

Survey Department Check List (Case Handler)

Reference No.: CC3/MSG18002417 Rlvb
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	✓			
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(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	✓			
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Check By: VERON 5/11/18
Case Handler Date

*C: Critical *N: Non-Critical

21/05/2014



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
MSIG INSURANCE (SINGAPORE) PTE LTD		Ref : CC3/MSG18002417/R1vb	
16 RAFFLES QUAY #24-01 HONG LEONG BLDG SINGAPORE 048581		Date : 06-02-2018	
		Code : MSG	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	GBD 9145L	Veh. Inspected	SMB 3155C
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	05/02/2018
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	29/01/2018	Inspection Date	06/02/2018
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	29 Jan 2018		05 Apr 2018 11:51 Edit Adj Rpt				Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	GOLDBELL LEASING PTE LTD, Co. Reg. No.: 199001196N		
Main Claimant:	SMRT BUSES LTD, Co. Reg. No.: 198202292D		
Vehicle Reg. No.:	SMB3155C	Date of Loss:	29/01/2018 08:00 - :59 [216 Months and 28 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 547974	Policy/Cover Note No.:	29004183MKF (Third Party Only) Coverage: 20/08/2017 - 31/08/2018
Vehicle Reg. No. (Insured):	GBD9145L	Policy No. (Claimant):	
		Excess:	
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Chhia Nyuk Pui - 6594 2521]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Imm.Advice due 06/04/2018]		
Driver/Custodian (Insured):	PUTRA SYAZWAN BIN RAZALI (), NRIC: S9919755B, Tel: +6594878344		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results:									

Veron Chen (LKKAUTO)

From: Pang Xiu Shi <xiushi_pang@sg.msig-asia.com>
Sent: Thursday, 5 April 2018 11:46 AM
To: Veron Chen (LKKAUTO)
Cc: Catherine Thia; Chhia Nyuk Pui
Subject: RE: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD, DOA: 29/1/2018, SMB 3155C (TP VEHICLE), GBD 9145L (OI VEHICLE)

Hi Veron,

Noted with thanks.

We have created the case in merimen and the reference number is 547974

Have a great week ahead!

Pang Xiu Shi
Admin Officer, Claims Services (Motor)
Direct line +65 6594 2586 | Direct fax +65 6225 7402 | xiushi_pang@sg.msig-asia.com



Insurer Claims
Team of the Year
2016

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, 4 April, 2018 10:37 AM
To: Margaret Loh <margaret_loh@sg.msig-asia.com>; Catherine Thia <catherine_thia@sg.msig-asia.com>
Subject: FW: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD, DOA: 29/1/2018, SMB 3155C (TP VEHICLE), GBD 9145L (OI VEHICLE)

Dear Margaret/Catherine,

Kindly create claim in merimen for our necessary action.

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: Veron Chen (LKKAUTO)

Sent: Monday, 19 March 2018 1:37 PM

To: Margaret Loh (margaret_loh@sg.msig-asia.com) <margaret_loh@sg.msig-asia.com>; 'Catherine Thia' <catherine_thia@sg.msig-asia.com>

Subject: FW: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD, DOA: 29/1/2018, SMB 3155C (TP VEHICLE), GBD 9145L (OI VEHICLE)

Dear Margaret/Catherine,

Kindly create claim in merimen for our necessary action.

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: Veron Chen (LKKAUTO)

Sent: Wednesday, 7 February 2018 8:23 AM

To: 'Catherine Thia' <catherine_thia@sg.msig-asia.com>; 'Lee Sheng Zhong' <shengzhong_lee@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>; Accounts (LKKAUTO) <account@lkkauto.com>; 'Christopher Chionh' <christopher_chionh@sg.msig-asia.com>; KKLau <kklau@lkkauto.com>

Subject: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD, DOA: 29/1/2018, SMB 3155C (TP VEHICLE), GBD 9145L (OI VEHICLE)

Dear Catherine/Sheng Zhong,

Please be informed that we had inspected the vehicle SMB 3155C at M/s: SMRT AUTOMOTIVE SERVICES PTE LTD, 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 ON 5/2/2018

Enclosed herewith a copy of TP's GIA report. The estimated cost of repair will forward to you shortly.

Meanwhile, kindly provide us the claim reference number for our necessary action.

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)

CONFIDENTIALITY NOTICE

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Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 7 February 2018 8:23 AM
To: 'Catherine Thia'; 'Lee Sheng Zhong'
Cc: SUR; Accounts (LKKAuto); 'Christopher Chionh'; KKLau
Subject: DIRECT SURVEY INSPECTION ON WORKSHOP -SMRT AUTOMOTIVE SERVICES PTE LTD, DOA: 29/1/2018, SMB 3155C (TP VEHICLE), GBD 9145L (OI VEHICLE)
Attachments: GIA.pdf

Dear Catherine/Sheng Zhong,

Please be informed that we had inspected the vehicle SMB 3155C at M/s: SMRT AUTOMOTIVE SERVICES PTE LTD, 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 ON 5/2/2018

Enclosed herewith a copy of TP's GIA report. The estimated cost of repair will forward to you shortly.

Meanwhile, kindly provide us the claim reference number for our necessary action.

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)

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: MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way #21-01 SGX Centre 2 Singapore 068807	From: LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
Attn: Chhia Nyuk Pui	Date: 05 Apr 2018
<u>Preliminary Advice</u>	

Insured Vehicle No	: GBD9145L		
TP Vehicle No	: SMB3155C	Accident Date	: 29/01/2018
Make	: MERCEDES-BENZ CITARO O530	Assignment Date	: 05/04/2018
Date of Inspection	: 05/02/2018	Est. Duration of Repair	: 2.00
Inspection At	: SMRT AUTOMOTIVE SERVICES PTE LTD (WOODLANDS) 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages rear o/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	9,010.70
Revised Amount	:S\$	6,548.29
Check Items (Estimated)	:S\$	0.00
Total	:S\$	6,548.29
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	
COE / PARF Rebate	:S\$	
Salvage Value	:S\$	
Margin for Repair	:S\$	

Remarks

☐ The vehicle is economical/not economical for repair.

☒ The above survey was conducted on a 'without prejudice' basis.

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 willful 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	30/01/2018 10:42
Date Of Accident	29/01/2018 08:25
Exact Location Of Accident	YISHUN AVE 3 BUS STOP(BS:59549-KHATIB CAMP)
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMB3155C
Insured/Policyholder	
Name Of Registered Owner	SMRT BUSES LTD
Co Reg No	198202292D
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-64823868

Vehicle Particulars

Manufacturer	MERCEDES-BENZ
Model	BUS

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

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category BUS

Insurance Company

Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	THIRD PARTY
Fleet Policy	YES
Policy Number	D-17087563MFBP
Cover Note Number	

Driver

Name of Driver	XUE HAI YAN
NRIC No	S8261110Z
Date Of Birth	31/05/1982
Occupation	OUTDOOR
Date Of Driving Pass	29/06/2017
Driving Experience	0 YEAR AND 7 MONTH
Gender	FEMALE
Mobile Number	
Fax Number	
Contact Number	
Email Address	NOEMAIL

SKETCH PLAN

BW/01/18/7048

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 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 fees reported may be referred to the Police for investigation.
6. This report will be provided to the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application of interested parties.
7. By the signing of this report on this form, you hereby consent to the collection, use, disclosure and processing of your personal data for the purposes stated in this form.
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 claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes").
 - (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' 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 (a) 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:
NRIC/FIN No.:

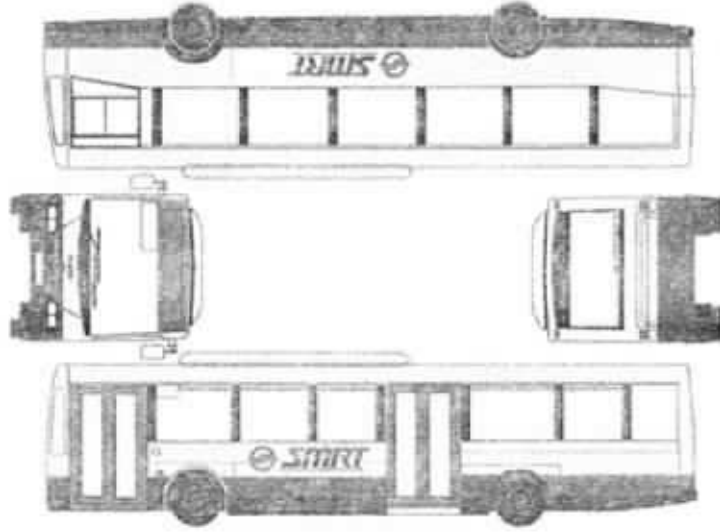
SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SMB3155C
 Ref. No : BUS/01/18/7048
 Reg. Date : 01/12/2015
 Vehicle Type : BUS -12M
 Make : MAN
 Model : MAN
 Name of Driver : Xue Haiyan
 Type of Accident : HEAD TO REAR
 Date / Time of Accident : 29/01/2018 08:28:00 AM
 Accident Reported Date / Time : 29/01/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : MSIG
 Vehicle is Towed Back? : No
 Towed Back Date/Time : 01/01/2000
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024064493
 Special Instruction to ARC, if any :

SMB3155C - REAR RIGHT SIDE DAMAGES
 GBD9145L (TP) INSURED WITH MSIG

Prepared Date : 02/02/2018 08:26:31 PM



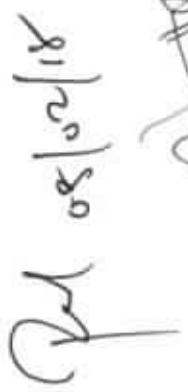
Chassis No : WMAA22ZZ1F7002760
Mileage : 0

Work Shop :
Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	1,590.00	0.00
Total Spray Painting Charges	878.00	0.00
Total Material Charges	5,911.23	5,911.23
Other Charges	0.00	0.00
TOTAL	8,379.23	0.00
Lum Sum Total	0.00	0.00
No. of Repair Days	3.00	0.00
Prepared / Adjusted By		2 days - p/p
Arc / Surveyor Sing Off Date	08/02/2018 09:53:28 AM	01/01/1900 12:00:00 AM





Prepared / Adjusted Date :
Remarks :

Prepared Date : 05/02/2018 09:04:57 AM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1,590.00	0.00 1300
Total Labour	1,590.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	878.00	0.00 600
Total Spray Painting & Panel Beating	878.00	0.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
F01001-CW273		6010062	REAR TAIL LAMP COVER RH	1	1974.70	10.00	877.23	Replace	Replace <i>CA</i>	No
88-25225-6039		6010298	STOP LAMP LED	2	1,141.70	10.00	2,055.06	Replace	Replace <i>PA</i>	No
88-25320-8008		6010299	SIGNAL LAMP LED	1	1,274.10	10.00	1,146.69	Replace	Replace <i>PA</i>	No
A01001-CW564		6009992	RH SIDE PANEL R11	1	1,782.50	10.00	1,604.25	Replace	Replace <i>PA</i>	No
	COMMO	4006314	SEALANT SIKAFLEX	4	37.00	0.00	148.00	Replace	Replace <i>PA</i>	No
	COMMO	4006313	PRIMER	1	80.00	0.00	80.00	Replace	Replace <i>PA</i>	No
TOTAL MATERIALS								5,911.23	5,911.23	
TOTAL MATERIALS(Discounted)								5,911.23	5,911.23	

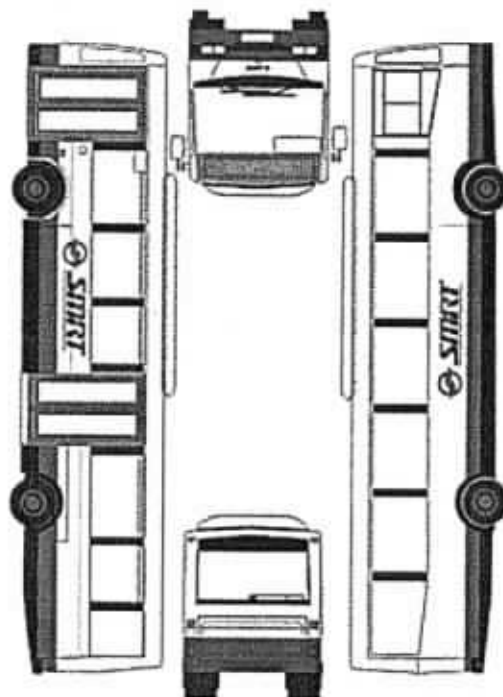
Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SMB3155C
 Ref. No : BUS/01/18/7048
 Reg. Date : 01/12/2015
 Vehicle Type : BUS -12M
 Make : MAN
 Model : MAN
 Name of Driver : Xue Haiyan
 Type of Accident : HEAD TO REAR
 Date / Time of Accident : 29/01/2018 08:28:00 AM
 Accident Reported Date / Time : 29/01/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : MSIG
 Vehicle is Towed Back? : No
 Towed Back Date/Time : 01/01/2000
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094493
 Special Instruction to ARC,if any :
 SMB3155C - REAR RIGHT SIDE DAMAGES
 GBD9145L (TP) INSURED WITH MSIG
 Prepared Date : 02/02/2018 06:26:31 PM



Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : WMAA22ZZ1F7002760

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,590.00	1,300.00
Total Spray Painting Charges	: 878.00	600.00
Total Material Charges	: 4,648.29	4,648.29
Other Charges	: 0.00	0.00
TOTAL	: 7,116.29 9010.70	6,548.29
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	2.00
Prepared / Adjusted By	:	RASUL -LKK
Arc / Surveyor Sign Off Date	: 08/02/2018 09:53:28 AM	03/03/2018 02:44:40 PM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 05/02/2018 09:04:57 AM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

Section D - Details of Repair Estimates**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1,590.00	1,300.00
Total Labour	1,590.00	1,300.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	878.00	600.00
Total Spray Painting & Panel Beating	878.00	600.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
F01001-CW273		6010062	REAR TAIL LAMP COVER RH <i>CR</i>	1	974.70	30.00	682.29	Replace	Replace	No
88-25225-6039		6010298	STOP LAMP LED <i>BR</i>	2	1,141.70 <i>2283.40</i>	30.00	1,598.38	Replace	Replace	No
88-25320-6008		6010299	SIGNAL LAMP LED <i>BR</i>	1	1,274.10	30.00	891.87	Replace	Replace	No
A01001-CW564		6009992	RH SIDE PANEL R11 <i>BT</i>	1	1,782.50	30.00	1,247.75	Replace	Replace	No
	COMMO N	4006314	SEALANT SIKAFLEX <i>NEC</i>	4	37.00 <i>148</i>	0.00	148.00	Replace	Replace	No
	COMMO N	4006313	PRIMER <i>NEC</i>	1	80.00	0.00	80.00	Replace	Replace	No
TOTAL MATERIALS							4,648.29	4,648.29		
TOTAL MATERIALS(Discounted)							4,648.29	4,648.29		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

Veron Chen (LKKAUTO)

From: Rasul (LKKAUTO)
Sent: Friday, 16 March 2018 11:29 AM
To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Celine Fong (LKKAUTO)
Cc: Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); AutoSvs-ARC (Bus); Veron Chen (LKKAUTO)
Subject: RE: Finalisation - SMB3155C (BUS/01/18/7048) - MSIG

Hi catherine,

Finalised amount confirmed

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [<mailto:catherineleesc@smrt.com.sg>]
Sent: Tuesday, 13 March, 2018 10:21 AM
To: Rasul (LKKAUTO); Celine Fong (LKKAUTO)
Cc: Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); AutoSvs-ARC (Bus)
Subject: Finalisation - SMB3155C (BUS/01/18/7048) - MSIG

Hi Rasul,

Attached herewith our copy and your marked copy of the bus repair estimate for the case.
Our finalised amount is \$6,548.29 @ 2 working days under part by part repair.

Please confirm the COR by return email ASAP.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



Moving People, Enhancing Lives

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	29 Jan 2018		05 Apr 2018 11:51 Edit Adj Rpt	S\$6,548.29 Edit Estimates	S\$6,548.29 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	GOLDBELL LEASING PTE LTD , Co. Reg. No.: 199001196N								
Main Claimant:	SMRT BUSES LTD , Co. Reg. No.: 198202292D								
Vehicle Reg. No.:	SMB3155C	Date of Loss:	29/01/2018 08:00 - :59 [25 Months and 28 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 547974	Policy/Cover Note No.:	29004183MKF (Third Party Only) Coverage: 20/08/2017 - 31/08/2018						
Vehicle Reg. No. (Insured):	GBD9145L	Policy No. (Claimant):							
		Excess:							
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Chhia Nyuk Pui - 6594 2521]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 05/05/2018]								
Driver/Custodian (Insured):	PUTRA SYAZWAN BIN RAZALI (), NRIC: 59919755B, Tel: +6594878344								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

***SMB3155C (547974)**
[GBD9145L]
TP
SMRT BUSES LTD
Jan 29 2018 8:00AM
[GOLDBELL LEASING PTE LTD]
SMRT Automotive Services Pte Ltd

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Assessment Reports			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	05/04/18 11:09	Accident Statement From: SC - Reg. No: GBD9145L, Claimant: GOLDBELL LEASING PTE LTD	 Load HTM	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/04/18 15:44	Adjuster Immediate Advice	 Load HTM	
Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/04/18 15:46	General View	 Load JPG	☒
2	05/04/18 15:46	General View	 Load JPG	☒
3	05/04/18 15:46	General View	 Load JPG	☒
4	05/04/18 15:46	General View	 Load JPG	☒
5	05/04/18 15:46	General View	 Load JPG	☒
6	05/04/18 15:46	General View	 Load JPG	☒
7	05/04/18 15:46	General View	 Load JPG	☒
8	05/04/18 15:46	General View	 Load JPG	☒
9	05/04/18 15:46	General View	 Load JPG	☒
10	05/04/18 15:46	General View	 Load JPG	☒
11	05/04/18 15:46	General View	 Load JPG	☒
12	05/04/18 15:46	General View	 Load JPG	☒
13	05/04/18 15:46	General View	 Load JPG	☒
14	05/04/18 15:46	General View	 Load JPG	☒
15	05/04/18 15:46	General View	 Load JPG	☒
16	05/04/18 15:46	General View	 Load JPG	☒
17	05/04/18 15:46	General View	 Load JPG	☒
18	05/04/18 15:46	General View	 Load JPG	☒
19	05/04/18 15:46	General View	 Load JPG	☒
20	05/04/18 15:46	General View	 Load JPG	☒
21	05/04/18 15:46	General View	 Load JPG	☒
22	05/04/18 15:46	General View	 Load JPG	☒
23	05/04/18 15:46	General View	 Load JPG	☒
24	05/04/18 15:46	General View	 Load JPG	☒
25	05/04/18 15:46	General View	 Load JPG	☒
26	05/04/18 15:46	General View	 Load JPG	☒
27	05/04/18 15:46	General View	 Load JPG	☒
28	05/04/18 15:46	General View	 Load JPG	☒
29	05/04/18 15:46	General View	 Load JPG	☒
30	05/04/18 15:46	General View	 Load JPG	☒
31	05/04/18 15:46	General View	 Load JPG	☒
32	05/04/18 15:46	General View	 Load JPG	

Assessment Reports			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
				☒
33	05/04/18 15:46	General View	Load JPG	☒
34	05/04/18 15:46	General View	Load JPG	☒
35	05/04/18 15:46	General View	Load JPG	☒
36	05/04/18 15:46	General View	Load JPG	☒
37	05/04/18 15:46	General View	Load JPG	☒
38	05/04/18 15:46	General View	Load JPG	☒
39	05/04/18 15:46	General View	Load JPG	☒
40	05/04/18 15:46	General View	Load JPG	☒
41	05/04/18 15:46	General View	Load JPG	☒
42	05/04/18 15:47	Reinspection Photo	Load JPG	☒
43	05/04/18 15:47	Reinspection Photo	Load JPG	☒
44	05/04/18 15:47	Reinspection Photo	Load JPG	☒
45	05/04/18 15:47	Reinspection Photo	Load JPG	☒
46	05/04/18 15:47	Reinspection Photo	Load JPG	☒
47	05/04/18 15:47	Reinspection Photo	Load JPG	☒
48	05/04/18 15:47	Reinspection Photo	Load JPG	☒
49	05/04/18 15:47	Reinspection Photo	Load JPG	☒
50	05/04/18 15:47	Reinspection Photo	Load JPG	☒
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	05/04/18 11:09	TP GIA Rep - SMB3155C From: SC - Reg. No: GBD9145L, Claimant: GOLDBELL LEASING PTE LTD	Load PDF	
2	05/04/18 11:51	direct survey done	Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

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

Our File No: CC3/MSG18002417/R1VBQ2

Date: 11/04/2018

REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd.

Policy No: 29004183MKF

Claimant Vehicle No : SMB3155C

Insured Vehicle No : GBD9145L

Date of Loss: 29/01/2018

Nature of Claim: TP

Claim No: 547974

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMB3155C

Make & Model: MERCEDES-BENZ CITARO O530, 6.4 D AT TURBO

Engine No: HIDDEN

ABS (A)

Reg. Date: 01/12/2015 (Man. Year: 2015)

Chassis No: WMAA2ZZZF7002760

Colour: Multi-colour

Odometer: 195591 km

Engine Capacity: 10518 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: 275/70 R22.5

Rear Tyre Size: 275/70 R22.5 (D)

Front Left Side: Bridgestone 8 mm

Rear Left Side: Bridgestone 8/8 mm

Front Right Side: Bridgestone 8 mm

Rear Right Side: Bridgestone 8/8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,542.70	4,648.29	1,894.41	28.95
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,468.00	1,900.00	568.00	23.01
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Nett Amount (S\$)	9,010.70	6,548.29	2,462.41	27.33

INSPECTION

Date of Assignment: 05/04/2018

Date Inspected: 05/02/2018 Inspected At:

SMRT Automotive Services Pte Ltd
(Woodlands)
60 Woodlands Industrial Park E4
Singapore 757705

Estimated Period of Repair: 2.0 days

Adjuster: MOHD RASUL

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:	(Last Synchronised: 10 Apr 2018)	
Parts:	N/A	MERCEDES-BENZ CITARO O530 6.4 D AT TURBO ABS (A) (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SMB3155C)	
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		*REAR TAIL LAMP COVER RH	Cracked	974.70 F	*974.70 FL
2	2		*STOP LAMP LED	Broken	2,283.40 F	*2,283.40 FL
3	1		*SIGNAL LAMP LED	Broken	1,274.10 F	*1,274.10 FL
4	1		*RH SIDE PANEL R11	Bent	1,782.50 F	*1,782.50 FL
5	4		*SEALANT SIKAFLEX	Necessary	148.00 FS	*148.00 FS
6	1		*PRIMER	Necessary	80.00 FS	*80.00 FS
					Sub Total (\$\$)	6,542.70
					- List Item Discount on L Items 0.00/30.00% (\$\$)	0.00
					Total Parts (\$\$)	6,542.70
						4,648.29

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

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
Labour Items				
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	New	1,590.00	1,300.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	878.00	600.00
Gross Labour Cost (S\$)			2,468.00	1,900.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >