

INS. CASE OWNER:

cc 4, III 1800 4898, 11023/1

LKK:

IDAC:

Surveyor:

RASM

DOI:

ASSIGNMENT

15/3/18

Date / Time:

14/3/18

Registered in Merimen:

14/3/18

Pre-assign / CCU / FTE

SHD 3131U



Insured Vehicle No.:

012

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

11/3/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

ong chern mang

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

m 1718030344

Policy No.:

mwm0015

Make / Model:

H.140

Place of Accident:

FOUNTAIN OF WORTH ROUNDABOUT  
Exit way to D'Agostini

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

Insured Liability: % Final ? Yes / No

SJF 34732



INSRS:

WSP:

Tel:

Liability:

RMKS:

easy link



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

2013

RSM

SJF 34732 - X;

SHD 3131U - 03 / 01/16/15/503/11/26392; D.O.A. 11/3/18

19/3/18

SEEK MANDATE FOR LIABILITY.

20/3/18

MANDATE APPROVE LIABILITY.

21/3/18

EMAIL WSP LIABILITY CASE RECEIVED 17 MAY 2018

24/3/18

FILE PASS TO TYPIST TO PREPARE REPORT.

17/5 \* via search date is different in b7A.

RECEIVED 12 APR 2018

\* ORIGINAL LID WITH III

STAGE	DATE / PIC
Non-Reporting ltr (1st):	
Non-Reporting ltr (2nd):	
Non-Reporting ltr (Final):	
Notification ltr (if non-pickup):	
Call OI:	
After call ltr to OI:	
Documentation Check List:	Handler Typist
Notification ltr (if non-pickup)	
After call ltr to OI:	
Authorisation To Act:	
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: E- Day Receipt.	

PRELIMINARY ADVICE		Date/Time: -	Sent By: -
FINALIZATION		Date/Time: 14/3/18	Confirm with: EUSON
Repair Cost:	PIP SS 650	( 3 days) Reduction:	18 %
FINAL SETTLEMENT		Date/Time: 5.5.18	Confirm with: EUSON
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	130
Repair Cost:	SS 650.00	DND EXT ROUNDABOUT FROM D'AGOSTINI LANE.	
Loss of Rental (LOR):	SS -	( ) days	
Loss of Use (LOU):	SS 90.00	(\$ 30 x 3 days)	
Loss of Income (LOI):	SS -	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	SS 7.45		
Medical:	SS		
Disbursement:	SS 20.00 (2-DAY LICENCE)	(e.g. Tow/Independent)	
Legal Cost	SS		
Total:	SS 767.45	Global Sum SS:	
FINAL PAYMENT		Date/Time: 3.5.18	Confirm with: EUSON
Payee 1:	SS 767.45	Name 1:	EASY LINK AUTO SERVICES PTE LTD
Payee 2: (Strike if N.A.)	SS	Name 2:	
Payee 3: (Strike if N.A.)	SS	Name 3:	





## LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile				
INDIA INTERNATIONAL INSURANCE PL		Ref : CC4/III18004898/R1ea3		
64 CECIL STREET #05-02 IOB BUILDING SINGAPORE 049711		Date : 14-03-2018		
		Code : III2		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
	Insured Veh.	SHD 3131U	Veh. Inspected	SJF 3473Z
	Policy No.		Coverage (\$)	0.00
	Claim No.		Excess (\$)	0.00
	Assign From		Assign Date	14/03/2018
<b>2. Vehicle Particulars &amp; Condition</b>				
	Make & Model	c.c 0		
	Engine No.	HIDDEN		
	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	11/03/2018	Inspection Date	15/03/2018
	Survey held at	EASY LINK AUTO SERVICES PTE LTD 1 BUKIT BATOK CRESCENT #03-23 WCEGA PLAZA SINGAPORE 658064		
<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.				



## EASY LINK AUTO SERVICES PTE LTD

50 BUKIT BATOK STREET 23, #01-07 MIDVIEW BUILDING, SINGAPORE 659578

CO. REG.NO. 201539302H

TEL: 69081121 FAX: 63161121

### India International Insurance Pte Ltd

64 Cecil Street

#04/#05 IOB Building

Singapore 049711

Attention: Claim Officer

### QUOTATION

Date : 13/03/2018

Vehicle No. : SJF3473Z

Make/Model : CHERY A5-1.6 (M)

Chassis No. : LVVDC11B28D058720 / -

Engine No. : SQR481FAF8B01675 / -

Policy No. : Third Party Claim

Accident Date : 11/03/2018

A	Parts	QTY.	Unit Price	Total (\$)
01	NIL	0	0.00	0.00
	Sub Total (1)			0.00

B	LABOUR CHARGE	QTY.	Unit Price	Total (\$)
02	NIL	0	0.00	0.00
	Sub Total (2)			0.00

C	DISMANTLE & FIX	QTY.	Unit Price	Total (\$)
03	Front bumper and front right fender	1 Lot	400.00	<del>350.00</del> 250
	Sub Total (3)			350.00

D	SPRAY PAINTING	QTY.	Unit Price	Total (\$)
04	Front bumper and front right fender	1 Lot	600.00	<del>450.00</del> 400
	Sub Total (4)			450.00

Summation of above repair works

Total (\$)

800.00

Yours sincerely,

James Ong  
Advisor

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:

Recommendations:

Surveyor  
Date:

Resurvey after repair

: RASUL - HP 90010068

: 15/03/18 @ 1540

3 days  
45 P/P

## Print Received Message

This mail is associated with :

**\*SJF3473Z (MCT18030344)**

**[SHD3131U]**

TP

NORHISHAM BIN MUSA

Mar 11 2018 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Easy Link Auto Services Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 19/03/2018 14:31 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$0.00) - SJF3473Z - Claim Handler: Zuhaidah Bte Samsuri

Approved:0.00:Approved @ 100% - Please contact TP repairer to advise on liability as TP repairer called in to check.  
Thanks.

## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 21 March 2018 2:27 PM  
**To:** Mei Kwan (LKKAUTO); elson@easylinkauto.com.sg  
**Cc:** Vic (LKKAUTO); Admin A  
**Subject:** RE: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International - survey & repair \*\*\* LKK REF: CC4/III18004898/R1ea3

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

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

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

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

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

In order to expedite the claim process, please forward all relevant documents for us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 16 March 2018 5:15 PM  
**To:** elson@easylinkauto.com.sg; Rasul (LKKAUTO) <Rasul@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Cc:** Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International - survey & repair \*\*\* LKK REF: CC4/III18004898/R1ea3

Dear Elson,

Thank you for your email.

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

***Dear Rasul / Asher,***

***For your information and necessary action please.***

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

Thank you.

Best Regards,

**Mei Kwan | Admin**

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

From: Motor Claim - III

Sent: Friday, March 16, 2018 9:07 AM

To: Zuhaidah Samsuri <[aida@iii.com.sg](mailto:aida@iii.com.sg)>; Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>

Cc: Elson Tong <[elsontong@easylinkauto.com.sg](mailto:elsontong@easylinkauto.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com)

Subject: RE: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International - survey & repair

Dear officer,

Please assist.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

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

From: Elson Tong [<mailto:elsontong@easylinkauto.com.sg>]

Sent: 15 March, 2018 5:05 PM

To: [rasul@lkkauto.com](mailto:rasul@lkkauto.com); Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Natalie Lee <[natalie@iii.com.sg](mailto:natalie@iii.com.sg)>

Cc: [patrick@easylinkauto.com.sg](mailto:patrick@easylinkauto.com.sg); 'Ann Hii' <[ann@easylinkauto.com.sg](mailto:ann@easylinkauto.com.sg)>; [james@easylinkauto.com.sg](mailto:james@easylinkauto.com.sg); [betty@easylinkauto.com.sg](mailto:betty@easylinkauto.com.sg)

Subject: RE: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International - survey & repair

Dear Rasul (LKK Auto),

I refer to your attendance today for survey of accident vehicle SJF3473Z (OPC weekend plate) for repair (part by part basis; 3 days) cost of \$650.00 which we are agreeable but this is not yet including for claim to the insurance company



(India International Insurance Pte Ltd) for e-Day licence fee incurred over x no. of days and loss of use (3 days). Kindly confirm PP instead of LS.

Aside to Gabriel (III),

Please advise if we can proceed to repair with clear 100% liability by your insured SHD3131U?

Regards,  
James Ong  
/Elson

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

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Tuesday, 13 March, 2018 8:52 AM

To: Elson Tong <elsontong@easylinkauto.com.sg>; Natalie Lee <natalie@iii.com.sg>

Cc: patrick@easylinkauto.com.sg; 'Ann Hii' <ann@easylinkauto.com.sg>; james@easylinkauto.com.sg;  
betty@easylinkauto.com.sg

Subject: RE: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

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

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

Best Regards,  
Gabriel Wee  
Motor Claims Dept.  
India International Insurance Pte Ltd  
64 Cecil Street | #05 IOB Building | Singapore 049711  
Tel: 6347 6100, Ext - 248

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

From: Elson Tong [mailto:elsontong@easylinkauto.com.sg]

Sent: 12 March, 2018 10:49 PM

To: Motor Claim - III <motorclaim@iii.com.sg>; Natalie Lee <natalie@iii.com.sg>

Cc: patrick@easylinkauto.com.sg; 'Ann Hii' <ann@easylinkauto.com.sg>; james@easylinkauto.com.sg;  
betty@easylinkauto.com.sg

Subject: Accident Statement of SJF3473Z for Third Party Claim to SHD3131U insured with India Insurance International



Dear Sir,

Driver & owner of SJF3473Z is filing a Third Party Claim against driver of SHD3131U for a traffic accident of 11/3/2018. Kindly arrange a SURVEYOR for an inspection of SJF3473Z and as is an OPC weekend plate vehicle, need arrangement.

You may wish to take note that police investigation was conducted during accident. Refer case card A120180311/0164.

Regards,  
James Ong

---  
This email has been checked for viruses by Avast antivirus software.

<https://www.avast.com/antivirus>

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

**DISCLAIMER:**

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

It may contain confidential and/or legally privileged information.

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

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

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

India International Insurance Pte Ltd.

Registration No. 198703792-K

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

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Print this email only if it is absolutely necessary and help in preservation of environment.  
India International Insurance Pte Ltd.  
Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	14 Mar 2018 17:56	Cim Veh Model Changed	(201456) CHERY A5 1.6 (M);	[A] HOW MEI KWAN
2	14 Mar 2018 17:56	Cim Created	Reg No: SJF3473Z, Acct Date: 2018/03/11, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: ERGO Insurance Pte. Ltd, (HQ), Workshop: Easy Link Auto Services Pte Ltd ( )	[A] HOW MEI KWAN
3	14 Mar 2018 17:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ);	[A] HOW MEI KWAN
4	14 Mar 2018 17:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/03/23	[A] HOW MEI KWAN
5	14 Mar 2018 17:56	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides,	[A] HOW MEI KWAN
6	14 Mar 2018 17:56	Label Added	(30651):Vehicle Not In.	[A] HOW MEI KWAN
7	14 Mar 2018 17:56	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
8	16 Mar 2018 13:54	Label Removed	(30651):Vehicle Not In.	[A] HOW MEI KWAN
9	16 Mar 2018 13:54	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
10	16 Mar 2018 13:54	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN
11	16 Mar 2018 13:54	Cim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> EMAIL ADDRESS FLEETS.	[A] HOW MEI KWAN
12	16 Mar 2018 13:55	Adj Rpt Initiated		[A] HOW MEI KWAN
13	16 Mar 2018 13:55	Cim Details Notified		[A] HOW MEI KWAN
14	19 Mar 2018 09:13	Adj Mandate Request	Cur.Req:0.00;PODS: LIABILITY: 100% REMARK: B:13b OID EXIT ROUNDABOUT FROM INNER LANE	[A] Asher Sng Rong Yi
15	19 Mar 2018 14:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/03/23, Mandate Remarks: Approved @ 100% - Please contact TP repairer to advise on liability as TP repairer called in to check. Thanks.	[I] Zuhaidah Bte Samsuri
16	19 Mar 2018 14:31	Adj Mandate Set	Approved:0.00:Approved @ 100% - Please contact TP repairer to advise on liability as TP repairer called in to check. Thanks.	[I] Zuhaidah Bte Samsuri
17	24 Apr 2018 15:13	Adj Mandate Request	Cur.Req:827.45;PODS: LIABILITY: 100% QUANTUM: (a) COR : \$650.00 + (b) LOU : \$90.00 (3days x \$30) + LTA : \$7.45 + (d) DISBURSEMENT: \$80.00 Total: a+b+c+d = \$827.45 VEH MODEL: CHERY AS 1597cc PLEASE REVERT WITH YOUR APPROVAL / MANDATE / INSTRUCTION	[A] Asher Sng Rong Yi

Date From



Date To



Audit Type None

Go

### ACTIVITY

[12/04/2018 13:26] HOW MEI KWAN:  
PREPARING REPORT FOR MANDATE

### Merimen Billing for this case - Transaction History

Ref No	Ref Date	Ref Type	Ref Name	Ref No	Ref 1	Ref 2	Ref 3
1750045	16/03/2018 13:55	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SJF3473Z		10.70

## Print Received Message

This mail is associated with :

**\*SJF3473Z (MCT18030344)**  
**[SHD3131U]**

TP

NORHISHAM BIN MUSA

Mar 11 2018 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Easy Link Auto Services Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 24/04/2018 16:52 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$767.49) - SJF3473Z - Claim Handler: Zuhaidah Bte Samsuri

Approved:767.49:Please only offer 1 day for e-day license (for reporting)

**JCM**  
RENTAL

**JCM Rental Pte Ltd**

BLK BATOK CRESCENT #04-47 WCEGA PLAZA  
SINGAPORE 658064 CO. REGN NO. 201711659M

TEL: 67343438  
FAX: 67343478

**BILL TO**

Name: NORHISHAM BIN MUSA  
NRIC/REGN: S7427195B  
Address: BLK 26B JALAN MEMBINA #02-202 SINGAPORE  
165026  
Contact: 82289674

**INVOICE**

DATE: 5/4/2018  
REF: JCM18-02730

DESCRIPTION		AMOUNT
RENTAL		\$40.00
Vehicle No:	SJE531P	
Make and Model:	HONDA JAZZ	
Rental Period:	5/4/2018 - 6/4/2018	
REMARKS:	SG ONLY	

Total \$40.00

Amount Paid \$40.00  
Balance Due \$0.00

Breakdown Details:  
Karate (9668 8329)  
NG (9138 9629)

**ISSUED BY**

MERYL NG

If you have any questions about this invoice, please contact 67343438.  
Thank you For Your Business!



JCM18-02730





[16148006] : SNS 26 JLN MEMBINA  
Service : Buy e-Day Licence  
Merchant No : 8888888888800001-80010793  
Receipt/Auth : 04051905 / 087066  
Bank : DBS-POSB / Savings  
ARPC : 5F1F07F2  
Date/Time : 05 Apr 2018 19:06:16  
Amount Paid : \$40.00

Svc Provider: Land Transport Authority  
Vehicle No.: SJF3473Z  
Biz Trans Ref. No.: 20180405190551923584  
Dates: 05 Apr 2018 (Thu), 06 Apr 2018 (Fr)

