized 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 lodging 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 there.
8. **Consent under the Personal Data Protection Act (PDPA)**
I understand, acknowledge, agree and consent that:
 - (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this form and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claim;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
 - (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
 - (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
 - (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
 - (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.


Policyholder's Signature
Date & Time:


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


Reporting Centre Personnel's Signature
Name:
NIC/FRI No.:

AF MOTORWORKZ PTE LTD

Attention : FWD SINGAPORE PTE LTD
 Vehicle No : SKD 7655 M
 Make / Model : TOYOTA VIOS - 1.5A
 Year : 2005

Date: 31/1/2018

S/N	Qty	Description	Unit Price	Amount
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Material

1	1 pc	FRONT BUMPER <i>as per 361.90</i>		\$680.00
2	1 pc	FRONT NUMBER PLATE WITH HOLDER <i>Ref</i>		\$85.00
3	1 pc	FRONT BONNET <i>as per 469.90</i>		\$750.00
4	1 pc	FRONT GRILLE <i>320 181.90</i>		\$280.00
5	1 pc	FRONT BONNET LOCK <i>YWI 65.90</i>		\$195.00
6	1 pc	FRONT HEADLAMP LH <i>Sen 268.90</i>		\$650.00
7	1 pc	FRONT CONDENSOR <i>Sen</i>		\$480.00

1348.5

Total Material: \$3,120.00

Other Cost

1	TO CHECK WIRING AND SYSTEM FUNCTION	\$200.00	30
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Total Cost: \$200.00

Labour

1	TO REMOVE AND REPLACE THE ABOVE DAMAGE PARTS, REALIGN PANELS, REPAIR AND REPOSITION	\$1,200.00	550
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Total Labour: \$1,200.00

SPRAY PAINT

1	TO SPRAY FRONT BONNET	\$500.00	180
2	TO SPRAY FRONT BUMPER	\$350.00	180

Total Spray Paint: \$850.00

Total Cost Of Repair: \$ 5,370.00

Authorized Signature
 Kenneth How
 HP: 9753 0075

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 illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
 Signature:
 Date:
 Co. Reg No: 201575508Z

NOT Authorized 2/5 \$1600
Excess \$500
After repair
Take photo before painting
4 day for repair
1/2/18
Tel: 62583561

Veron Chen (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 6 February 2018 3:45 PM
To: Veron Chen (LKKAUTO)
Subject: FW: SKD7655M(OD)
Attachments: SKD7655M-INVOICE.pdf; SKD7655M-SATISFACTION FORM.pdf; SKD7655M-DISCHARGED LETTER.pdf; SKD7655M-LETTER OF AUTHORISATION (2).pdf

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: AF Motorworkz - Admin [mailto:admin@afmotorworkz.com]

Sent: Tuesday, 6 February 2018 3:30 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Subject: SKD7655M(OD)

Dear Ms Shiau Chan

As spoken with you earlier , attached are the documents of SKD7655M for own damage claim.

Thanks

Best Regards



66, KAKI BUKIT AVE 6, ARK@KB
SINGAPORE 417895
TEL: 6384 9931 | FAX: 6384 9932
www.afmotorworkz.com.sg
Co. Reg. No.: 201525508Z

Invoice No : AFM-2902-Q18

Work Order No : 2757

Date : 05-Feb-18

No of Pages : 1

Terms of Payment :

Account Code :

To:

Name : FWD SINGAPORE PTE LTD

Address : N.A

Contact No : 6820 8888

MILEAGE :

Vehicle No : SKD 7655 M

VIN :

MR053HY4204169582

Vehicle Make : TOYOTA VIOS - 1.5A

Payment :

No	Qty	Art. Code.	Description	List Price	Amount
01	1		LUMP SUM REPAIRS	\$ 1,600.00	\$ 1,600.00
02	1		LESS EXCESS	\$ (500.00)	\$ (500.00)
Remarks - For Cheque Payment				TOTAL w/o GST	\$ 1,100.00
Please make cheque payable to AF Motorworkz Pte Ltd				GST (7%)	\$ -
OCBC Account : 674-845599-001				TOTAL DUE (SGD)	\$ 1,100.00


Authorised Signatory

For AF Motorworkz Pte Ltd

Customer Signatory

I/We confirm that I/We incurred the repair costs
herein and will observe my/our agreement with the
repair. I/We declare the repairs for the above vehicle

DISCHARGED LETTER

Name : Zhou Yi'Nan

I/C No : S 8136863E

Vehicle No : SKD 7655M


Date of Repair : 01/02/2018

Accident involving SKD 7655M and SLD 4478R
along Farrex Flyover TWIS Adam Road.

This is to confirm that my / our vehicle SKD 7655M is under repair at AF
MOTORWORKZ PTE LTD.

Repair works had been carried out to my satisfaction.

Collection Date & Time : 06/02/2018 12:30 pm.


.....

Signature

(OWNER / AUTHORISED PERSONNEL)

Name : Zhou Yi'Nan

I/C No : S 8136863E

Contact No : 903 3771

AF MOTORWORKZ PTE LTD

66 Kaki Bukit Avenue 6, Ark@KB, Singapore 417895

Tel: (65) 6384 9931 Fax: (65) 6384 9932 Website: www.afmotorworkz.com.sg

SATISFACTION FORM

I/WE Zhou Yi'Nan (insured) confirm that **AF MOTORWORKZ PTE LTD** (approved workshop) has delivered SKD 7655M (car no.) to me and all the repairs to the car in respect of the accident that occurred on 30/01/2018 (date of accident) have been done to my/our satisfaction.

I/WE authorised that **AF MOTORWORKZ PTE LTD** (approved workshop) to accept my/our payment of the excess \$500.00 (excess amount w/GST) on behalf of FWD SINGAPORE PTE LTD, and FWD SINGAPORE PTE LTD to pay **AF MOTORWORKZ PTE LTD** (approved workshop) the costs of the said repairs less the excess as agreed between FWD SINGAPORE PTE LTD and **AF MOTORWORKZ PTE LTD** (approved workshop).

I/WE confirm that such payment by FWD SINGAPORE PTE LTD shall discharge FWD SINGAPORE PTE LTD from all liability under my/our car insurance policy with FWD SINGAPORE PTE LTD in respect of the said accident. I hereby release FWD SINGAPORE PTE LTD from all and any further claims, actions or demands that I have or may have against FWD SINGAPORE PTE LTD whether under my/our car insurance policy with FWD SINGAPORE PTE LTD or otherwise.

Date: 06/02/2018

Time: 13:30 pm

Signature Of Insured

REPAIR WARRANTY

AF MOTORWORKZ PTE LTD (approved workshop) shall provide 12 months limited warranty for the repairs done to SKD 7655M (car no) in respect of the said accident from the date of this Satisfaction Form. During the warranty period that **AF MOTORWORKZ PTE LTD** (approved workshop) shall rectify any defect in the repairs free of charge.

This warranty will cease upon a change in the ownership of the said car and does not apply to:

- A) Defects and/or damage due to wear and tear;
- B) Defects and/or damage due to abuse, misuse and/or any inappropriate use of the car including but not limited to usage of the car outside of the car manufacturer's recommended specifications;
- C) Defects and/or damage arising from another accident;
- D) Defects and/or damage due to any attempt to rectify any part of the repair by any party other than **AF MOTORWORKZ PTE LTD** (approved workshop);
- E) Manufacturing defects and/or defects not related to the said accident or repairs; and/or
- F) Consequential losses regardless of whether or not this warranty applies.



Company Stamp of Workshop with authorised signature

LETTER OF AUTHORISATION

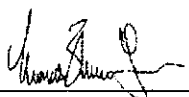
Re : Motor Insurance Claim SKD 7655M
in respect of the traffic accident on 30/01/2018
at / along Farrer Flyover TWDS Adam Road

I / We, Zhou Yi Nan
NRIC S8136863E registered owner of motor vehicle SKD 7655M,
insured by FWD Singapore Pte Ltd under policy no PNP/2017-0000472
hereby authorise M/s AF MOTORWORKZ PTE LTD on 66, Kaki Bukit Avenue 6, ARK @
KB, Singapore 417895, to act as my / our representative in my / our own damage claim repair
of motor vehicle SKD 7655M in respect of the above-mentioned accident.

I / We further authorise that any payment due to me / us from the aforesaid claim is to be
directed to my / our abovenamed representative.

And I / We hereby indemnify my / our abovenamed representative against any claim and / or
damage which may arise from any action taken on my / our behalf.

I / We affirm all the above by my / our signature below.

Signed : 
Date : 06/02/2018

AF MOTORWORKZ PTE LTD

66 Kaki Bukit Avenue 6, Ark@KB, Singapore 417895

Tel: (65) 6384 9931 Fax: (65) 6384 9932 Website: www.afmotorworkz.com.sg

...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	01 Feb 2018 Edit Reg		31 Jan 2018 00:00 Edit Adj Rpt	S\$1,600.00 Edit Estimates	S\$1,600.00 View Rpt		Pending for Survey Report Cancel Case

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

CLAIM SUBFOLDER DETAILS		[Created by adjuster]	
Insured:	Zhuo Yi'Nan, ID: S8136863E		
Vehicle Reg. No.:	SKD7655M	Date of Loss:	30/01/2018 00:00 - :59
Claim Type:	OD / 1201800001870	Policy/Cover Note No.:	PNPV2017-00005472 (Comprehensive)
		Excess:	S\$500.00
Repairer:	Af Motorworkz Pte Ltd (HQ) 66 KAKI BUKIT AVE 6, ARK@KB, 417895 Kaki Bukit - Tel:		
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Clara Li Zi Rong]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MARCUS CHUA] ... [Final Rpt due 12/02/2018]		

ASSOCIATED MAIL RECEIVED	View All	Compose Case Mail
<ul style="list-style-type: none"> FWD_SG (01/02/2018): Alert - Adj Mandate Approved (S\$3256.25) - SKD7655M - Claim Handler: Clara Li Zi... 		

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.													

Claim Documents

***SKD7655M (1201800001870)**

OD

Jan 30 2018 12:00AM

[Zhuo Yi'Nan]

Af Motorworkz Pte Ltd

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	01/02/18 14:30	Adjuster Immediate Advice	Load HTM	<input checked="" type="checkbox"/>
Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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2	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
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8	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
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14	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
15	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
16	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
17	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
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31	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
32	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>
33	07/02/18 15:42	General View	Load JPG	<input checked="" type="checkbox"/>

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54	07/02/18 15:44	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
55	07/02/18 15:44	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
Documentation					
			1 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	02/02/18 11:34	EMAIL FROM FWD TO OI DD 01.02.2018	1	Load PDF	
2	12/02/18 10:50	Discharge Voucher	1	Load PDF	
3	12/02/18 10:50	Workshop Invoice	1	Load PDF	
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)		Thumbnail	Print
1	01/02/18 15:31	OI GIA Report	1	Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST		Reset	Save	Print
There are no document checklists configured.				
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>				
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>				

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

VEHICLE DAMAGE INSPECTION REPORT

FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower 4
Singapore 038986

Our File No: CS/FWD18001973/UVD3E2

Date: 12/02/2018

REFERENCE

Insured/Claimant: Zhuo Yi'Nan Policy No: PNPV2017-00005472
Date of Loss: 30/01/2018 Nature of Claim: OD Claim No: 1201800001870

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKD7655M**
Make & Model: TOYOTA VIOS, 1.5 E (A) Engine No: 1NZX363069
Reg. Date: 13/01/2006 (Man. Year: 2005) Chassis No: MR053HY4204169582
Colour: Red Odometer: 232006 km
Engine Capacity: 1497 cc
Market Value/New Car Price: S\$52,000.00
Sum Insured (S\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition: Yes

CONDITION OF TYRES

Front Tyre Size: 195/55 R15 Rear Tyre Size: 195/55 R15
Front Left Side: Falken 6 mm Rear Left Side: Falken 6 mm
Front Right Side: Falken 6 mm Rear Right Side: Falken 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,120.00	1,051.37	2,068.63	66.30
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,250.00	940.00	1,310.00	58.22
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	5,370.00	1,991.37	3,378.63	62.92
Approved Total (Overridden) (S\$)		1,600.00		
- Excess (S\$)	500.00	500.00	0.00	0.00
Nett Amount (S\$)	4,870.00	1,100.00	3,770.00	77.41

INSPECTION

Date of Assignment: 31/01/2018
Date Inspected: 01/02/2018 Inspected At: Af Motorworkz Pte Ltd (HQ)
66 KAKI BUKIT AVE 6, ARK@KB
Singapore 417895
Estimated Period of Repair: 4.0 days

Adjuster: MARCUS CHUA

Manager: VERON CHEN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 12 Feb 2018)
Parts: 143 TOYOTA VIOS 1.5 E (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's (Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SKD7655M)
Validity: These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page
Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Dented / Torn	680.00 F	*361.90 FL
2	1		*FRONT NUMBER PLATE WITH HOLDER	Bent	85.00 FS	*40.00 FS
3	1		*FRONT BONNET	Dented / Buckled	750.00 F	*469.90 FL
4	1		*FRONT GRILLE	Broken	280.00 F	*181.90 FL
5	1		*FRONT BONNET LOCK	Twisted	195.00 F	*65.90 FL
6	1		*FRONT HEADLAMP LH	Scratched	650.00 F	*268.90 FL
7	1		*FRONT CONDENSOR	Serviceable	480.00 F	*- FL

F=Franchise part. S=SpcNett. L=ListItemDisc.

Sub Total (S\$)	3,120.00	1,388.50
- List Item Discount on L Items 0.00/25.00% (S\$)	0.00	337.13
Total Parts (S\$)	3,120.00	1,051.37

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO CHECK WIRING AND SYSTEM FUNCTION	New	200.00	30.00
2	TO REMOVE AND REPLACE THE ABOVE DAMAGE PARTS, REALIGN PANELS, REPAIR AND REPOSITION	New	1,200.00	550.00
3	TO SPRAY FRONT BONNET	New	500.00	180.00
4	TO SPRAY FRONT BUMPER	New	350.00	180.00
Gross Labour Cost (S\$)			2,250.00	940.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >