

INS. CASE OWNER:

Janet

CC 3 / EQ1800

4161

6/1/18

LKK
IDAC

Surveyor:

062

DOI:

2/1/18

Date / Time:

2/1/18

Registered in Merimen:

Pre-assign / CCU / FTE:



Insured Vehicle No.:

XD 2322C

Name of Insured:

BSON CONSTRUCTION P/L

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

2/1/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

John Chan 1105

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

WM1810072915T

Policy No.:

Phuc Nhat 011070

Make / Model:

MITLUMSNI

Place of Accident:

UNKNOWN OF LOCATION

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

Insured Liability:

% Final ? Yes / No

SHB 5887M



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMRT



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

14/1/19 - Janet ✓ DS.

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

24/1/19

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

days

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

WSP

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

HIL

If NO or B 28, Ass. Lia:

Repair Cost:

SS

2500.00

Loss of Rental (LOR):

SS

600.52

days

x \$113.42

Loss of Use (LOU):

SS

300.00

(S

x

days)

Loss of Income (LOI):

SS

300.00

(S

x

days)

LOR only ☐ LOU only ☐

LOR + LOU

☐

LOR + LOI

☐

(Tick only one)

GIA/LTA Search

SS

7.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost:

SS

1) Claim status: Non-Report/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

3487.52

Global Sum SS:

3487.52

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

2480.00

Name 1:

SMRT TAXI S/PK Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT

25/1/19

Summary

REF:

EQ.

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s

SMRT

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 Rpt: _____

Consistent? Yes or No

GIA / PR Seen: _____

Consistent? Yes or No

Est. Repairs: _____

4

days

Res: Yes or No

Lum Sum: _____

20

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____

Person Contacted: _____

Vehicle: IN / OUT

Veh No: SHBS8874 Yr Reg: 05 Jun 2013

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

Truck / Trailer or

Make:

chevrolet Epica 1991

Colour

Maroon

A/C: Insured / Std / Nil / NA

Sp. Reading

592602

T/Radio: Insured / Std / Nil / NA

Eng/No: _____

C/No: _____

KLILA69RTJB 135654

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 / R/Rim or

Tyre Size: F: _____

R: _____

205/65 R15

R: _____

11

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

TOYO / YOKO or

FALKEN

Front

Rear

R/Bal: _____

6

mm

R/Bal: _____

6

mm

L/Bal: _____

6

mm

L/Bal: _____

6

mm

D.O.A. _____

D.O.I. _____

02-03-18

Survey held at

w/s

4215pm

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

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

Date / Time

Action / Instruction

21.5 & 25W Check # 41W / 62%.

Date/Time: File Pass to?

☐

Prel. Report

1)

☐

Final Report

Date/Time: File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Weekend (\$

1 ____ \$ + RS ____ \$

Phone

Other

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

EQ INSURANCE COMPANY LTD

Ref : CC3/EQ18004161/Gmb3

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEXSINGAPORE 069110

Date : 05-03-2018



Code : EQ1

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	XD 2322C	Veh. Inspected	SHB 5887U
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	05/03/2018

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	28/02/2018	Inspection Date	02/03/2018
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.



Auto
Consultants
Pte Ltd

Company Registration No. 199601188R

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

Your ref: To Be Advised
Our ref: CC3/EQ118004161/Gyb3

Date: 05.03.2018

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHB5887U

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 02.03.2018 at the premises of M/s SMRT Automotive Services Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	6,599.52
Revised Estimate Amount	: S\$	2,846.10
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
O/S portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 4 days

Yours faithfully,

XING GUO QIANG
Licensed Appraiser

8-3-18 / 13:00

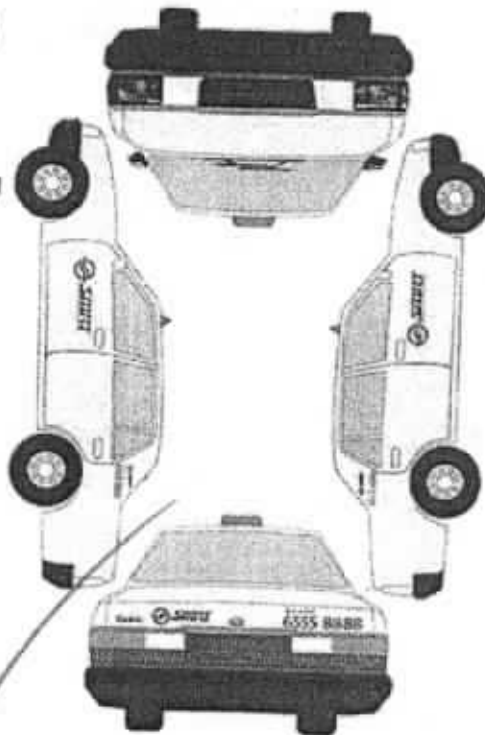
9-3-18 / 8:00

SMRT Accident Vehicle Repair Estimates

5-3-18 / 8:00

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

Reg No : SHB5887U
Ref No : TAX/02/18/2170
Reg. Date : 05/06/2013
Vehicle Type : TAXI
Make : CHEVROLET EPICA 2.0 VCDI
Model : EPICA-2.0
Name of Driver : POH SOON MENG
Type of Accident : SIDE SWIPE
Date / Time of Accident : 28/02/2018 03:05:00 PM
Accident Reported Date / Time : 01/03/2018 12:00:00 AM
Surveyor is Required? : Yes
Survey by : Guo Qiang
Vehicle is Towed Back? : No
Towed Back Date/Time :
Replacement Vehicle Issued? : No
Accident Repair Job Card No : 000024094835
Special Instruction to ARC, if any :



XD2322E - EQ - LKK
BEFORE PAINT PHOTO AND AFTER PAINT PHOTO, FOR CHECK ITEM AND REPLACE ITEM PLEASE CALL
SURVEYOR guoqiang (LKK) & Email : guoqiang@lkkauto.com HR: 82880282
LUMP SUM REPAIR

Prepared Date : 01/03/2018 10:40:21 AM

13:45

7-3-18

pass

592602

1	1	1	1	1
1/4	1/2	3/4	1	

Recording Camera

☒ ☐

Radio Antenna

☐ ☐

1st witness

Date 5-3-18

2nd witness

Date 7-3-18

592664

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 7-3-2018

Vehicle Return Time: 11:00 am

SMRT staff sign:

Chassis No : KL1LA69RJB135654

Mileage

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,014.00	300.00
Total Spray Painting Charges	: 1,134.00	600.00
Total Material Charges	: 1,460.88	1,460.88
Other Charges	: 480.00	120.00
TOTAL	: 4,088.88	2,480.88
Lum Sum Total	: 4,100.00	2,500.00
No. of Repair Days	: 6.00	4.00
Prepared / Adjusted By	:	GUOQIANG (LKK)
Arc / Surveyor Sign Off Date	: 02/03/2018 10:17:47 AM	02/03/2018 04:15:46 PM

Prepared / Adjusted Date :

Remarks :

Prepared Date : 02/03/2018 10:17:26 AM

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

Quotation No : QN-1803-0199

Invoice No :

Quotation Date : 10/3

Invoice Date :

Invoice Amount :

Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH PORTION ✓	1,014.00	300.00
Total Labour	1,014.00	300.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT DOOR RH ✓	378.00	200.00
TO RESPRAY REAR DOOR RH ✓	378.00	200.00
TO RESPRAY REAR FENDER RH ✓	378.00	200.00
Total Spray Painting & Panel Beating	1,134.00	600.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	60.00
TO TRANSFER DOOR MECHANISM	240.00	60.00
TO WASH AND VACUUM	60.00	0.00
Total Other Costs	480.00	120.00

Part - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
96635578	DOOR	8504597	PANEL RH FRONT DOOR	R 1	2,020.00	100.00	0.00	Replace	Repair	No
	DOOR		SMRT LOGO DOOR	✓ 1	80.00	0.00	80.00	Replace	Replace	No
96635656	DOOR	8504604	PANEL RH REAR DOOR	✓ 1	1,863.00	10.00	1,676.70	Replace	Replace	No
	COMMO N		STICKER DECAL 6555 8888 (DOOR)	✓ 1	80.00	0.00	80.00	Replace	Replace	No
96632800	REAR	8504638	FENDER RH REAR	R 1	1,487.00	100.00	0.00	Replace	Repair	No
	COMMO N		SMRT LOGO	✓ 1	7.80	0.00	7.80	Replace	Replace	No
	COMMO N		STICKER DECAL 6555 8888	✓ 1	21.60	0.00	21.60	Replace	Replace	No
TOTAL MATERIALS								1,826.10	1,826.10	
TOTAL MATERIALS(Discounted)								1,460.88	1,460.88	
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									

1826.10
 - 20%
 1460.88
 + 300.00
 + 720.00

 2480.88
 8127.40
 US \$2500/-

SMRT Accident Vehicle Repair Estimates

G/11

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

Reg. No : SHB5887U
 Ref. No : TAX/02/18/2170
 Reg. Date : 05/06/2013
 Vehicle Type : TAXI
 Make : CHEVROLET EPICA 2.0 VCDI
 Model : EPICA-2.0
 Name of Driver : POH SOON MENG
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 28/02/2018 03:05:00 PM
 Accident Reported Date / Time : 01/03/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094835
 Special Instruction to ARC, if any :
 XD2322E
 Prepared Date : 01/03/2018 10:40:21 AM



4 Days.

Lumpsum Repair.

After repair photos.

Line Q: ap-82880282

on 3/3/18.

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

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

Chassis No : KL1LA69RJBB135654

Mileage :

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,014.00	0.00
Total Spray Painting Charges	: 1,134.00	0.00
Total Material Charges	: 3,971.52	3,971.52
Other Charges	: 480.00	0.00
TOTAL	: 6,599.52	0.00
Lum Sum Total	: 6,600.00	0.00
No. of Repair Days	: 6.00	0.00
Prepared / Adjusted By	:	
Arc / Surveyor Sign Off Date	: 02/03/2018 10:17:47 AM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 02/03/2018 10:17:26 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 REPAIR RH PORTION	1,014.00	0.00
Total Labour	1,014.00	0.00 300 /

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT DOOR RH	378.00	0.00 200 /
TO RESPRAY REAR DOOR RH	378.00	0.00 200 /
TO RESPRAY REAR FENDER RH	378.00	0.00 200 /
Total Spray Painting & Panel Beating	1,134.00	0.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 X NN
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00 60 /
TO TRANSFER DOOR MECHANISM	240.00	0.00 60 /
TO WASH AND VACUUM	80.00	0.00 X NN
Total Other Costs	480.00	0.00

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
96635578	DOOR	6504597	PANEL RH FRONT DOOR <i>X repair</i>	1	2,020.00	10.00	1,818.00	Replace	Replace	No <i>X</i>
	DOOR		SMRT LOGO DOOR <i>MC</i>	1	60.00	0.00	60.00	Replace	Replace	No <i>/</i>
96635656	DOOR	6504604	PANEL RH REAR DOOR <i>DD</i>	1	1,863.00	10.00	1,676.70	Replace	Replace	No <i>/</i>
	COMMO N		STICKER DECAL 6555 8888 (DOOR) <i>MC</i>	1	60.00	0.00	60.00	Replace	Replace	No <i>/</i>
96632800	REAR	6504638	FENDER RH REAR <i>X repair</i>	1	1,467.00	10.00	1,320.30	Replace	Replace	No <i>X</i>
	COMMO N		SMRT LOGO <i>MC</i>	1	7.80	0.00	7.80	Replace	Replace	No <i>/</i>
	COMMO N		STICKER DECAL 6555 8888 <i>MC</i>	1	21.60	0.00	21.60	Replace	Replace	No <i>/</i>
TOTAL MATERIALS								4,964.40	4,964.40	
TOTAL MATERIALS(Discounted)								3,971.52	3,971.52	

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									

Shu Pei (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Friday, 19 October 2018 5:21 PM
To: Mei Kwan (LKKAUTO)
Cc: Admin A; CS A Team
Subject: Direct Settlement - Accident Involving XD2322C (OI : EQI - DM18HO02291/JT) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018
Attachments: EQIC-MARS00002828-XD2322C-GIA.PDF

Dear Mei Kwan,

O! report.

Please let us have the video footage.

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Ceystat

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Friday, June 29, 2018 4:15 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018
Importance: High

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Shu Pei (LKKAuto)

Sent: Monday, 28 May, 2018 2:00 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 24 April 2018 10:21 AM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

Sent: Monday, 19 March 2018 4:02 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

Dear Shu Pei

Accident not reported. We shall follow up with insured on non reporting.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, March 5, 2018 5:53 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 5887U at M/s SMRT Automotive Services Pte Ltd (Woodlands).

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Enclosed for your perusal is:

- TP's GIA report
- Preliminary advice
- Estimated cost of repair

Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6742 2928.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

SMRT Accident Vehicle Repair Estimates

G11

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

Reg. No : SHB5887U
 Ref. No : TAX/02/18/2170
 Reg. Date : 05/06/2013
 Vehicle Type : TAXI
 Make : CHEVROLET EPICA 2.0 VCDI
 Model : EPICA-2.0
 Name of Driver : POH SOON MENG
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 28/02/2018 03:05:00 PM
 Accident Reported Date / Time : 01/03/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094835
 Special Instruction to ARC, if any :
 XD2322E
 Prepared Date : 01/03/2018 10:40:21 AM



4 Days.

Lump Sum Repair.

After repair photos.

Gino Qiao - 82880282

02/3/18.

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 items must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

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

Chassis No : KL1LA69RJBB135654

Mileage : 0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges :	1,014.00	0.00
Total Spray Painting Charges :	1,134.00	0.00
Total Material Charges :	3,971.52	3,971.52
Other Charges :	480.00	0.00
TOTAL :	6,599.52	0.00
Lum Sum Total :	6,600.00	0.00
No. of Repair Days :	6.00	0.00
Prepared / Adjusted By :		
Arc / Surveyor Sign Off Date :	02/03/2018 10:17:47 AM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 02/03/2018 10:17:26 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 REPAIR RH PORTION	1,014.00	0.00
Total Labour	1,014.00	0.00 300

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT DOOR RH	378.00	0.00 200
TO RESPRAY REAR DOOR RH	378.00	0.00 200
TO RESPRAY REAR FENDER RH	378.00	0.00 200
Total Spray Painting & Panel Beating	1,134.00	0.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 X
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00 60
TO TRANSFER DOOR MECHANISM	240.00	0.00 60
TO WASH AND VACUUM	60.00	0.00 X
Total Other Costs	480.00	0.00

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
16635578	DOOR	6504597	PANEL RH FRONT DOOR <i>X Repair</i>	1	2,020.00	10.00	1,818.00	Replace	Replace	No
	DOOR		SMRT LOGO DOOR <i>MC</i>	1	60.00	0.00	60.00	Replace	Replace	No
16635656	DOOR	6504604	PANEL RH REAR DOOR <i>/ DD</i>	1	1,863.00	10.00	1,676.70	Replace	Replace	No
	COMMON		STICKER DECAL 6555 8888 (DOOR) <i>/ MC</i>	1	60.00	0.00	60.00	Replace	Replace	No
16632800	REAR	6504638	FENDER RH REAR <i>X Repair</i>	1	1,467.00	10.00	1,320.30	Replace	Replace	No
	COMMON		SMRT LOGO <i>/ MC</i>	1	7.80	0.00	7.80	Replace	Replace	No
	COMMON		STICKER DECAL 6555 8888 <i>/ MC</i>	1	21.60	0.00	21.60	Replace	Replace	No
TOTAL MATERIALS								4,964.40	4,964.40	
TOTAL MATERIALS(Discounted)							3,971.52	3,971.52		

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									

Hsiao Tong (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Monday, 14 January 2019 11:00 AM
To: Thin Thin (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Olivia Lau (LKKAUTO)
Subject: FW: Direct Settlement - Accident Involving XD2322C (OI : EQI - DM18HO02291/JT) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018
Attachments: IMG-1516.jpg; IMG-1515.jpg; 47-VIDEO (online-video-cutter.com) 1.mp4

Dear Thin Thin,

Please proceed with direct settlement.

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Thin Thin (LKKAUTO) [mailto:thinthin@lkkauto.com]
Sent: Tuesday, December 11, 2018 4:02 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: FW: Direct Settlement - Accident Involving XD2322C (OI : EQI - DM18HO02291/JT) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

Dear Janet,

We refer to the below matter.

Enclosed herewith CCTV footage from TP repairer.

Based on footage, OID encroaching into TP lane and collided with TP vehicle.

Therefore, kindly advise whether can we proceed for direct settlement for this matter.

Thanks.

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

From: Janet Tan <janet.tan@eqinsurance.com.sg>

Sent: Friday, 19 October 2018 5:21 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving XD2322C (OI : EQI - DM18HO02291/JT) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

Dear Mei Kwan,

OI report.

Please let us have the video footage.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, June 29, 2018 4:15 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

Importance: High

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Shu Pei (LKKAuto)

Sent: Monday, 28 May, 2018 2:00 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 24 April 2018 10:21 AM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

From: Janet Tan [mailto:janet.tan@eqinsurance.com.sg]

Sent: Monday, 19 March 2018 4:02 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

Dear Shu Pei

Accident not reported. We shall follow up with insured on non reporting.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Shu Pei (LKKAuto) [mailto:shupe@lkkauto.com]

Sent: Monday, March 5, 2018 5:53 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: Direct Settlement - Accident Involving XD2322C (OI : EQI - TBA) AND SHB5887U (TP : LKK REF - CC3/EQI18004161/Gyb3) on 28.02.2018

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 5887U at M/s SMRT Automotive Services Pte Ltd (Woodlands).

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Enclosed for your perusal is:

- TP's GIA report
- Preliminary advice

- Estimated cost of repair

- Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6742 2928.

- Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Hsiao Tong (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Monday, 21 January 2019 2:42 PM
To: eqiprs@eqinsurance.com.sg
Cc: CS A Team; Admin A; Olivia Lau (LKKAUTO)
Subject: URGENT / FINAL REMINDER Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)
Attachments: img-629155357-0001.pdf

**URGENT
FINAL REMINDER**

Dear All,

Despite our reminder sent to LKK on 22/10/2018 and have provided the evidence, to-date we have yet to receive an offer.

Please let us have your offer by **29th January 2019** otherwise we will refer the matter to GIA for their deliberation. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Sent: 22/10/2018 11:57
To: 'Olivia Lau (LKKAUTO)'
Subject: URGENT / REMINDER Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

**URGENT
REMINDER**

Dear Olivia,

Despite the fact that your insured has reported the accident and video footage clearly proved the involvement and also proved that your insured is at fault, to-date we have yet to receive your offer after waited for more than 4 months.

Please note that our relief driver Mr Poh Soon Meng (NRIC No. S1204331G) is injured and is claiming his injury and loss of income (based on his medical leave) through his own lawyer. We are claiming the loss of income (based on downtime) on behalf of our hirer Mr Ang Seh Eng (NRIC No. S1242638J).

Please let us have your offer by **30th October 2018**.

Regards
Tan Lee Gek (DID: 6866 2647)



From: Shu Pei (LKKAuto) [mailto:shupe@lkkauto.com]
Sent: 02/07/2018 09:28
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Admin A; CS A Team
Subject: FW: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC3/EQ118004161/Gmb3	Olivia

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

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Friday, 29 June 2018 4:37 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

Dear All,

We refer to our LOD of 24/5/2018 (copy enclosed).

We called your insured's driver Mr Toh Tian Hoe at Hp: 8306 2533 today and he confirmed that he has reported the accident.

Please let us have your offer by 6th July 2018. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

Hsiao Tong (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Wednesday, 23 January 2019 9:01 AM
To: Hsiao Tong (LKKAUTO)
Cc: CS A Team; Admin A; Olivia Lau (LKKAUTO)
Subject: Acceptance of offer Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C
(Our Ref: TAX/02/18/2170/lg) *LKK REF: CC3/EQI18004161/Gmb3

Dear Hsiao Tong,

We attach your global offer of \$3,480.00. Please let us have EQ's cheque for the said sum payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: 23/01/2019 08:39
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: CS A Team; Admin A; Olivia Lau (LKKAUTO)
Subject: RE: URGENT / FINAL REMINDER Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg) *LKK REF: CC3/EQI18004161/Gmb3

Without Prejudice

Dear Lee Gek,

Apologised for late reply.

We propose settlement at a global sum of \$3,480.00(all-in).

Please confirm acceptance.

****Note: Offered 6days.**

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>

Sent: Monday, 21 January 2019 2:42 PM

To: eqiprs@eqinsurance.com.sg

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: URGENT / FINAL REMINDER Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

**URGENT
FINAL REMINDER**

Dear All,

Despite our reminder sent to LKK on 22/10/2018 and have provided the evidence, to-date we have yet to receive an offer.

Please let us have your offer by **29th January 2019** otherwise we will refer the matter to GIA for their deliberation. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Sent: 22/10/2018 11:57

To: 'Olivia Lau (LKKAuto)'

Subject: URGENT / REMINDER Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

**URGENT
REMINDER**

Dear Olivia,

Despite the fact that your insured has reported the accident and video footage clearly proved the involvement and also proved that your insured is at fault, to-date we have yet to receive your offer after waited for more than 4 months.

Please note that our relief driver Mr Poh Soon Meng (NRIC No. S1204331G) is injured and is claiming his injury and loss of income (based on his medical leave) through his own lawyer. We are claiming the loss of income (based on downtime) on behalf of our hirer Mr Ang Seh Eng (NRIC No. S1242638J).

Please let us have your offer by 30th October 2018.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: 02/07/2018 09:28

To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Cc: Admin A; CS A Team

Subject: FW: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC3/EQ118004161/Gmb3	Olivia

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]

Sent: Friday, 29 June 2018 4:37 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident on 28/2/2018 involving SHB 5887U & XD 2322C (Our Ref: TAX/02/18/2170/lg)

Dear All,

We refer to our LOD of 24/5/2018 (copy enclosed).

We called your insured's driver Mr Toh Tian Hoe at Hp: 8306 2533 today and he confirmed that he has reported the accident.

Please let us have your offer by 6th July 2018. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel : 65 6866 2650
Fax : 65 6368 7421
www.smrt.com.sg

EQ Insurance Company Ltd
c/o LKK Auto Consultants Pte Ltd
No. 51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Date: 24 May 2018

Our Ref.: TAX/02/18/2170/LG

Dear Sirs,

**ACCIDENT INVOLVING SHB 5887U & XD 2322C (EQ INSURED)
ON 28/2/2018 ALONG TPE TOWARDS SLE BEFORE PUNGGOL EXIT**

LETTER OF CLAIM

We claim on behalf of SMRT Taxis Pte Ltd, the owner and the hirer of taxi no.: SHB 5887U.
Your insured's negligent driving has caused the above accident. As a result, our clients have
suffered the following losses:-

1. Cost of Repair	:	\$2,500.00
2. Loss of Rental for <u>7.75</u> days @ S\$ <u>113.42</u> /day	:	\$ 879.00
3. Loss of Income for <u>7.75</u> days @ S\$ <u>60.00</u> /day	:	\$ 465.00
4. Police Report/ SAS Report/ LTA Search Fee	:	\$ 7.00
5. Survey Fee	:	-
Total Claims :		<u>\$3,851.00</u>

We enclose the following documents:

<input checked="" type="checkbox"/> Repair Invoice	<input checked="" type="checkbox"/> Letter of Authorisation
<input type="checkbox"/> Survey Report	<input checked="" type="checkbox"/> LTA Search result
<input type="checkbox"/> Photographs _____ pcs	<input checked="" type="checkbox"/> Others :
<input type="checkbox"/> Investigation results	1. <u>vehicle laid-up report</u>
<input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income	2. <u>video footage</u>
<input checked="" type="checkbox"/> Police / SAS report of <u>SHB5887U</u>	3. <u>scene photos</u>

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT TAXIS PTE LTD**.

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD


Tan Lee Gek
For Manager, Claims
Claims Department
DID: 6866 2647
Email: leegek@smrt.com.sg



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/EQI18004161/Gmb3

15 JAN 2019

ESON CONSTRUCTION PTE LTD

497C TAMPINES STREET 45

#03-52

SINGAPORE 522497

Attn: The Management

Dear Sir/Madam,

ACCIDENT INVOLVING XD 2322C AND SHB 5887U ON 28/02/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SHB 5887U against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

c.c. **EQ INSURANCE COMPANY LIMITED**
(Motor Claims Dept)



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV180500264
Date : 15.05.2018
Vehicle No. : SHB5887U
Your Ref No. : TAX/02/18/2170
Our Ref No. : 24094835
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,500.00
GRAND TOTAL					\$ 2,500.00

Remark :

Make/Model : CHEVROLET EPICA 2.0
Accident Date : 28.02.2018

N.B. Payment by cheque should be crossed and
made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.


Authorized Signature
for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/02/18/2170

From: SMRT Taxis Pte Ltd

Date: 12/3/2018

**ACCIDENT ON 28/02/2018 INVOLVING SHB 5887U & XD 2322C
ALONG TPE TOWARDS SLE BEFORE PUNGGOL EXIT**

This is to confirm that the daily rental rate for SHB 5887U is \$113.42 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager

Enquire Transaction History**Transaction History Details**

Log Date/Time:	02 Mar 2018 / 10:54:41	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	XD2322C	Business Transaction Reference No.:	20180302105441808651
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 28 Feb 2018 15:05:00
Insurance Company: EQ INSURANCE COMPANY LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#) [Back to List](#)



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

To : M/s EQ INSURANCE COMPANY LTD

Date: 29/01/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	XD 2322C	(Insd Veh)	Your Ref. No. : DM18HO02291/JT
	SHB 5887U	(TP Veh)	Our Ref. No. : CC3/EQI18004161/Gpb3q2
Date of Accident	28/2/2018		

Liability	100%	
Final Repair Cost	: \$ 2,500.00	
Loss of Income	: \$ 300.00	6 days
Rental (If any)	: \$ 680.52	6 days
Others:	: \$ 7.00	
	: \$	
	3,487.52	
Final Settlement Sum	: \$ 3,480.00	GLOBAL SUM
Remarks	:	

<u>Payment Instruction: Payee's Breakdown</u>		
1)	SMRT TAXIS PTE LTD	: \$ 3,480.00
		: \$

JOANNE LEE
LKK Auto Consultants Pte Ltd



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				
EQ INSURANCE COMPANY LTD		Ref : CC3/EQ18004161/Gpb3q2		
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date : 29-01-2019		
		Code : EQI		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	XD 2322C	Veh. Inspected	SHB 5887U	
Policy No.	DMCPHQ17-007070	Coverage (\$)	0.00	
Claim No.	DM18HO02291/JT	Excess (\$)	0.00	
Assign From		Assign Date	02/03/2018	
2. Vehicle Particulars & Condition				
Make & Model	CHEVROLET EPICA	c.c	1991	
Engine No.	HIDDEN	Year of Reg.	2013	
Chassis No.	KL1LA69RJBB135654	Colour	MAROON	
Odometer	592602	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/65 R15	FALKEN	6 mm	
L/H Front Tyre	205/65 R15	FALKEN	6 mm	
R/H Rear Tyre	205/65 R15	FALKEN	6 mm	
L/H Rear Tyre	205/65 R15	FALKEN	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	28/02/2018	Inspection Date	02/03/2018	
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.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		4 Working Days		

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHB 5887U

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	PANEL RH REAR DOOR (DISC 10%)	DENTED	1,863.00	1,676.70
1	SMRT LOGO DOOR (SN)	NECESSARY	60.00	60.00
1	STICKER DECAL 6555 8888 (DOOR)(SN)	NECESSARY	60.00	60.00
1	STICKER DECAL 6555 8888 (SN)	NECESSARY	21.60	21.60
1	SMRT LOGO (SN)	NECESSARY	7.80	7.80
1	PANEL RH FRONT DOOR	TO REPAIR SEE LABOUR	2,020.00	-
1	FENDER RH REAR	TO REPAIR SEE LABOUR	1,467.00	-
			5,499.40	1,826.10
	<u>LABOUR</u>			
	PANEL BEATING & BODY WORK INCLUSIVE OF THE REPAIR OF PANEL RH FRONT DOOR AND FENDER RH REAR.		1,014.00	300.00
	SPRAY PAINT.		1,134.00	600.00
	TO CHECK WIRING AND SYSTEM FUNCTION.	NOT NECESSARY	80.00	-
	TO APPLY RUST-PROOFING ON AFFECTED AREA.		100.00	60.00
	TO TRANSFER DOOR MECHANISM.		240.00	60.00
	TO WASH AND VACUUM.	NOT NECESSARY	60.00	-
			2,628.00	1,020.00
	GRAND TOTAL		8,127.40	2,846.10
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			2,500.00

Report Ref No. CC3/EQ18004161/Gpb3q2

XING GUO QIANG**M.MATAI, AMSAE-A****Automotive Assessor****HO LEONG CHUAN****Automotive Assessor**

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