

Surveyor:

KENNETH

DOI:

05/02/18

Date / Time:

06/02/18

Registered in Merimen:

04/02/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHA 4194Y

Name of Insured:

CTPL

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A

25/01/18

Is driver the owner?

( YES (NO) )

Nature of Accident:

Claim No.:

m18010801

Policy No.:

m10m0015

Make / Model:

HYUNDAI I40

Place of Accident:

CHINATOWN POINT LOBBY DROP  
- POINT OFF NEW BRIDGE RD

If NO, Driver Name / Age: NG THIAM SAY RICHARD

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

Driver Tel No.:

(V/L: YES / NO)

Insured Liability:

%

Final? Yes / No

SLO 264M



INSRS:

WSP: Massive Injury

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SLO 264M - X  
SHA 4194Y - CC/III18002318/18010801/13/04/18  
- CC/III18013265/18010801/23/04/18\* No estimate  
\* Andey Mandate Request.

04/02/18 (24hr)

7/2/18

SEEK MANDATE FOR LIABILITY.

7/2/18

MANDATE APPROVE LIABILITY.

EMAIL WSP LIABILITY CLERK.

7/3/18

FILE PASS TO TYPIST TO PREPARE REPORT.

RECEIVED 07 MAR 2018

RECEIVED 03 APR 2018

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	<input checked="" type="checkbox"/>	
Release Voucher	<input checked="" type="checkbox"/>	
Final Repair Bill	<input checked="" type="checkbox"/>	
Car Rental Invoice		
Towing Invoice		
LTA / GIA		
Medical Bill		
PIR		
Mandate/Reject Instruction		
LOD	<input checked="" type="checkbox"/>	
Payment Breakdown Form		
Post-Repair Photos		
Others		

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with: ANTHONY

Confirm by: LKSC

Repair Cost:

S\$1,900

( 4 days)

Reduction:

34 %

Email ☐Call ☐

FINAL SETTLEMENT

Date/Time: 28/3/18

Confirm with: ANTHONY

Email ☐Call ☐

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No.: 26

If NO or B 28, Ass. Lia:

Repair Cost:

S\$1,900.00

O/O OPEN DOOR HIT TP

Loss of Rental (LOR):

S\$ -

( days)

Loss of Use (LOU):

S\$ 320.00

(\$80 x 4 days)

Loss of Income (LOI):

S\$ -

(\$ x days)

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

[Tick only one]

GIA/LTA Search

S\$ -

Medical:

S\$ -

Disbursement:

S\$ -

(e.g. Tow/ Independent)

Legal Cost

S\$ -

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

2550

Total:

S\$2,220.00

Global Sum S\$:

FINAL PAYMENT

Date/Time: 28/3/18

Confirm with: ANTHONY

Email ☐Call ☐

Payee 1:

S\$2,220.00

Name 1: MESSAGE TOBACCO + AUTO

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

Kenneth

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_ Messing

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

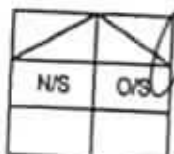
Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

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



Bal. or Market Value: \_\_\_\_\_

IDAC Accident Report: \_\_\_\_\_ Consistent?: Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent?: Yes or No

Est. Repairs: 04 days Res.: Yes or NoLum Sum: 8121 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

Veh No: SLO 2564M Yr Regn: 07 06

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

Truck / Trailer or M.P.V.Make: Toyota c.c. 1794Colour: Dark Silver A/C: Insured / Std / NI / NASp. Reading: 33065P T/Radio: Insured / Std / NI / NA

Eng No: \_\_\_\_\_

C/No: ENE10 0317005

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 195/65R15

R: \_\_\_\_\_

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

TOYO / YOKO or Hankook

Front \_\_\_\_\_ Rear \_\_\_\_\_

R/Bal. 7 mm R/Bal. 3 mmL/Bal. 7 mm L/Bal. 3 mmD.O.A. 25/1/18 D.O.I. 5/2/18

Survey held at \_\_\_\_\_

Des. of Damages: Fnt / Rear / O/S / N/S / UIC / Rooftop or

015 Rm

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

6/2 File pass to Catherine, not ready45:41900 (RED: 9,66.50 34%)

Date/Time, File Pass to?

☐ : Prell. Report☐ : Final Report

1)

Date/Time, File Return to?

2)

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Add Fee: ☐ : Site Insp (\$☐ : Interview (\$☐ : Tech Invs (\$☐ : Weekend (\$

Survey Fee:

Transportation

) \$ - RS - SI

) Photos

) Others

TOTAL

Report Format:

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



## 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

INDIA INTERNATIONAL INSURANCE PL

Ref : CC4/III18002318/Kes3

64 CECIL STREET  
#05-02 IOB BUILDING SINGAPORE 049711

Date : 06-02-2018



Code : III2

### 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHA 4194Y	Veh. Inspected	SLD 2564M
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	06/02/2018

### 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	25/01/2018	Inspection Date	05/02/2018
Survey held at	MASSIVE TRADING & AUTO BLK 225 #07-579 ANG MO KIO AVE 1 SINGAPORE 560225		

### 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--

He

# Massive Trading & Auto

Mailing address : Blk 225 #07-579 Ang Mo Kio Ave 1 Singapore 560225  
H/p 91082728

Fax : 64816131

India International Insurance Pte Ltd  
64 Cecil Street #04-05  
IOB Building  
Singapore 049711

*Not Notified  
L1 By @ 1900h  
Resurvey After Paint  
4 days*

Vehicle No : SLD 2564 M  
Make : Toyota Wish  
Year : 2007

Qty	Description	Unit Price	Amount
-----	-------------	------------	--------

## Estimate Cost Of Repair

1 pc	Front o/s fender ✓
1 pc	Front o/s 1/4 glass ✓
1 pc	Front o/s door view mirror ✓
1 pc	Front o/s door view mirror cover ✓
1 pc	Front windscreen moulding ✓

Part	\$575.80 ✓
Lvt	\$285.70 ✓
CRS	\$455.20 ✓
Adh	\$110.20 ✓
Res	\$95.10 ✓
	<u>\$1,426.90 + 1,572.00</u>
Less 25 %	<u>\$366.73 + 380.50</u>
	<u>\$1,070.17 + 1,141.50</u>

## S. Nett Item

1 pc	Front o/s door sticker ✓
1 pc	Front windscreen sealant ( repair on pillar ) ✓

Net	\$250.00 150.00
Net	\$55.00 40.00

## Labour Charges

Remove/renew the above parts including knocking, welding & cutting.

\$600.00 450.00

To putty & spray paint on accident affected portion.

\$600.00 540.00

To spray anti rust on accident affected portion.

\$100.00 30.00

Remove/renew rear windscreen glass to facilitate repair on front o/s pillar

\$120.00 ✓

Total \$2,795.17

\$2,866.50

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:

## Print Received Message

This mail is associated with :

\*SLD2564M

[SHA4194Y]

TP

ALAN CABBY SERVICE

Jan 25 2018 6:00PM

[-]

Massive Trading & Auto

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 07/02/2018 13:53 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$0.00) - SLD2564M - Claim Handler: NATALIE LEE

Approved:0.00.

## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Thursday, 8 February 2018 11:04 AM  
**To:** Shirley Hiew (LKK Auto); cheonganthony@yahoo.com.sg; assignments  
**Cc:** Vic (LKKAUTO); Admin A; Admin-D (LKKAUTO)  
**Subject:** RE: RE: Accident involving SLD2564M & SHA4194Y on 25 Jan 2018. \*\*\* LKK REF - CC4/III18002318/es3

WITHOUT PREJUDICE

Hi Anthony,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 6 February 2018 7:03 PM  
**To:** cheonganthony@yahoo.com.sg; assignments <assignments@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Cc:** Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Subject:** RE: RE: Accident involving SLD2564M & SHA4194Y on 25 Jan 2018. \*\*\* LKK REF - CC4/III18002318/es3

Dear Anthony,

We refer to the above matter.

Please be informed that we are currently pending for our insured's GIA report.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Meanwhile, please arrange appointment for survey.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

---

**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

**Sent:** 06 February, 2018 11:27 AM

**To:** Gabriel Wee <[Gabriel@iii.com.sg](mailto:Gabriel@iii.com.sg)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: RE: Accident involving SLD2564M & SHA4194Y on 25 Jan 2018.

Hi Gabriel,

We refer to our tele-conversation.

Please kindly assist on the above matter.

Thank You.

Best Regards,

Asher Sng | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Anthony Cheong [<mailto:cheonganthony@yahoo.com.sg>]

**Sent:** Tuesday, 6 February 2018 11:21 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** Fw: RE: Accident involving SLD2564M & SHA4194Y on 25 Jan 2018.

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Friday, February 2, 2018, 10:43 AM, Anthony Cheong <[cheonganthony@yahoo.com.sg](mailto:cheonganthony@yahoo.com.sg)> wrote:

WITHOUT PREJUDICE

Dear Sir,

We refer to your email dated 31 Jan 2018.

We are agreeable to the usage of LKK Auto Consultants Pte Ltd as the Single Joint Expert to conduct the Pre-Repair Survey.

Kindly proceed to engage them to perform the said Pre-Repair Survey in accordance to the NIMA Protocol.

Thank you for your kind attention.

Best Regards  
Anthony Cheong  
Claims  
Massive Trading & Auto  
H/p [91082728](tel:91082728)

On Wednesday, 31 January 2018, 10:54:51 AM SGT, Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.



*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

---

**From:** Anthony Cheong [<mailto:cheonganthony@yahoo.com.sg>]  
**Sent:** 31 January, 2018 10:43 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** Accident involving SLD2564M & SHA4194Y on 25 Jan 2018.

WITHOUT PREJUDICE

Your ref : SHA4194Y

Our ref : 2564/2018

Dear Sir/Mdm,

We refer to the above matter.

Our client's vehicle **SLD2564M** was involved in the above accident with your insured's vehicle no **SHA4194Y** on 25 Jan 2018.

Kindly arrange your surveyor to conduct a pre accident repair inspection on our client's vehicle at **Blk 5034 #01-341/343 Ang Mo Kio Industrial Pk 2 Singapore 569537**.

**Also, please let us have your surveyor's list for our necessary action.**

If you fail to conduct the pre-repair inspection within the next 2 working days excluding Saturday, Sunday or Holiday. We will commence repairs thereafter without further reference to you.

Enclosed herewith a copy of the GIA reports of **SLD2564M** for your necessary action.

Thank you for your kind attention.

Regards

Anthony Cheong

Claims

Massive Trading & Auto

H/p 91082728

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

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It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be

intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks		By
1	06 Feb 2018 12:07	<b>Cim Veh Model Changed</b>	(201172) TOYOTA WISH 1.8 (A).		[A] Hiew May Fung
2	06 Feb 2018 12:07	<b>Cim Created</b>	Reg No: SLD2564M. Acct Date: 2018/01/25. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Massive Trading & Auto ()		[A] Hiew May Fung
3	06 Feb 2018 12:07	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):		[A] Hiew May Fung
4	06 Feb 2018 12:07	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/02/15		[A] Hiew May Fung
5	06 Feb 2018 12:07	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.		[A] Hiew May Fung
6	06 Feb 2018 12:08	<b>Label Added</b>	(30653):Direct Settlement.		[A] Hiew May Fung
7	06 Feb 2018 12:08	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID		[A] Hiew May Fung
8	07 Feb 2018 08:59	<b>Adj Rpt Initiated</b>			[A] Hiew May Fung
9	07 Feb 2018 08:59	<b>Cim Dtl Modified</b>	Claimant's Name: -> -. Claimant's ID: -> -.		[A] Hiew May Fung
10	07 Feb 2018 08:59	<b>Cim Details Notified</b>			[A] Hiew May Fung
11	07 Feb 2018 09:01	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS: LIABILITY: 100% REMARK: B:26 OID OPEN DOOR HIT TP		[A] Asher Sng Rong Yi
12	07 Feb 2018 09:10	<b>Adj Adjuster Assigned</b>	MOHD TAUFIKH BIN HAMID -> KENNETH KONG		[A] Hiew May Fung
13	07 Feb 2018 13:53	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/02/15		[I] NATALIE LEE
14	07 Feb 2018 13:53	<b>Adj Mandate Set</b>	Approved:0.00.		[I] NATALIE LEE
15	13 Mar 2018 17:40	<b>Adj Mandate Request</b>	Cur.Req:2220.00: PODS: LIABILITY: 100% QUANTUM: (a) COR: \$1,900.00 + (b) LOU : \$320.00 (4days x \$80) Total: a+b = \$2,220.00 VEH MODEL: TOYOTA WISH 1794cc PLEASE REVERT WITH YOUR APPROVAL / MANDATE / INSTRUCTIONS, IF ANY.		[A] Asher Sng Rong Yi

### ACTIVITY

[07/02/2018 08:55] Hiew May Fung:  
NO ESTIMATE

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1717481	07/02/2018	Motor	LKK Auto	LKK Auto	SLD2564M		10.70

## Print Received Message

This mail is associated with :

**\*SLD2564M (MCT18010801)**  
**[SHA4194Y]**

TP

ALAN CABBY SERVICE

Jan 25 2018 6:00PM

[-]

Massive Trading & Auto

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 15/03/2018 09:14 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$2220.00) - SLD2564M - Claim Handler: NATALIE LEE

Approved:2220.00.

## Asher Sng (LKKAUTO)

---

**From:** Anthony Cheong <cheonganthony@yahoo.com.sg>  
**Sent:** Thursday, 8 March 2018 11:53 AM  
**To:** Asher Sng (LKKAUTO)  
**Subject:** Fw: RE: RE: Accident involving SLD2564M & SHA4194Y on 25 Jan 2018. \*\*\* LKK REF - CC4/III18002318/es3  
**Attachments:** 20180223172129.pdf

WITHOUT PREJUDICE  
SAVE AS TO COSTS

Your ref : SHA4194Y  
Our ref : 2564/2018

Dear Sir/Mdm,

We refer to the above matter.

We are instructed that the above accident was caused solely by the negligence of the driver of your insured's vehicle SHA4194Y.

We hereby quantify our client's claim as follows in respect of property damage.

COR	\$	1,900.00 as per your surveyor's recommendation
LOU @ \$ 80/- per day	\$	320.00 ( 4 days )
		-----
Total	\$	2,220.00
		=====

Enclosed herewith copies of the following in support of our client's claim.

a Final repair bill

We thank you for your kind attention and appreciate your early reply.

Best Regards

Anthony Cheong  
Claims  
Massive Trading & Auto  
H/p 91082728

On Thursday, 8 February 2018, 11:04:25 AM GMT+8, Asher Sng (LKKAUTO) <AsherSng@lkkauto.com> wrote:

WITHOUT PREJUDICE

## AUTHORISATION TO ACT

I, Alan Cabby Service ("the third party claimant") of BK10 Lw. 7  
Torrey Pajo. A04.205 SE 310010 (address), owner of SLD 2564M (vehicle no.) hereby  
authorize Massive Trading & Auto ("the workshop") to act for  
me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my  
vehicle no. SLD 2564M that was damaged pursuant to the accident which occurred on 25.1.2018  
(date) along Chinatown Point (location) involving vehicle  
no/s SHA 4194 Y ("the accident").

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  
vehicle/s is concerned.

Dated this 24 (day) of March (month) 2018 (year)



Signed by "the third party claimant"  
(with company stamp if applicable)



Signed by "the workshop"  
(with company stamp)

FOR  
ONLY PROPERTY CLAIM

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT18010801  
Claimant Ref: SLD 2564M

ONLY PROPERTY CLAIM

We/I, MASSIVE TRADING & AUTO ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of Surveyor) with respect to the amount claimed for S\$ 1,900.00 (repair cost), S\$ 320.00 (loss of use/rental), S\$        (search fee), vehicle no. SLD 2564M that was damaged pursuant to the accident which occurred on 25/01/2018 (date) at CHINATOWN POINT - DROP OFF POINT (location) involving vehicle no. SHA 4194Y (Insured vehicle). This is pursuant to the inspection conducted on 05/02/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner ALAN CABBY SERVICE ("the third party claimant") of vehicle no. SLD 2564M to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SLD 2564M (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 2,220.00 to MASSIVE TRADING & AUTO

Dated this 29 day of March 2018

CLAIMANT:

Signature:

Signed by "the workshop" (with chop)

Name:

NRIC:

Address:

Nationality:

Occupation:

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



KSC

Signed by appointed Surveyor

LKK AUTO CONSULTANTS PTE LTD

199607198R

51 UBI AVE 1, PAYA UBI INDUSTRIAL PARK

#02-25 SINGAPORE 408933

-

-



# Massive Trading & Auto

Mailing Address : Blk 225 #07-579 Ang Mo Kio Ave 1 Singapore 5360225  
Tel : 91082728

Fax : 64816131

India International Insurance Pte Ltd  
64 Cecil Street #05-01  
IOB Building  
Singapore 049711

Date : 23.02.2018

Invoice No : 2564/2018

Qty	Description	Unit Price	Amount
<u>SLD 2564 M</u>			
1	Total repair cost as per surveyor's recommendation		\$1,900.00

Grand total \$1,900.00

Massive Trading & Auto



Authorised Signature

Cheques should be made payable to Massive Trading & Auto

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	07 Feb 2018 <a href="#">Edit Reg</a>		05 Feb 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$1,900.00</b> <a href="#">Edit Estimates</a>	<b>\$1,900.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span>[Created by adjuster]</span>									
Insured:	<b>COMFORT TRANSPORTATION PTE LTD</b> , Co. Reg. No.: 199303821R								
Main Claimant:	<b>ALAN CABBY SERVICE</b> , Co. Reg. No.: 53327251C								
Vehicle Reg. No.:	<b>SLD2564M</b>	Date of Loss:	25/01/2018 18:00 - :59 [138 Months and 4 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / MCT18010801</b>	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	<b>SHA4194Y</b>	Policy No. (Claimant):	5092072248						
		Excess:							
Repairer:	<b>Massive Trading &amp; Auto - Amk (HQ)</b> Blk 225 #07-579 Ang Mo Kio Ave 1, 560225 Ang Mo Kio - Tel: 9187 7187								
Handling Insurer:	<b>India International Insurance Pte Ltd (HQ)</b> - Tel: 63476100 ... [Handled by <b>NATALIE LEE</b> - 63476100 ext 243]								
Claimant's Insurer:	<b>NTUC Income Insurance Co-operative Ltd (HQ)</b> - Tel:								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... [Final Rpt due 15/02/2018]								
<b>ASSOCIATED MAIL RECEIVED</b> <span>View All</span> <span>Compose Case Mail</span>									
<ul style="list-style-type: none"> <li>III_SG (15/03/2018): Alert - Adj Mandate Approved (\$2220.00) - SLD2564M - Claim Handler: NATALIE LEE</li> <li>III_SG (07/02/2018): Alert - Adj Mandate Approved (\$0.00) - SLD2564M - Claim Handler: NATALIE LEE</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span>View All</span> <span>Search Tasks</span> <span>Create New Task</span> <span>Complete</span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SLD2564M (MCT18010801)  
[SHA4194Y]  
TP  
ALAN CABBY SERVICE  
Jan 25 2018 6:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Massive Trading & Auto - Amk

[Upload Documents](#)
[Upload Photos](#)
[Compose New Letter](#)

**View** [View in Browser](#)

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
2	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
3	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
4	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
5	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
6	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
7	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
8	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
9	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
10	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
11	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
12	13/03/18 17:41	Odometer Reading	1	Load JPG	<input checked="" type="checkbox"/>
13	13/03/18 17:41	General View	1	Load JPG	<input checked="" type="checkbox"/>
14	13/03/18 17:41	Chassis Number	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	06/02/18 12:08	ACKNOWLEDGEMENT EMAIL TO III DD 06.02.2018	1	Load PDF	
2	06/02/18 12:08	TP GIA REPORT	1	Load PDF	
3	12/03/18 16:49	WORKSHOP INVOICE	1	Load PDF	
4	14/03/18 10:30	TP LOD	1	Load PDF	
5	04/04/18 14:58	DISCHARGE VOUCHER	1	Load PDF	
6	04/04/18 14:58	AUTHORISATION TO ACT FORM	1	Load PDF	

No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	07/02/18 08:59	IV SAS Report	1	Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 100px; margin-top: 5px;"></div> </div>			
<b>Show Remarks To:</b> <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:199807198R)

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

Our File No: CC4/III18002318/KEA3Q2

Date: 04/04/2018

REFERENCE

Handling Insurer: India International Insurance Pte Ltd

Policy No:

MCOM0015

Claimant Vehicle No : SLD2564M

Insured Vehicle No :

SHA4194Y

Date of Loss: 25/01/2018

Nature of Claim:

TP

Claim No: MCT18010801

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLD2564M

Make &amp; Model: TOYOTA WISH, 1.8 (A)

Engine No: 1ZZ2639009

Reg. Date: 21/07/2006 (Man. Year: 2006)

Chassis No: ZNE100317005

Colour: Metallic Silver

Odometer: 330659 km

Engine Capacity: 1794 cc

Market Value/New Car Price: N/A

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:

CONDITION OF TYRES

Front Tyre Size: 195/65 R15

Rear Tyre Size:

195/65 R15

Front Left Side: Hankook 7 mm

Rear Left Side:

Hankook 3 mm

Front Right Side: Hankook 7 mm

Rear Right Side:

Hankook 3 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,446.50	1,331.50	115.00	7.95
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,420.00	1,140.00	280.00	19.72
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>2,866.50</b>	<b>2,471.50</b>	<b>395.00</b>	<b>13.78</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>1,900.00</b>		
<b>Nett Amount (S\$)</b>	<b>2,866.50</b>	<b>1,900.00</b>	<b>966.50</b>	<b>33.72</b>
<b>+ Loss of Use (4.0 x S\$80.00/day) (S\$)</b>		<b>320.00</b>		
<b>Nett Liability (S\$)</b>		<b>2,220.00</b>		

INSPECTION

Date of Assignment: 05/02/2018

Date Inspected: 05/02/2018 Inspected At:

Massive Trading & Auto  
Blk 225 #07-579 Ang Mo Kio Ave 1  
Singapore 560225

Estimated Period of Repair: 4.0 days

**Adjuster:** KENNETH KONG

**Manager:** Asher Sng Rong Yi

*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 Mar 2018)
Parts:	M1-MPV	TOYOTA WISH 1.8 (A) (Catalogue:Merimen Singapore 1.0)	
Labour:	Repairer's	(Price-denominated Standard List)	
Print Code:	(Unsubmitted, no print-code for SLD2564M)		
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 O/S FENDER	Bent	575.80 FL	*575.80 FL
2	1		*FRONT O/S 1/4 GLASS	Cut	285.70 FL	*285.70 FL
3	1		*FRONT O/S DOOR VIEW MIRROR	Cracked	455.20 FL	*455.20 FL
4	1		*FRONT O/S DOOR VIEW MIRROR COVER	Dented / Cut	110.20 FL	*110.20 FL
5	1		*FRONT WINDSCREEN MOULDING	Necessary	95.10 FL	*95.10 FL
6	1		*FRONT O/S DOOR STICKER	Necessary	250.00 FS	*150.00 FS
7	1		*FRONT WINDSCREEN SEALANT (REPAIR ON PILLAR)	Necessary	55.00 FS	*40.00 FS

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

Sub Total (\$\$)	1,827.00	1,712.00
- List Item Discount on L Items 25.00/25.00% (\$\$)	380.50	380.50
Total Parts (\$\$)	1,446.50	1,331.50

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	REMOVE/RENEW THE ABOVE PARTS INCLUDING KNOCKING ,WELDING & CUTTING	New	600.00	450.00
2	TO PUTTY & SPRAY PAINT ON ACCIDENT AFFECTED PORTION	New	600.00	540.00
3	TO SPRAY ANTI RUST ON ACCIDENT AFFECTED PORTION	New	100.00	30.00
4	REMOVE /RENEW REAR WINDSCREEN GLASS TO FACILITATE REPAIR ON FROTN O/S PILLAR	New	120.00	120.00
Gross Labour Cost (S\$)			<b>1,420.00</b>	<b>1,140.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >