

22/03/2001

ASS. REC. BY:

REF: CS/FCI18004547 | T1vd3 | 12
Special Instruction:

Surveyor:
From (Person):

Taufik
Karen Tan

ASSIGNMENT (Office)
FCI

Bill to:

Date/Time: 9/3/18 @ 12:28pm

Estimated Cost:

OD/TP/WS/TP RES / OD RES / EVA / INV / MV / CS
SLV 8539C

Insured:

SHD 4726Y

Tel:

6668 4555 /
9642 7143

To Inspect Vehicle No:

Cycle & Carriage Automobile
209 Purden Gardens

at Workshop m/s

Policy No:

Claim No:

D18001907MFSH

Sum Insured:

Excess:

D.O.A 05/03/2018

Make of Veh:
(Client's Record)

H.O.D. Endorsement:

CA / REV / REP. / REV 24 HRS
12:36pm @ 9/3/18

Person Contacted:

Tay

Vehicle IN/OUT

Date/Time

Action/Instruction (✓) Estimate

SLV 8539C - X

SHD 4726Y - CS/FCI 17018636 / R/H

D.O.A: 23/9/17

9/3/18
12/18

Email preli revised to FCI
@ 1045am Jian Ye call up said owner want to change bumper

Signature: *Taufik*

REF: FQ

ASSIGNMENT

From: _____ Date: 23032018

Estimated Cost: _____

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

To Inspect Vehicle No: SLV 8539C

at Workshop m/s: Cycle & Carriage

of: 209 Pandan Garden

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record) Make of Veh: Jian Ye

(Policy Condition) after 4pm

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

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ 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: SLV 8539C Yr Regn: 2018 Jan

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

Truck / Trailer or Make: Mitsubishi Attrage c.c. 1193

Colour: Silver A/C: Insured / Std / NI / NA

Sp. Reading: 3566 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: MMRSTAB ASH 00081

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: 185/55R15 R: _____

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

TOYO / YOKO or

Front R/Bal: 0 mm Rear R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A. _____ D.O.I. 23/3/18 @ 6pm

Survey held at: C&C Pandan Garden

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

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

Date / Time	Action / Instruction
29/3/18 @ 1108am	Informed Jian Ye bumper repair
17/5/18	Final fig \$ 2980 (Red 2057, 419) confirmed by email

RECEIVED 17 MAY 2018

Date/Time, File Pass to? Preli. Report

1) Final Report

Date/Time, File Return to? _____

2) 17/5- typist

Report Format: CWS

Lump Sum / I.B.I: (\$ 2980/2)

Days Of Repair: 5 16/5/18 Taufik

Resurvey No. of Trip: 1

Add Fee: Site Insp (\$)

Interview (\$)

Tech. Inv (\$)

Weekend (\$)

Survey Fee: 140

Transportation: 50

S+RS, SI: 50

Photos: 26

Others: _____

TOTAL: 266



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

FIRST CAPITAL INSURANCE LTD

Ref : CS/FCI18004547/T1vd3

36 ROBINSON ROAD
#16-01 CITY HOUSESINGAPORE 068877

Date : 09-03-2018



Code : FCI2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHD 4726Y	Veh. Inspected	SLV 8539C
Policy No.		Coverage (\$)	0.00
Claim No.	D18001907MFSH	Excess (\$)	0.00
Assign From	CWS (KAREN TAN)	Assign Date	09/03/2018

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	05/03/2018	Inspection Date	
Survey held at	CYCLE & CARRIAGE AUTOMOTIVE PTE LTD 209 PANDAN GARDENS SINGAPORE 609339		

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. 199607198R

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

Your ref: D18001907MFSH

Our ref: CS/FC118004547/T1vd3

Date: 26/3/2018

The Motor Claims Department
M/s FIRST CAPITAL INSURANCE LTD

Without Prejudice

Dear Sir/Madam,

INITIAL INSPECTION REPORT OF VEHICLE NO. SLV 8539C

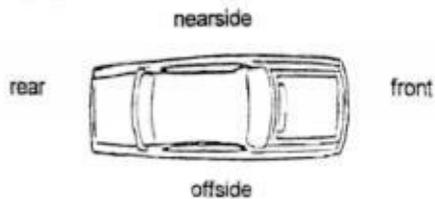
We thank you for your instruction on 9/3/2018

Please be informed that we had conducted the inspection of the above mentioned vehicle on 23/3/2018 at the premises of M/s CYCLE & CARRIAGE AUTOMOTIVE PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$5,037.00
Revised Estimate Amount	: S\$2,210.00
"Check" Items Amount	: S\$87.00
Market Value	: S\$
LTA Reimbursement Value	: S\$
Nett Value	: S\$

Description of Damage:

The vehicle sustained damages at the rear o/s portion



Comments/Present Status:

Damages Consistent

Yours faithfully,

MOHAMAD TAUFIKH
M.MATAL, AMSAE-A
Automobile Assessor

MOTOR SURVEY ASSIGNMENT

Date	07-03-2018	Our Ref No. D18001907MFSH
Accident Date	05-03-2018	Claim Type. Third Party
Insured Vehicle	SHD4726Y	Third Party Vehicle. SLV8539C
Survey Location	209 PANDAN GARDENS	
Contact Person.	TAY JIAN YE	
Contact No.	65684555/ 0	Fax No. 65691056
Survey Type	WITHOUT PREJUDICE:	
Appointed Surveyor	LKK AUTO CONSULTANTS PTE LTD	
Contact Person	NA	Fax No. 68416315
Contact Number.	NA	

FOR DIRECT SETTLEMENT

Please submit to us the Tax Invoice together with letter of claim for Rental OR Loss of use (based on NIMA Benchmark rates) together with your survey report.

THIRD PARTY SURVEY REQUEST

Cc : Workshop	CYCLE & CARRIAGE AUTOMOTIVE PTE LTD	Attention. NIL
Cc : TP Solicitor	NA	TP Solicitor Fax No. NA
Officer Incharge	KARENT	

IMPORTANT NOTE

Kindly submit the survey report via CWS within 14 days for survey assignment and 7 days for re-inspection.
This is a computer generated letter, no signature required.

Job Sheet (/ClaimWS/Surveyor/JobSheet/235687)



PRI Documents



Close



PRI Header Details

Claim No	D18001907MFSH	Policy No	D-18088936MFSH	Claimant S.No & Name	1 & CYCLE & (LTD
Workshop Name	CYCLE & CARRIAGE AUTOMOTIVE PTE LTD (Contact Person : TAY JIAN YE)	Survey Location & Contact Details	209 PANDAN GARDENS Mobile: 0 , Phone: 65684555 , Fax: 65691056 EmailId: JIANYE.TAY@CYCLECARRIAGE.COM.SG		
Our Surveyor	LKK AUTO CONSULTANTS PTE LTD	Instructions To Surveyor	WITHOUT PREJUDICE:		
Insured Name	COMFORT TRANSPORTATION PTE LTD	Insured Vehicle No	SHD4726Y	TP Vehicle No	SLV8539C
PRI Recieved Date	07-03-2018 03:49:16 PM	Surveyor Appointed Date	09-03-2018 12:26:58 PM	Surveyor Accept Date	09-03-2018 1

Survey Report Upload

Surveyor Inspection Date *:	<input type="text"/>	Surveyor Report Date	09-03-2018	Upload Survey Report *:	<input type="button" value="Choose File"/>
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Vehicle Particulars

Make	<input type="text" value="Please Select Make"/>	Model	<input type="text" value="Please Select Model"/>	Year	<input type="text" value="Select Year"/>
Chasis No	<input type="text"/>	Engine No	<input type="text"/>	Mileage	<input type="text"/>
Color	<input type="text"/>	Cubic Capacity	<input type="text"/>		

Multiple Documents Upload

<input type="button" value="Upload Multiple Documents"/>	
File Name	Action

Surveyor Job Remarks

Remarks	<input type="text"/>	<input type="button" value="Save"/>
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Veron Chen (LKKAuto)

From: Taufikh (LKKAuto)
Sent: Monday, 30 April 2018 10:40 AM
To: 'Tay Jian Ye'
Cc: Veron Chen (LKKAuto)
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Hi Jian Ye,

As agreed, total repair days is 5 days.

Regards
Taufikh
Lkk Auto

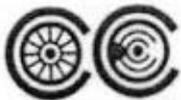
From: Tay Jian Ye [mailto:jianye.tay@cyclecarriage.com.sg]
Sent: Thursday, 19 April 2018 5:19 PM
To: Taufikh (LKKAuto)
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

Dear Taufikh,

Today we have spoken about the extra repair days that you have we have agreed for two days

Best Regards,

Tay Jian Ye
Advisor- Customer Service



CYCLE & CARRIAGE

Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 81680997 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 29 March, 2018 1:51 PM
To: Tay Jian Ye; Admin-D (LKKAuto)
Cc: Taufikh (LKKAuto); SUR
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Dear Jian Ye,

Matter has been reviewed by our technical audit. Please replace rear bumper. Photo of new bumper and old bumper to be taken before spray painting.

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: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

Sent: Thursday, 29 March 2018 11:03 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>

Subject: FW: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Importance: High

Dear Catherine,

This case is survey by Taufikh the rear bumper is given to repair back but now my customer is dispute the rear bumper to change a new pieces
Please revert us asap and I have inform the claim in charge Veron

Thank you

Best Regards,

Tay Jian Ye
Advisor- Customer Service



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 A member of the Jardine Cycle & Carriage Group

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

Sent: Tuesday, 20 March, 2018 3:34 PM

To: Tay Jian Ye

Cc: karentan@msfirstcapital.com.sg; cwsmotorclaims@msfirstcapital.com.sg

Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Without Prejudice

Dear Sir/Madam,

We wish to state that the we admit liability subject quantum to be agreed later.

Kindly liaise with our surveyor accordingly.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited

From: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]
Sent: 20 March 2018 10:31 AM
To: Claim Workflow System; karentan@msfirstcapital.com.sg
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

2nd reminder,

Dear Karen,

Can I have the liability for this case

Thank you

Tay Jian Ye

Claim Division Operations

209 Pandan Gardens

Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

From: Tay Jian Ye

Sent: Monday, 19 March, 2018 3:03 PM

To: 'Claim Workflow System'; 'karentan@msfirstcapital.com.sg'

Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Importance: High

Dear Karen,

Can I have liability

Tay Jian Ye

Claim Division Operations

209 Pandan Gardens

Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

From: Tay Jian Ye
Sent: Thursday, 15 March, 2018 3:10 PM
To: 'Claim Workflow System'
Cc: karentan@msfirstcapital.com.sg
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

Dear Karen,

This is the longer version for your reference

Tay Jian Ye

Claim Division Operations

209 Pandan Gardens

Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]
Sent: Thursday, 15 March, 2018 12:44 PM
To: Tay Jian Ye
Cc: karentan@msfirstcapital.com.sg; cwsmotorclaims@msfirstcapital.com.sg
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Without Prejudice

Dear Sir/Madam,

Our insured has reported that your client's vehicle has filtered lane and caused collision.

The liability is currently unclear until further evidence are provided.

Kindly forward us the same if any.

Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited

From: Tay Jian Ye [mailto:jianye.tay@cyclecarriage.com.sg]

Sent: 15 March 2018 09:35 AM

To: KARENTAN@MSFIRSTCAPITAL.COM.SG

Cc: Claim Workflow System

Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Importance: High

Dear Karen,

Can I have the liability,

Tay Jian Ye

Claim Division Operations

209 Pandan Gardens

Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

Sent: Friday, 9 March, 2018 12:27 PM

To: Tay Jian Ye

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;

KARENTAN@MSFIRSTCAPITAL.COM.SG

Subject: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Dear Sir/Madam

PRI Request For **SLV8539C** Accident Involving **SHD4726Y** On 05-03-2018.

Please find below details for your reference

- **Claim number :** D18001907MFSH
- **Insured vehicle number :** SHD4726Y
- **Accident date :** 05-03-2018
- **Third-party vehicle number :** SLV8539C
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** KARENT

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849

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DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 26 March 2018 2:06 PM
To: 'Claim Workflow System'
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG; SUR
Subject: RE: SURVEY ASSESSMENT - D18001907MFSH/1, SLV 8539C
Attachments: SLV 8539C PRELI ADVISED.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SLV 8539C
Date of survey: 23/3/2018
Number of days:3days

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAUTO)
Sent: Friday, 9 March 2018 1:39 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG; SUR <sur@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D18001907MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]
Sent: Friday, 9 March 2018 12:27 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; KARENTAN@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D18001907MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.
Kindly submit your report via CWS within the next 14 days.

Best Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849

PS: This is a system generated mail. Please do not reply to this mail.

MOTOR INSURANCE COVER NOTE
 Cover Note No. 56000136

The risk in the Schedule below having proposed for insurance in respect of the Motor Vehicle described in the Schedule below the risk is hereby HELD COVERED in the terms of the Company's usual form of Motor Vehicle Insurance Policy for the period as stated below unless the cover be terminated by the Company by notice in writing in which case the insurance will thereupon cease and a proportionate part of the annual premium payable for such insurance will be charged for the time the Company has been on risk.

SCHEDULE

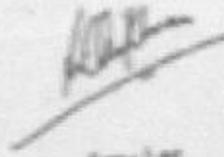
Agent No. : 156391
 Name of Insured : Wu Chih Tao John ✓
 Make and Description of Vehicle : Mitsubishi Atrage 1.2 CVT ✓
 Vehicle Registration No. :
 Year of Manufacture : 2017 ✓
 Engine No. : 3A32UGP2050 ✓
 Chassis No. : MMBSTA13AJH000981 ✓
 Capacity : 1,193 Cubic Capacity ✓
 Cover Type : Comprehensive
 Sum Insured (SGD) : Market Value
 Period of Insurance : 22/01/2018 to 21/01/2019 ✓
 Excess (SGD) : 500
 Finance Company : MAYBANK ✓

We hereby certify that this Cover Note is issued in accordance with the Provisions of the Motor Vehicles (Third Party Risks & Compensation) Act (Cap. 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.

Not valid unless countersigned by the
Serene Quotigo Authorized Representative
 Quotigo Pte Ltd
 Senior Operations Manager
 60 Paya Lebar Road
 Paya Lebar Square #11-41
 Singapore 409051

Quotigo GRD# 63850607 Mobile: 85881388
 Email: serene@quotigo.com
 Website: www.quotigo.com
 Date of Issue: 08/01/2018

MSIG Insurance (Singapore) Pte. Ltd.
 Authorized Insurers


 Amy Lar
 Senior Vice President, Agencies

This Cover Note is valid for 30 days from the date of issue.

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 17 May 2018 8:16 AM
To: 'Loi Ai Ting'; Taufikh (LKKAuto)
Cc: Admin A; Cheng Jo Jo; Lauro Araos Songcuan Jr; SUR
Subject: RE: SLV8539C, Mit WIP: 22412 (finalisation)

Dear Ms Loi,

WITHOUT PREJUDICE

Confirm finalised amount at \$2980 before GST @ 5 working days.

Final invoice and all supporting documents sent over to First Capital Ins Ltd.

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: Loi Ai Ting [mailto:aiting.loi@cyclecarriage.com.sg]
Sent: Wednesday, 16 May 2018 11:25 AM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>; Lauro Araos Songcuan Jr <lauro.songcuan@cyclecarriage.com.sg>
Subject: SLV8539C, Mit WIP: 22412 (finalisation)

Hi, Taufikh,

Please confirm finalised amount at \$3,188.60.

Thanks.

Best Regards,

Loi Ai Ting
Customer Service Advisor



CYCLE & CARRIAGE

Exceptional Journeys

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T: +65 6568 4556 • F: +65 6565 1240 • www.cyclecarriage.com.sg

Veron Chen (LKKAuto)

From: Taufikh (LKKAuto)
Sent: Monday, 30 April 2018 10:40 AM
To: 'Tay Jian Ye'
Cc: Veron Chen (LKKAuto)
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Hi Jian Ye,

As agreed, total repair days is 5 days.

Regards
Taufikh
Lkk Auto

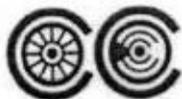
From: Tay Jian Ye [mailto:jianye.tay@cyclecarriage.com.sg]
Sent: Thursday, 19 April 2018 5:19 PM
To: Taufikh (LKKAuto)
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

Dear Taufikh,

Today we have spoken about the extra repair days that you have we have agreed for two days

Best Regards,

Tay Jian Ye
Advisor- Customer Service



CYCLE & CARRIAGE

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 A member of the Jardine Cycle & Carriage Group

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 29 March, 2018 1:51 PM
To: Tay Jian Ye; Admin-D (LKKAuto)
Cc: Taufikh (LKKAuto); SUR
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Dear Jian Ye,

Matter has been reviewed by our technical audit. Please replace rear bumper. Photo of new bumper and old bumper to be taken before spray painting.

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: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

Sent: Thursday, 29 March 2018 11:03 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>

Subject: FW: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Importance: High

Dear Catherine,

This case is survey by Taufikh the rear bumper is given to repair back but now my customer is dispute the rear bumper to change a new pieces

Please revert us asap and I have inform the claim in charge Veron

Thank you

Best Regards,

Tay Jian Ye
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 81680997 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]

Sent: Tuesday, 20 March, 2018 3:34 PM

To: Tay Jian Ye

Cc: karentan@msfirstcapital.com.sg; cwsmotorclaims@msfirstcapital.com.sg

Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Without Prejudice

Dear Sir/Madam,

We wish to state that the we admit liability subject quantum to be agreed later.

Kindly liaise with our surveyor accordingly.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited

From: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]
Sent: 20 March 2018 10:31 AM
To: Claim Workflow System; karentan@msfirstcapital.com.sg
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

2nd reminder,

Dear Karen,

Can I have the liability for this case

Thank you

Tay Jian Ye
Claim Division Operations
209 Pandan Gardens
Singapore 609339

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Importance: High

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Singapore 609339

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Importance: High

Dear Karen,

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Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited

From: Tay Jian Ye [<mailto:jianye.tay@cyclecarriage.com.sg>]

Sent: 15 March 2018 09:35 AM

To: KARENTAN@MSFIRSTCAPITAL.COM.SG

Cc: Claim Workflow System

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Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG;

KARENTAN@MSFIRSTCAPITAL.COM.SG

Subject: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Dear Sir/Madam

PRI Request For **SLV8539C** Accident Involving **SHD4726Y** On 05-03-2018.

Please find below details for your reference

- **Claim number :** D18001907MFSH
- **Insured vehicle number :** SHD4726Y
- **Accident date :** 05-03-2018
- **Third-party vehicle number :** SLV8539C
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** KARENT

PS: This is a system generated mail. Please do not reply to this mail.

Regards,
Admin Team
Claim Workflow System
Motor Claims Department
MS First Capital Insurance Limited
Tel : 6507 3848
Fax : 6507 3849

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

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Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 29 March 2018 1:51 PM
To: Tay Jian Ye; Admin-D (LKKAuto)
Cc: Taufikh (LKKAuto); SUR
Subject: RE: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C

Dear Jian Ye,

Matter has been reviewed by our technical audit. Please replace rear bumper. Photo of new bumper and old bumper to be taken before spray painting.

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: Tay Jian Ye [mailto:jianye.tay@cyclecarriage.com.sg]
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Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Subject: FW: SURVEYOR APPOINTED; OUR REF : D18001907MFSH ; YOUR REF: SLV8539C
Importance: High

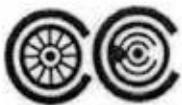
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PRI Request For **SLV8539C** Accident Involving **SHD4726Y** On 05-03-2018.

Please find below details for your reference

- **Claim number** : D18001907MFSH
- **Insured vehicle number** : SHD4726Y
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- **Third-party vehicle number** : SLV8539C
- **Assignment type** : WITHOUT PREJUDICE
- **Surveyor** : LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge** : KARENT

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PRI Request For **SLV8539C** Accident Involving **SHD4726Y** On 05-03-2018.

Please find below details for your reference

- **Claim number :** D18001907MFSH
- **Insured vehicle number :** SHD4726Y
- **Accident date :** 05-03-2018
- **Third-party vehicle number :** SLV8539C
- **Assignment type :** WITHOUT PREJUDICE
- **Surveyor :** LKK AUTO CONSULTANTS PTE LTD
- **Officer-in-Charge :** KARENT

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Regards,
Admin Team
Claim Workflow System



CYCLE & CARRIAGE

CYCLE & CARRIAGE AUTOMOTIVE PTE LIMITED
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65691056



ESTIMATE

GST Reg No : MR-8500111-X

Co Reg No : 197701469G

Table with 2 main columns: Invoice Name & Address, Owner Name & Vehicle Info. Includes details for Mr Wu Chih Tao John and vehicle specifications like KCV08116, SLV8539C, etc.

Table with 5 columns: Account No, Terms, Date/Time Printed, CSE, Operator, WIP No. Includes account CSM00041, terms Cash, date 07/03/2018, operator 465 / Tay Jian Ye, WIP No 22412.

Main table with 5 columns: Description of Goods / Services, Qty, Unit Price, Disc%, Amount. Lists items like PNT88000 (rear bumper repair), PNT88000 (transfer parking sensor), PNT98000 (paint work), etc.

Estimate

SURVEYOR NAME: Taufiq 92495749

SURVEYOR SIGNATURE: [Signature]

DATE: 23/3/18 @ 645pm

REMARKS: Resurvey before/after repair. Sw @ [Signature]

5 B days

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

Confirm & accepted by

Summary table with 3 columns: Description, Net, Total Payable. Shows 7% GST on 5037.00, resulting in a total payable of 5,389.59.

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required. Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced.



Exceptional Journeys

Surveyor : -
Company : TP FIRST CAPITAL
Emailed : -

VEHICLE NO : SLV 8539 C
MODEL : MIT ATTRAGE 1.2
WIP : 22412

Material	:	\$	<u>740.00</u>
Labour	:	\$	<u>2,240.00</u>
Sub-Total	:	\$	<u>2,980.00</u>
	:	\$	<u>2,980.00</u>
Less Excess	:	\$	<u>-</u>
Total	:	\$	<u>2,980.00</u>
GST 7%	:	\$	<u>208.60</u>
Grand Total	:	\$	<u>3,188.60</u>
Finalise By/Date	:		<u>LOI / 16/05/18</u>

REVERT BACK WITHIN 7 DAYS,
OTHERWISE WILL PROCEED WITH INVOICING

SURVEYOR'S REPORT REQUIRED

REPAIR TOOK 5 WORKING DAYS + 2 Days (1) Weekends
+ 1 Days (1) Public Holiday
TOTAL DAYS REPAIR TOOK = 8

TP claim SHD 47264

Claim GIA / LTA fee -

Claim Loss of Use / Rental \$60/day x 8 days = \$480.00

Claim Medical Fee / Others -

Third Party Report -



CYCLE & CARRIAGE

CYCLE & CARRIAGE AUTOMOTIVE PTE LIMITED
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65691056



PRO-FORMA INVOICE

THIS IS NOT AN OFFICIAL TAX INVOICE

GST Reg No : MR-8500111-X

Co Reg No : 197701469G

Invoice Name & Address	Owner Name & Vehicle Info
Mr Wu Chih Tao John	Cust No/Name KCV08116/Mr Wu Chih Tao John
Blk 293 Punggol Central	Reg No/Reg Date SLV8539C / 19/01/2018
#07-439	Date In/Mileage 29/03/2018/ 3565
Singapore 820293	Chassis/Package MMBSTA13AJH000981 /DC1753C
Contact No Mobile: 97565723	Engine No 3A92UGP2090
26/03/	Make/Model MIT/18MY ATTRAGE 1.2 CVT
	Colour/Trim A06 COOL SILVER NET/ BK BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Qty	Unit Price	Disc%	Amount
CTP00040	Cash	16/05/2018/ 10:24	TLT	260 / AiTing	22412				
Description of Goods / Services									
A 54900099									✓ 30.00
CHECK WIRING AND CHASSIS ELECTRICAL SYSTEM									
A 10028901									✓ 200.00
CONDUCT DIAGNOSTIC CHECK USING MUT TESTER AND CLEAR TROUBLE CODE									
M SUNDRY									✓ 40.00
APPLY ANTI COROSSION ON AFFECTED PORTIONS									
S SPECIALISTJOB									✓ 1100.00
REPLACE DAMAGED PARTS, REPLACE REAR BUMPER, REPAIR RH REAR FENDER, RH REAR DOOR, AND ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME									
S SPECIALISTJOB									? 30.00
REMOVE & INSTALL REAR PARKING SENSOR TO FACILITATE REPAIR									
S SPECIALISTJOB									✓ 840.00
RESPRAY ON REAR BUMPER, RH REAR FENDER, RH REAR DOOR, AND ALL OTHER AFFECTED AREAS TO THE SAME									
X FACE,RR BUMPER						1.00	R 740.00	00.00	740.00
Z TEXT									
TP CLAIM SHD4726Y									
DOA : 05.03.18									
SURVEYOR TAUFIKH LKK 23.03.18									

"Guarantee your warranty, maintain with Cycle & Carriage."

Parts	740.00				2,980.00
Labour	230.00	7% GST on	2980.00		208.60
Standard Menu	0.00				
Specialist Job	1,970.00			Total Payable	3,188.60
Diagnostics Job	0.00				
Sundry/Others	40.00				
Total(w/o GST)	2,980.00				

This is not an official tax invoice.
This is a computer generated document, no signature is required.



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

FIRST CAPITAL INSURANCE LTD

Ref : CS/FCI18004547/T1vd3n2

36 ROBINSON ROAD
#16-01 CITY HOUSESINGAPORE 068877

Date : 18-05-2018



Code : FCI2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHD 4726Y	Veh. Inspected	SLV 8539C
Policy No.	D-18088936MFSH	Coverage (\$)	0.00
Claim No.	D18001907MFSH	Excess (\$)	0.00
Assign From	KARENT	Assign Date	09/03/2018

2. Vehicle Particulars & Condition

Make & Model	mitsubishi attrage	c.c	1193
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	MMBSTA13AJH000981	Colour	SILVER
Odometer	3566	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	185/55 R15	BRIDGESTONE	6 mm
L/H Front Tyre	185/55 R15	BRIDGESTONE	6 mm
R/H Rear Tyre	185/55 R15	BRIDGESTONE	6 mm
L/H Rear Tyre	185/55 R15	BRIDGESTONE	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	05/03/2018	Inspection Date	23/03/2018
Survey held at	CYCLE & CARRIAGE AUTOMOTIVE PTE LTD 209 PANDAN GARDENS SINGAPORE 609339		

5a. Remarks

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

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	5 Working Days
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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

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLV 8539C

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	SUNDRIES (SN)	NOT NECESSARY	27.00	-
10	CLIP,FR BUMPER (SN)	NOT NECESSARY	30.00	-
1	FACE,RR BUMPER (SN)	DEFORMED	740.00	740.00
			797.00	740.00
LABOUR				
	TO RENEW REAR BUMPER,REPAIR REAR RH FENDER AND REAR RH DOOR.		2,200.00	1,100.00
	TO TRANSFER REAR PARKING SENSOR TO NEW PARTS.		30.00	30.00
	PAINT WORK SPRAY REAR BUMPER,REAR RH FENDER,REAR RH DOOR.		1,680.00	840.00
	CHECK WIRING AND CHASSIS ELECTRICAL SYSTEM.		50.00	30.00
	TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST USING HI-SCAN PRO TEST.		200.00	200.00
	TO APPLY ANTI COROSSIONON AFFECTED PORTION.		80.00	40.00
			4,240.00	2,240.00
GRAND TOTAL			5,037.00	2,980.00
RECOMMENDED COST OF REPAIRS				2,980.00

Report Ref No. CS/FCI18004547/T1vd3n2

MOHAMAD TAUFIKH
M.MATAI, AMSAE-A
Automotive Assessor

ADRIAN LING WAI PING
B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI
Licensed Appraiser

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