Thank you for using AXS Station



60146110] : POSB 340 Jurong East  
Service : Buy e-Day Licence  
Merchant No : 888888888800001-80010970  
Receipt/Auth : 04041813 / 639220  
: DBS POSB / Savings  
: 6D39FFC5  
Time : 04 Apr 2018 18:13:54  
Amount Paid : \$20.00

Svc Provider: Land Transport Authority  
Vehicle No.: SJF3473Z  
Biz Trans Ref. No.: 20180404181324439707  
Dates: 04 Apr 2018 (Wed)

Thank you for using AXS Station



6 April 2018

INDIA INTERNATIONAL INSURANCE PTE LTD  
64 CECIL STREET  
#04/#05 IOB BUILDING  
SINGAPORE 049711

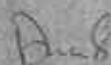
Dear Sir/Madam,

Re: Satisfaction and Discharge Voucher – Release

I, Norhisham Bin Musa [ Nric: S7427195B ] being owner of vehicle SJF3473Z (CHERY A5-1.6M) regarding the accident of 11/03/2018 at Suntec roundabout towards exit to Rochor direction, has received and collected my accident repaired vehicle in good order status and acceptable condition to my full satisfaction, and discharged my authorized **Easy Link Auto Services Pte. Ltd.** (201539302H) from any liabilities related the said vehicle and to allow to proceed for all claim transactions applicable.

Any requested repairs to my vehicle SJF3473Z not relating to the above-mentioned accident shall be my own personal capacity and responsibility to pay and to be borne by me, and do not form as part or content of accident repair cost claim which the authorized workshop is proceeding for claim as per my instruction. I understood and agreed to all above and have collected my vehicle today at 1:10<sup>hrs</sup> pm.

Yours sincerely,



Name: Norhisham Bin Musa  
[ Nric: S7427195B ]  
Block 268 Jalan Membina  
#02-202, S'pore 165026  
Date: 06 / 04 / 2018



## EASY LINK AUTO SERVICES PTE LTD

1 BUKIT BATOK CRESCENT, #03-24 WCEGA PLAZA, SINGAPORE 658064  
CO. REG. NO. 201539302H TEL: 63633633 FAX: 65703570

10 April 2018

INDIA INTERNATIONAL INSURANCE PTE LTD

64 CECIL STREET

#04-05 IOB BUILDING

SINGAPORE 049711

Attention Mr Gabriel Wee/Natalie Lee /AIDA

Dear Sir,

**RE: LETTER OF DEMAND (Without Prejudice)**

Reference to the accident of 11/03/2017 of vehicle **SJF3473Z** for Third Party Claim to **SHD3131U** which is insured with India International Insurance Pte Ltd at the material time of the above accident at about 19:45 pm, we hereby submit our **Letter Of Demand** for claim of 'Cost of Repair' and 'Loss of Use' under the instruction of claimant Norhisham Bin Musa (nric. S7427195B) of Blk 26B Jalan Membina #02-202, Singapore 165026, as follows:

Invoice AS1502144	Cost of Repair	\$650.00
OPC no. plate car	Loss of Use (4/4/18 to 6/4/18) [3 days @\$30]	\$90.00
ITNET-180312-001662	LTA Enquiry Fee (insurance company)	\$7.45
e-Day Licence	(12/3/2018, 4/4/2018, 6/4/2018) [3 X @\$20]	\$60.00
Invoice JCM18-02730	Rental re-imburement for 5/4/2018	\$40.00
Total Claim		<b>\$847.45</b>

The accident was caused by your insured negligent driving and/or management of the vehicle and we look forward for your early settlement for above stated loss and expense incurred as a result of the accident.

With best regards,

  
James Ong  
Service Advisor

19 March 2018

INDIA INTERNATIONAL INSURANCE PTE LTD  
64 CECIL STREET  
#04/#05 IOB BUILDING  
SINGAPORE 049711

Dear Sir/Madam,

**Re: Letter of Authority – Third Party Claim**

I hereby authorized **Easy Link Auto Services Pte. Ltd.** (201539302H) to repair and transact claims on my behalf for my vehicle **SJF3473Z** (CHERY A5-1.6 M) regarding the accident of 11/03/2018 at Suntec roundabout towards exit to Rochor direction, my vehicle was damaged caused directly by your insured vehicle registration no. **SHD3131U**.

I appreciate that your kind office will extend your full assistance to above named workshop. Please do not hesitate to contact me if you have any queries or need clarification in above matter. Thank you.

Yours sincerely,



Name: **Norhisham Bin Musa**  
[ Nric: S7427195B ]  
Block 26B Jalan Membina  
#02-202, S'pore 165026  
Date: *27/03/2018*

## EXPRESS SETTLEMENT

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

India Ref: MCT18030344  
Claimant Ref: SJF 3473Z

We/I, EASY LINK AUTO SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of Surveyor) with respect to the amount claimed for S\$ 550.00 (repair cost), S\$ 90.00 (loss of use/~~rental~~), S\$ 27.45 (<sup>(Disbursement)</sup>~~search fee~~), vehicle no. SJF 3473Z that was damaged pursuant to the accident which occurred on 11/03/2018 (date) at SUNTEC ROUNDABOUT TOWARDS EXIT TO ROCHOR DIRECTION (location) involving vehicle no. SHD 3131U (insured vehicle). This is pursuant to the inspection conducted on 15/03/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner NORHISHAM BIN MUSA ("the third party claimant") of vehicle no. SJF 3473Z to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SJF 3473Z (vehicle no.) as a result of the accident.

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

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

We/I authorize you to pay the total amount of S\$ 767.45 to EASY LINK AUTO SERVICES PTE LTD.

Dated this 11 day of MAY 20 18

CLAIMANT:

Signature:

Signed by "the workshop" (with chop)

Name:

ONG SEON THIAM

NRIC:

S0105920D

Address:

1 Bukit Batok Green  
#03-24 Naga Plaza Sphs 638647

Nationality:

SINGAPOREAN

Occupation:

SERVICE ADVISOR

WITNESS:

Signature:

Signed by appointed Surveyor

Name:

LKK AUTO CONSULTANTS PTE LTD

NRIC:

199607198R

Address:

51 UBI AVE 1, PAYA UBI INDUSTRIAL PARK

#02-25 SINGAPORE 408933

Nationality:

-

Occupation:

-



# EASY LINK AUTO SERVICES PTE LTD

1 BUKIT BATOK CRESCENT, #03-23 WCEGA PLAZA, SINGAPORE 658964  
CO. REG. NO. 201539302H TEL: 63633633 FAX: 65703570

PAGE:1

M/S : INDIA INTERNATIONAL INSURANCE PTE LTD

64 CECIL STREET #04-05 IOB BUILDING  
SINGAPORE 049711

FAX: 6224 4174

ATTN: MS AIDA

## INVOICE

NO : AS1502144  
DATE : 09/04/2018  
A/C CODE: : I0001  
JOB NO : JC1502176  
SALESMAN :  
VEH REG : SJF3473Z  
MILEAGE : 0KM  
MAKE/MODEL : CHERY A5-1.6M  
DEL. MODE :

Description	Quantity	Unit Price	Amount
		<u>S\$</u>	<u>S\$</u>
1 PARTS & LABOUR FOR REPAIR (3 DAYS)	1 JOB	650.00	650.00
TOTAL QTY: 1 JOB		TOTAL	<u>S\$ 650.00</u>

SINGAPORE DOLLAR SIX HUNDRED FIFTY ONLY

For EASY LINK AUTO SERVICES PTE. LTD.



AUTHORISED SIGNATURE

INDIA INTERNATIONAL INSURANCE PTE LTD

E. & O. E.

CONFIRMED & ACCEPTED BY



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 12 Mar 2018 / 07:40:39

Receipt Date/Time : 12 Mar 2018 / 07:40:39

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-180312-000071

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
-----	---	-------------------------------	------------------------	------------------------------

Usage Date: 12 Mar 18 (Mon)

An undated e-Day Licence is not valid for use unless the usage date is entered. Vehicle owners have up to 2359 hours on the next day of use of the OPC/WEC to enter the usage date.

1	Sales of e-Day Licence - SJF3473Z e-Day Licence @\$20.00 x 1 20180312073932567336	20.00	0.00	20.00
Sub-Total		20.00	0.00	20.00
Total Before Rounding		20.00	0.00	20.00
Rounding Difference				0.00
Total Amount Payable				20.00
Paid By				
xxxxxxxxxxxx4597		Credit Card: Visa/MasterCard		20.00
Total				20.00
Cash Change				0.00
Tendered Amount				20.00
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 12 Mar 2018 / 15:50:55

Receipt Date/Time : 12 Mar 2018 / 15:50:55

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-180312-001662

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
-----	--	-------------------------------	------------------------	------------------------------

Result of Insurance Enquiry - SHD3131U

As at 11 Mar 2018/19:45:00

Insurance Co: INDIA INT'L INS PTE LTD

1 Insurance Enquiry - SHD3131U

Enquiry Fee

20180312154920189050

	7.00	0.49	7.49
Sub-Total	7.00	0.49	7.49
Total Before Rounding	7.00	0.49	7.49
Rounding Difference			0.04
Total Amount Payable			7.45

Paid By

xxxxxxxxxxxx4752 Credit Card:  
Visa/MasterCard 7.45

Total 7.45

Cash Change 0.00

Tendered Amount 7.45

Excess Refundable Amount 0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.



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

Direct Settlement

#### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	15 Mar 2018 <a href="#">Edit Reg</a>		14 Mar 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$650.00</b> <a href="#">Edit Estimates</a>	<b>\$650.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span>[Created by adjuster]</span>									
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R								
Main Claimant:	NORHISHAM BIN MUSA, ID: S7427195B								
Vehicle Reg. No.:	SJF3473Z	Date of Loss:	11/03/2018 19:00 - :59 [117 Months and 12 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT18030344	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD3131U	Policy No. (Claimant):	DMPC17S010088						
		Excess:							
Repairer:	Easy Link Auto Services Pte Ltd ( ) 1 BUKIT BATOK CRESCENT, #03-23 WCEGA PLAZA, 658064 Bukit Batok - Tel:								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by <b>Zuhaidah Bte Samsuri</b> - 6347 6070]								
Claimant's Insurer:	ERGO Insurance Pte. Ltd. (HQ) - Tel: 6829 9199								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by <b>MOHD RASUL</b> ] ... <b>[Final Rpt due 23/03/2018]</b>								
<b>ASSOCIATED MAIL RECEIVED</b> <span><a href="#">View All</a></span> <span><a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>III_SG (24/04/2018): Alert - Adj Mandate Approved (\$767.49) - SJF3473Z - Claim Handler: Zuhaidah Bte...</li> <li>III_SG (19/03/2018): Alert - Adj Mandate Approved (\$0.00) - SJF3473Z - Claim Handler: Zuhaidah Bte S...</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span><a href="#">View All</a></span> <span><a href="#">Search Tasks</a></span> <span><a href="#">Create New Task</a></span> <span><a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SJF3473Z (MCT18030344)  
[SHD3131U]  
TP  
NORHISHAM BIN MUSA  
Mar 11 2018 7:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Easy Link Auto Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			View <span>View in Browser</span>		
Photos/Images									3 per page		<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail	Print	
1	24/04/18 15:14	Odometer Reading							Load JPG	<input checked="" type="checkbox"/>	
2	24/04/18 15:14	Chassis Number							Load JPG	<input checked="" type="checkbox"/>	
3	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
4	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
5	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
6	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
7	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
8	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
9	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
10	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
11	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
12	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
13	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
14	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
15	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
16	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
17	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
18	24/04/18 15:14	General View							Load JPG	<input checked="" type="checkbox"/>	
Documentation									1 per page		<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail	Print	
1	14/03/18 17:56	ACKNOWLEDGEMENT EMAIL TO III DD 14.03.2018							Load PDF		
2	14/03/18 17:56	TP GIA REPORT							Load PDF		
3	19/03/18 11:05	TP ESTIMATE - MARKED							Load PDF		
4	20/04/18 14:37	WORKSHOP INVOICE							Load PDF		
5	20/04/18 14:37	LTA SEARCH							Load PDF		
6	22/05/18 11:41	AUTHORISATION TO ACT FORM							Load PDF		
7	22/05/18 11:41	DISCHARGE VOUCHER							Load PDF		
8	22/05/18 11:41	E-DAY LICENCE							Load PDF		
9	22/05/18 11:41	LOD							Load PDF		
No	Finalized On	India International Insurance Pte Ltd (HQ)							Thumbnail	Print	
1	15/03/18 08:30	Singapore Accident Statement							Load PDF		
2	19/04/18 14:35	Letter of Demand from Third Party EASY LINK AUTO SERVICES							Load PDF		

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
There are no document checklists configured.			

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)****Show Remarks To:** ☐ Handling InsurerNote: Remarks are private unless you show it to other parties.

# LKK Auto Consultants Pte Ltd (Co Reg No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III18004898/R1EA3Q2

Date: 22/05/2018

### REFERENCE

Handling Insurer: India International Insurance Pte Ltd

Policy No:

MCOM0015

Claimant Vehicle No : SJF3473Z

Insured Vehicle No : SHD3131U

Date of Loss: 11/03/2018

Nature of Claim:

TP

Claim No: MCT18030344

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SJF3473Z**

Make &amp; Model: CHERY A5, 1.6 (M)

Engine No: SQR481FAF8B01675

Reg. Date: 27/05/2008 (Man. Year: 2008)

Chassis No: LVVDC11B28D058720

Colour: Gold

Odometer: 135382 km

Engine Capacity: 1597 cc

Market Value/New Car Price: N/A

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

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Yes	Engine Modification:	No	Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size:	195/55 R15	Rear Tyre Size:	195/55 R15
Front Left Side:	APOLLO 5 mm	Rear Left Side:	APOLLO 5 mm
Front Right Side:	APOLLO 5 mm	Rear Right Side:	APOLLO 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,000.00	650.00	350.00	35.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>1,000.00</b>	<b>650.00</b>	<b>350.00</b>	<b>35.00</b>
<b>+ Loss of Use (3.0 x S\$30.00/day) (S\$)</b>		90.00		
<b>+ Doc/Search Fee (S\$)</b>		7.45		
<b>+ Other Costs (S\$)</b>		20.00		
<b>Nett Liability (S\$)</b>		<b>767.45</b>		

### INSPECTION

Date of Assignment: 14/03/2018

Date Inspected: 15/03/2018 Inspected At:

50, BUKIT BATOK ST 23#01-07

Repairer: Easy Link Auto Services Pte Ltd

Estimated Period of Repair: 3.0 days

Adjuster: MOHD RASUL

Manager: Asher Sng Rong Yi

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Reference

<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 20 Apr 2018)
<b>Parts:</b> 143	CHERY A5 1.6 (M) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b> Repairer's	(Price-denominated Standard List)
<b>Print Code:</b> (Unsubmitted, no print-code for SJF3473Z)	
<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

There are no new parts selected.

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	DISMANTLE & FIX FRONT BUMPER AND FRONT RIGHT FENDER	New	400.00	250.00
2	SPRAY PAINTING FRONT BUMPER AND FRONT RIGHT FENDER	New	600.00	400.00
Gross Labour Cost (\$\$)			1,000.00	650.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >