

ASS. REC. BY:

REF:

CS/MSG18002798/TIVD302

Special Instruction:

Surveyor:

Mainmen

From (Person):

Taubich

Catherine Thia

ASSIGNMENT (Office)

of MSG

Date/Time: 12/02/18 @ 2:09pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLJ 3069M

Insured:

GBA 8526T

at Workshop m/s

Charm's Customcraft

Tel:

62717054

of

Blk 1010, Blk Merub Lane 3 # 01-105

Policy No:

A28603400MKC

Claim No:

549270

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 02/02/2018

CA / REV / REP. / REV 24 HRS

wp

13/2/2018 @ 11am - 1pm

H.O.D. Endorsement:

Date/Time:

2:10pm @ 12/2/18

Person Contacted:

Kelly

Vehicle IN / OUT

Date/Time

Action/Instruction

(✓) Estimate

SLJ 3069M-X

GBA 8526T-X

14/2/18

Send preli revised by merimen

20/4/18

Rece email vehicle not repair at Charm's Customcraft.

Surveillance  
Multimen.

Taufik

REF: msh

### ASSIGNMENT

From: \_\_\_\_\_ Date: 13.02.2018

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

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

To Inspect Vehicle No: SLJ 3069M

at Workshop m/s Chuan's Customcraft

of Blk 1010 Bukit Merah Lane 3 #01-105

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.

11am - 1pm

N/S	O/S

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

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

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

Est. Repairs: \_\_\_\_\_ days Res.: Yes or No

Lum Sum: \_\_\_\_\_ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

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

Vehicle: IN / OUT

Veh No: SLJ 3069M Yr Regn: 2010 Sep

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

Truck / Trailer or

Make: Toyota Alphard

C.O. 2362

Colour: white

A/C: Insured / Std / NI / NA

Sp. Reading: 182684

T/Radio: Insured / Std / NI / NA

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

C/No: JTEG12UH508138908

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 215 / 55 R17

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

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

TOYO / YOKO or

Kumho

Front

Rear

R/Bal. 6 mm

R/Bal. 6 mm

L/Bal. 6 mm

L/Bal. 6 mm

D.O.A. \_\_\_\_\_

D.O.I. 13/2/18 @ 1140

Survey held at Chuan's Customcraft

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

Rear w/s

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

RECEIVED 23 APR 2018

Date/Time: File Pass to?



Preli. Report

1)



Final Report

Date/Time: File Return to?

2) 20/4 Typist

Report Format: menimen

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

Days Of Repair: 3

Resurvey No. of Trip: -

Add Fee:



Site Insp (\$ \_\_\_\_\_)



Interview (\$ \_\_\_\_\_)



Tech. Invs (\$ \_\_\_\_\_)



Weekend (\$ \_\_\_\_\_)

Survey Fee: 200

Transportation: \_\_\_\_\_

1) S-RS (\$ \_\_\_\_\_)

2) Photos: 10

3) Others: \_\_\_\_\_

TOTAL: 210

# Survey Department Check List (Case Handler)

Reference No. : CS/MSG/1800/2798/Tvcd3  
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 20/4/18  
Case Handler Date

\*C: Critical \*N: Non-Critical

21/05/2018



# 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 : CS/MSG18002798/T1vd3		
16 RAFFLES QUAY #24-01 HONG LEONG BLDG SINGAPORE 048581		Date : 12-02-2018		
		Code : MSG		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	GBA 8526T	Veh. Inspected	SLJ 3069M	
Policy No.	A28603400MKC	Coverage (\$)	0.00	
Claim No.	549270	Excess (\$)	0.00	
Assign From	MERIMEN (CATHERINE THIA)	Assign Date	12/02/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	c.c		0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.	Colour			
Odometer	-	Steering		
Brakes	Modification			
General				
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>4. Description of Damages</b>				
<b>5. General Information</b>				
Accident Date	02/02/2018	Inspection Date		
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

## ...CLAIM SUBFOLDER...(New Assignment)

### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	05 Feb 2018		12 Feb 2018 14:09 <a href="#">Assign</a>				<b>New Assignment</b> <a href="#">Cancel Case</a>

Main

Reference

Claim Details

Documents

[Show All](#)

### CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	FANG CHONG AIR-CONDITIONING ENGINEERING PTE LTD, Co. Reg. No.: -		
Main Claimant:	MASPOL BIN HUSSAIN, ID: S7732692H		
Vehicle Reg. No.:	SLJ3069M	Date of Loss:	02/02/2018 13:00 - :59
Claim Type:	TP / 549270	Policy/Cover Note No.:	A28603400MKC(COMP) (Comprehensive) Coverage: 06/09/2017 - 05/09/2018
Vehicle Reg. No. (Insured):	GBA8526T	Policy No. (Claimant):	
		Excess:	
Repairer:	Charns Customcraft (HQ) BLOCK 1010 BUKIT MERAH LANE 3, #01-105, 159724 Bukit Merah - Tel: 62717054		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Catherine Thia Shi Yi - 6594 2545]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 13/02/2018]		
Driver/Custodian (Insured):	LAM ZERH WAN (), NRIC: S1113962J, Tel: +6598229242		

### 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)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 20 April 2018 4:54 PM  
**To:** 'Charn's Customcraft'  
**Cc:** SUR  
**Subject:** RE: SLJ 3069M-DOA: 2/2/18 (MSIG TP)

Dear Sharon,

Noted with thanks.

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)

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**From:** Charn's Customcraft [mailto:charns@singnet.com.sg]  
**Sent:** Friday, 20 April 2018 4:41 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Subject:** RE: SLJ 3069M-DOA: 2/2/18 (MSIG TP)  
**Importance:** High

Hi Veron

Vehicle not repair in our workshop

Thanks & Regards,  
Sharon Lee  
Charn's Customcraft  
Tel: 6272 5429 Fax: 6273 6676  
Email: [charns@singnet.com.sg](mailto:charns@singnet.com.sg)  
GST Reg. No: M90367863L  
Company Reg No: 25151300M

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**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Friday, 20 April, 2018 4:29 PM  
**To:** Charn's Customcraft  
**Subject:** SLJ 3069M-DOA: 2/2/18 (MSIG TP)

Dear Sharon,

Kindly advise vehicle status.

If vehicle has been repaired, please finalize with us.

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: Catherine Thia Shi Yi	Date: 14 Feb 2018

**Preliminary Advice**

Insured Vehicle No	: GBA8526T	Accident Date	: 02/02/2018
TP Vehicle No	: SLJ3069M	Assignment Date	: 12/02/2018
Make	: TOYOTA ALPHARD	Est. Duration of Repair	: 3.00
Date of Inspection	: 13/02/2018		
Inspection At	: CHARNS CUSTOMCRAFT (HQ) BLOCK 1010 BUKIT MERAH LANE 3, #01-105 SINGAPORE 159724		

**Point of Impact / General Description of Damages**

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

Repairer's Estimate (Gross)	:S\$	2,463.87
Revised Amount	:S\$	1,933.87
Check Items (Estimated)	:S\$	0.00
Total	:S\$	1,933.87

Lump Sum Repair	:S\$	
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**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.

( X ) The above survey was conducted on a 'without prejudice' basis.



## Enquire PARF/COE Rebate for Registered Vehicle

## Vehicle Owner Particulars

Owner ID Type:	Singapore NRIC
Owner ID:	2692H

## Vehicle Details

Vehicle No.:	SLJ3069M
Vehicle to be Exported:	Yes
Intended De-registration Date:	28 Feb 2018
Vehicle Make:	TOYOTA
Vehicle Model:	ALPHARD AUTO
Primary Colour:	Gold
Manufacturing Year:	2010
Engine No.:	2AZC925044
Chassis No.:	JTEGD21H508138908
Maximum Power Output:	125.0 kW (167 bhp)
Open Market Value:	\$44,006.00
Original Registration Date:	16 Sep 2010
First Registration Date:	16 Sep 2010
Transfer Count:	2
Actual ARF Paid:	\$44,006.00

## Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	15 Sep 2020
PARF Rebate Amount:	\$26,403.00

## Intended COE Rebate Details

COE Expiry Date:	15 Sep 2020
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$43,565.00
COE Rebate Amount:	\$10,900.00
<b>Total Rebate Amount:</b>	<b>\$37,303.00</b>

The information contained herein is correct as at 12 Feb 2018



redefining / insurance

AXA Insurance Pte Ltd  
 1800 880 4888 (Within Singapore)  
 (65) 6880 4888 (International)  
 (65) 6880 4740  
 customer.care@axa.com.sg  
 www.axa.com.sg

MASPOL BIN HUSSAIN  
 BLK 720 WOODLANDS AVENUE 6  
 #08-610  
 SINGAPORE 730720

#### Endorsement

date  
 14/09/2017

your servicing distributor  
 INSURE HUB PTE LTD / 04963

your servicing distributor contact  
 6287 7077

## Policy Schedule

Your **SmartDrive Comprehensive Essential**

Your Policy Schedule has been updated effective 04/12/2017.

### Your policy snapshot

Policyholder name	MASPOL BIN HUSSAIN	Policy number	VA1 / GA144598
Cover	Comprehensive	FIN / NRIC	S7732692H
Period of Insurance	expiring 15/03/2018		

### Your benefits highlights

(refer to Policy Wording for full terms and conditions)

#### SmartDrive Comprehensive Essential Benefits

- 24/7 Towing & Transportation in Singapore or Overseas
- Windscreen Replacement with Excess OR Repair your windscreen at your preferred location and get \$50 cash reward with no excess
- Guaranteed Repairs for twelve (12) Months
- Loss or Damage
- Legal Liability

### Vehicle details

Make & Model of Vehicle	TOYOTA ALPHARD 2.4	Year of manufacture	2010
Vehicle registration number	SLJ3069M	Type of Use	Private use
Body type	MPV	Engine capacity (c.c.)	2362
Seating capacity (excl driver)	4	Engine number	2AZC925044
Off-Peak car	No	Chassis number	JTEGD21H508138908

Insured's Estimated Market Value	Market Value at the time of Loss (including accessories and spare parts)
Limitation to use	As per Certificate of Insurance
Finance Loan Company	DBS BANK LTD

### Excess applicable (refer to Policy Wording for other applicable Excesses)

Basic Own Damage Excess	SGD 500.00
Windscreen Excess	SGD 100.00

### Drivers details

Driver type	Driver name	Date of birth	Driving experience
Main Driver	MASPOL BIN HUSSAIN	26/10/1977	17 year(s)

### Additional clauses & endorsements to your policy

REPUBLIC OF SINGAPORE DRIVING LICENCE



NAME: MASPOL BIN HUSSAIN

Birth Date: 26 Oct 1977

Issue Date: 07 May 2008

1000460306K1



REPUBLIC OF SINGAPORE  
IDENTITY CARD NO. S7732692H



Name: MASPOL BIN HUSSAIN

Race: MALAY

Date of birth: 26-10-1977

Country of birth: SINGAPORE

Sex: M

57732692H




YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES

Class	Description	Valid Until
Class 25	Motorcycles not exceeding 250 cc	07 May 2008
Class 26	Motorcycles between 251 cc and 400 cc	30 Dec 1987
Class 3	Motor Cars and Motor Vehicles the weight of which includes does not exceed 3500 kilograms	15 Jul 2008

4506221

License No: S7732692H



4506221



NRIC No. S7732692H



Date of issue: 08-01-2010

Address:  
APT BLK 720 WOODLANDS AVENUE 6  
#08-610  
SINGAPORE 730720

## 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	05/02/2018 11:01
Date Of Accident	02/02/2018 13:00
Exact Location Of Accident	ALONG SLE TOWARDS CTE NEAR LENTOR EXIT
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLJ3069M
<b>Insured/Policyholder</b>	
Name Of Registered Owner	MASPOL BIN HUSSAIN
NRIC No	S7732692H
Email Address	MASPOL.HUSSAIN@MARINABAYSANDS.COM
Mobile Phone No	(LOCAL) +65-98568651
Alternative Phone No	OFFICE-NOPHONE

### Vehicle Particulars

Manufacturer	TOYOTA
Model	ALPHARD-2.4 G (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?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

### Insurance Company

Name of Insurance Company	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	GA144598
Cover Note Number	

### Driver

Name of Driver	MASPOL BIN HUSSAIN
NRIC No	S7732692H
Date Of Birth	26/10/1977
Occupation	INDOOR
Date Of Driving Pass	11/07/2000
Driving Experience	17 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-98568651
Fax Number	
Contact Number	OFFICE-NOPHONE
Email Address	MASPOL.HUSSAIN@MARINABAYSANDS.COM

Address	BLK 720 WOODLANDS AVE 6 #08-610
Postcode	730720
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
Insurance Company of Driver's Own Vehicle	-

#### General Information of the Accident

Type Of Accident	SIDE SWIPE
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	3
Passenger 1	NAME: : MEYHSHA YIM@YIM CHENG GENDER: : FEMALE
Passenger 2	NAME: : MASHAEL BIN MASPOL GENDER: : MALE

#### Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

REFER TO SKETCH

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	GBA8526T
Vehicle Make/Model/Colour	TOY VAN
Details Of Properties	
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	LAM ZERH WAN
NRIC/Passport Number	S1113962J
Contact Number	98229242
Address	
Postcode	
Insurance Company Name	

Nature Of Damage

No. Of Passenger (Including Driver)

**SKETCH PLAN**

**IMPORTANT NOTICE**

VEHICLE NO: SLJ3069M  
ACCIDENT DATE: 2/2/18

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 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 lodgment 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.
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 (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.

**NOTE: DO NOT THAT YOU MAY HAVE A 14-DAYS TIMEFRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE REFER TO YOUR POLICY FOR MORE INFORMATION.**

Policyholder's Signature

Date & Time: 11.30

Driver's Signature

(If driver is not the policyholder)

Date & Time:

CHARN'S CUSTOMCRAFT

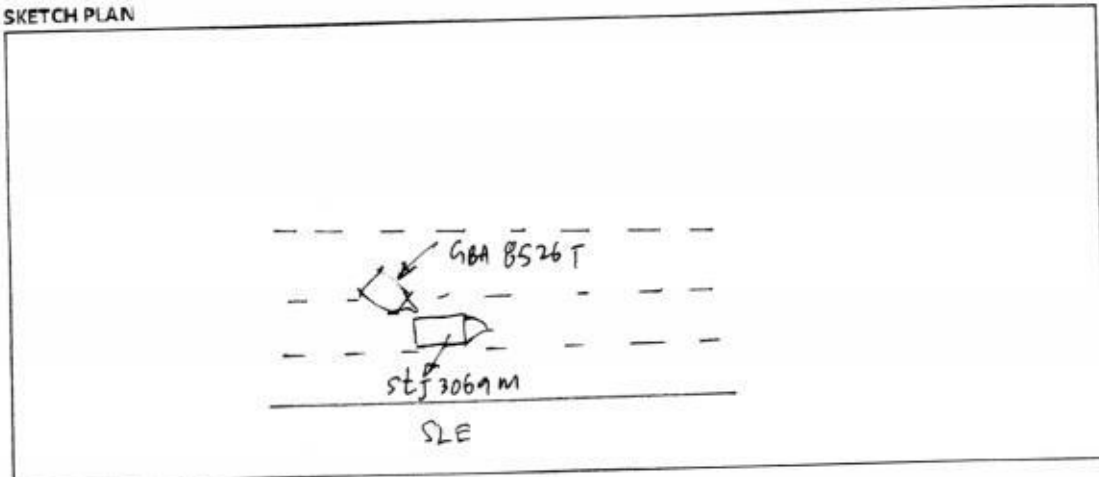
Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:



SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

ON FRIDAY, 2<sup>ND</sup> FEB 2018 AROUND 1300HRS WHILE TRAVELLING  
ALONG SLE TOWARDS CTE NEAR JENTORE EXIT. I FELT A LOUD  
BANG FROM THE LEFT BACK SIDE OF THE CAR WHILE TRAVELLING  
~~ALONG~~ ON THE SECOND LANE.

OWN DAMAGE ( ) 3RD PARTY CLAIM ( ) REPORTING ONLY ( ) OWN WORKSHOP ( )

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time: 03-02-2018 1130HRS

Driver's Signature

(if driver is not the policyholder)

Date & Time:

CHARN'S CUSTOMCRAFT

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:



# CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,  
Spray-Painting, Mechanical Repair And Customizing of Cars  
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724  
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723  
TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg  
Bus. Reg. No. 251513/00M

AXA/MSIG(GBA8526T)  
DOA: 02/02/2018@1300

MSIG INSURANCE (S) PTE LTD

12/2/2018

ATTN: THE MOTOR CLAIMS DEPT

THIRD PARTY CLAIM

ESTIMATE COST OF REPAIR FOR VEHICLE NO:

SLJ 3069 M - TOYOTA ALPHARD AUTO

CHASSIS NO: JTEGD21H508138908 (2010)

1 pc	Rear bumper	\$ 586.30 de
1 pc	Rear bumper retainer LH	\$ 88.10 neu
1 pc	Rear taillamp LH	\$ 498.70 cr
1 pc	Rear taillamp lower panel LH	\$ 205.40 de
		<hr/>
		\$ 1,378.50
		<hr/>
		\$ 344.63
		<hr/>
		\$ 1,033.87

Remove necessary parts: jacking, panel beating, repair  
and align rear inner panel, rear end panel, rear bumper,  
rear fender LH and rear taillamp lower panel.

\$ 550.00 400

Putty and respray rear inner panel, rear end panel,  
rear bumper, rear fender LH and rear taillamp lower panel.  
(PEARL COL)

\$ 880.00 500  
\$ 2,463.87  
\$ 172.47  
\$ 2,636.34

ADD 7% GST

Note: The above is an estimate only. IF other parts requested  
during the course of repair, we will inform you accordingly.

All parts are subject to availability.

CHARN'S CUSTOMCRAFT

.....

**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: \_\_\_\_\_

Tanpin 92495749  
13/2/18 @ 1140  
WSP  
3 days  
Resurvey before paint.  
19/2/18  
sur@lkkauto.com

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	05 Feb 2018		12 Feb 2018 14:09 <a href="#">Edit Adj Rpt</a>	<b>S\$1,933.87</b> <a href="#">Edit Estimates</a>	<b>S\$1,933.87</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 style="float: right;">[Created by insurer]</span>									
Insured: <b>FANG CHONG AIR-CONDITIONING ENGINEERING PTE LTD</b> , Co. Reg. No.: -									
Main Claimant: <b>MASPOL BIN HUSSAIN</b> , ID: S7732692H									
Vehicle Reg. No.: <b>SLJ3069M</b>		Date of Loss: 02/02/2018 13:00 - :59 [88 Months and 17 Days From LTA Reg Date (Man Yr)]							
Claim Type: <b>TP / 549270</b>		Policy/Cover Note No.: A28603400MKC(COMP) (Comprehensive) Coverage: 06/09/2017 - 05/09/2018							
Vehicle Reg. No. (Insured): <b>GBA8526T</b>		Policy No. (Claimant):							
		Excess:							
Repairer: <b>Charns Customcraft (HQ)</b> BLOCK 1010 BUKIT MERAH LANE 3, #01-105, 159724 Bukit Merah - Tel: 62717054									
Handling Insurer: <b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888 ... [Handled by <b>Catherine Thia Shi Yi</b> - 6594 2545]									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MOHD TAUFIKH BIN HAMID</b> ] ... [Final Rpt due 14/03/2018]									
Driver/Custodian (Insured): <b>LAM ZERH WAN ()</b> , NRIC: S1113962J, Tel: +6598229242									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

**\*SLJ3069M (549270)**  
**[GBA8526T]**  
**TP**  
**MASPOL BIN HUSSAIN**  
**Feb 2 2018 1:00PM**  
**[FANG CHONG AIR-CONDITIONING ENGINEERING PTE LTD]**  
**Charns Customcraft**

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

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



Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On			Thumbnail	Print
<b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b>					
1	12/02/18 14:10	<b>Accident Statement</b>			Load HTM
From: SC - Reg. No: GBA8526T, Claimant: FANG CHONG AIR-CONDITIONING ENGINEERING PTE LTD					
<b>LKK Auto Consultants Pte Ltd (HQ)</b>					
1	14/02/18 15:17	<b>Adjuster Immediate Advice</b>			Load HTM

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder			Thumbnail	Print
<b>LKK Auto Consultants Pte Ltd (HQ)</b>					
1	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
2	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
3	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
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8	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
9	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
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12	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
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22	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
23	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
24	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
25	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
26	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
27	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
28	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>
29	14/02/18 15:15	<b>General View</b>			Load JPG <input checked="" type="checkbox"/>

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Finalized On			Thumbnail	Print
<b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b>					

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	12/02/18 14:10	ESTIMATE & TP GIA REPORT	 Load PDF	
2	12/02/18 14:12	TP WORKSHOP NOMINATE LKK	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>			
<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: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: CS/MSG18002798/T1VD3E2

Date: 26/04/2018

## REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. Policy No: A28603400MKC(COMP)

Claimant Vehicle  
No : SLJ3069M

Insured Vehicle No : GBA8526T

Date of Loss: 02/02/2018

Nature of Claim: TP

Claim No: 549270

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SLJ3069M

Make &amp; Model: TOYOTA ALPHARD, 2.4 G (A)

Reg. Date: 16/09/2010 (Man. Year: 2010)

Colour: White

Engine Capacity: 2362 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): Market Value/New Car Price

Engine No: 2AZC925044

Chassis No: JTEGD21H508138908

Odometer: 182684 km

## 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:	215/55 R17	Rear Tyre Size:	215/55 R17
Front Left Side:	Kumho 6 mm	Rear Left Side:	Kumho 6 mm
Front Right Side:	Kumho 6 mm	Rear Right Side:	Kumho 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,033.87	1,033.87	0.00	0.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,430.00	900.00	530.00	37.06
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>2,463.87</b>	<b>1,933.87</b>	<b>530.00</b>	<b>21.51</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>172.47</b>	<b>135.37</b>	<b>37.10</b>	<b>21.51</b>
<b>Nett Amount (S\$)</b>	<b>2,636.34</b>	<b>2,069.24</b>	<b>567.10</b>	<b>21.51</b>

## INSPECTION

Date of Assignment: 12/02/2018

Date Inspected: 13/02/2018 Inspected At:

Charns Customcraft (HQ)  
BLOCK 1010 BUKIT MERAH LANE 3,  
#01-105  
Singapore 159724

Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

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.*



VEHICLE NOT REPAIR AT CHARN'S CUSTOMCRAFT

(REPAIR COST NOT CONCLUDE)

## REPAIR DETAILS

### Reference

<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 26 Apr 2018)
<b>Parts:</b>	M1-MPV	TOYOTA ALPHARD 2.4 G (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SLJ3069M)	
<b>Validity:</b>	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	
<b>Further Info:</b>	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 BUMPER	Deformed	586.30 FL	*586.30 FL
2	1		*REAR BUMPER RETAINER LH	Necessary	88.10 FL	*88.10 FL
3	1		*REAR TAILLAMP LH	Cracked	498.70 FL	*498.70 FL
4	1		*REAR TAILLAMP LOWER PANEL LH	Deformed	205.40 FL	*205.40 FL
					<b>Sub Total (S\$)</b>	<b>1,378.50</b>
					<b>- List Item Discount on L Items 25.00/25.00% (S\$)</b>	<b>344.63</b>
					<b>Total Parts (S\$)</b>	<b>1,033.87</b>

F=Franchise part. 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
<u>Labour Items</u>				
1	REMOVE NECESSARY PARTS: JACKING, PANEL BEATING, REPAIR AND ALIGN REAR INNER PANEL, REAR END PANEL, REAR BUMPER, REAR FENDER LH AND REAR TAILLAMP LOWER PANEL	New	550.00	400.00
2	PUTTY AND RESPRAY REAR INNER PANEL, REAR END PANEL, REAR BUMPER, REAR FENDER LH AND REAR TAILLAMP LOWER PANEL. (PEARL COL)	New	880.00	500.00
Gross Labour Cost (S\$)			1,430.00	900.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >