

CC7/QBE1800 6/6/18, F276392

LKK:
IDAC:

Surveyor:

EALWY

DOI:

ASSIGNMENT

07/04/18

Date / Time:

3/4/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. : SDN 58m

Name of Insured : ONLY WAY KOON

Insured Tel No. : HP:

Excess Sec II :SS D.O.A: 07/04/18

Is driver the owner? (YES / NO) Nature of Accident :

If NO, Driver Name / Age : ONLY Emy SENG

Driver Tel No. : (V/L-YES / NO)

Claim No. : VCO11171

Policy No. : 8-0016622-mvt.

Make / Model : VOLKSWAGEN

Place of Accident : PEOPLE'S PARK COMPLEX 4

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

Insured Liability : % Final ? Yes / No

SHB 8769H

INSRS:
WSP:
Tel:
Liability:
RMKS:

premier

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

5/7/18
24hSHB 8769H - SDN 58m -
CIP CONTAIN OUT FROM CIP
TP V-DUPLICATION
NO REQ CCTV.

- TP U-TURNED IN A NO U-TURN SIGN
- OI STOPPED & STATIONARY @ POINT OF IMPACT.
- OI TOOK ACTION AGAINST TP BY LAWYER

9-10-18 FOR MANDATE



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: 9-10-18

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: EM TO TP ☒ ☐

PRELIMINARY ADVICE Date/Time: 4/7/18 Sent By: BCL

FINALIZATION Date/Time: Confirm with: Confirm by:

Repair Cost: SS (days) Reduction: % Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: Confirm with: Email ☐ Call ☐

Final Liability: % 0 (Agreed / Assessed) BOLA S/N No.: NIL

Repair Cost: SS - VIDEO

Loss of Rental (LOR): SS - (days)

Loss of Use (LOU): SS - (\$ x days)

Loss of Income (LOI): SS - (\$ x days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search SS -

Medical: SS -

Disbursement: SS - (e.g. Tow/ Independent)

Legal Cost SS -

Total: SS Global Sum SS:

FINAL PAYMENT Date/Time: Confirm with: Email ☐ Call ☐

Payee 1: SS - Name 1:

Payee 2: (Strike if N.A.) SS - Name 2:

Payee 3: (Strike if N.A.) SS - Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee: \$400




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				
QBE INSURANCE (SINGAPORE) PTE LTD		Ref : CC3/QBE18006165/K1jb3		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 04-04-2018		
		Code : QBE		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SDN 58M	Veh. Inspected	SHB 8769H	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	04/04/2018	
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	07/02/2018	Inspection Date	03/04/2018	
Survey held at	PREMIER AUTOMOTIVE SERVICES PTE LTD 23 CHANGI SOUTH AVENUE 2 #01-02 SINGAPORE 486443			
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: To Be Advised
Our ref: CC3/QBE18006165/K1jb3

Date: 04.04.2018

The Motor Claims Department
M/s QBE INSURANCE (INTERNATIONAL) LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHB8769H

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 03.04.2018 at the premises of M/s Premier Automotive Services Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	1,581.20
Revised Estimate Amount	: S\$	415.00
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Front N/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2 days

Yours faithfully,

KALVIN ANG
Licensed Appraiser

PREMIER AUTOMOTIVE SERVICES PTE LTD

23 CHANGI SOUTH AVENUE 2 #01-02
SINGAPORE 486443

TEL: 65446676 / 65446689 FAX: 62141511
CO. REG:200707743D GST REG:200707743D

29-Mar-18

ESTIMATE REPAIR BILL FOR KIA OPTIMA REGN NO: SHB 8769 A

1 pc	Front bumper <i>X repair</i>	\$	531.00
1 pc	Front bumper n/s fog lamp cover <i>X Silu</i>	\$	66.00
1 pc	Front bumper n/s protector <i>X repair</i>	\$	51.00
		\$	648.00
	Less 10%	\$	64.80
		\$	583.20

S/NETT

1 set	Front bumper clips <i>X nn</i>	\$	48.00
	<i>Front number plate X nn \$35</i>		
	Sundry	\$	50.00 <i>X</i>
	To labour charge for dismantle and renew the accident damaged parts. Including knock-out, straighten, repair, reshape and adjust of same	\$	500.00 <i>100</i>
	To putty and spray painting on front bumper, bonnet grille	\$	400.00 <i>180</i>
		\$	1,581.20

(ALL THE REPAIR COSTS ARE SUBJECTED TO GST)

1616.20

THE ABOVE ESTIMATED COST OF REPAIR DO NOT INCLUDE
ANY UNFORESEEN DAMAGES.

Kelvin (UK)

3/4/18 1605hrs
2 Dgts

4/5
After Repair photo

Text size + -

Enquire Transaction History**Transaction History Details**

Log Date/Time:	17 Feb 2014 / 10:56:59	Receipt No.:	AACCK001-AX239-140217-000020
Asset Type:	Vehicle	Transaction Amount:	\$70,799.00
Asset ID:	SHB8769H	Channel:	AA Counterless - CYCLE & CARRIAGE KIA PTE LTD
Transaction Type:	01.02 Register New Vehicle (AA)		
Business Transaction Reference No.:	20140217105659268533		

Vehicle No.:	SHB8769H
Vehicle Type:	H10 - Public Transport Taxi (Motor Car)
Vehicle Attachment 1:	Air-Con (Taxi)
Vehicle Attachment 2:	-
Vehicle Attachment 3:	-
Vehicle Scheme:	Taxi (Company)
First Registration Date:	17 Feb 2014

Original Registration Date:	17 Feb 2014
Vehicle Make:	KIA
Vehicle Model:	OPTIMA 1.7(A) DIESEL
Chassis No.:	KNAGM414ME5453464
Engine No.:	D4FDDH308889
Motor No.:	-
Trailer Chassis No.:	-
Propellant:	Diesel
Passenger Capacity:	4
Engine Capacity:	1685
Power Rating:	-
Unladen Weight:	1584
Maximum Laden Weight:	2050
Primary Color:	Silver
Secondary Color:	-
Manufacturing Year:	2013
Open Market Value:	\$19,569.00
Minimum PARF Benefit:	\$7,241.00
PARF Eligibility:	Y

No. of Transfer:	0
Effective Ownership Date/Time:	17 Feb 2014 10:56:59
COE No.:	2014021701000845N
COE Expiry Date:	16 Feb 2022
COE Bid Category:	-
Actual QP/PQP Paid Amount:	\$56,590.00
Lifespan Expiry Date:	16 Feb 2022
Owner ID Type:	Company

PREMIER AUTOMOTIVE SERVICES PTE LTD

23 CHANGI SOUTH AVENUE 2 #01-02
SINGAPORE 486443

TEL: 65446676 / 65446689 FAX: 62141511
CO. REG:200707743D GST REG:200707743D

29-Mar-18

ESTIMATE REPAIR BILL FOR KIA OPTIMA REGN NO: SHB 8769 A

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1 pc	Front bumper n/s protector <i>X repair</i>	\$	51.00
		\$	648.00
	Less 10%	\$	64.80
		\$	583.20

S/NETT

1 set	Front bumper clips <i>X</i>	\$	48.00
	Sundry	\$	50.00 <i>X 11</i>
	To labour charge for dismantle and renew the accident damaged parts. Including knock-out, straighten, repair, reshape and adjust of same	\$	500.00 <i>200</i>
	To putty and spray painting on front bumper, bonnet grille	\$	400.00 <i>180</i>
		\$	1,581.20

(ALL THE REPAIR COSTS ARE SUBJECTED TO GST)

THE ABOVE ESTIMATED COST OF REPAIR DO NOT INCLUDE
ANY UNFORESEEN DAMAGES.

Kelvin (UKK)
M 3/4/18 1605hrs
2 D74
4/5
After Repair photo

6/4/18
whl P/P \$280/20hrs
U

Shu Pei (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 4 July 2018 2:49 PM
To: Shu Pei (LKKAUTO)
Cc: Jenny Toh
Subject: Direct Settlement - Accident Involving SDN58M (OI : QBE - TBA) AND SHB8769H (TP : LKK REF - CC3/QBE18006165/K1jb3) on 07.02.2018
Attachments: SDN58M.pdf

Our ref: VC011171

Hi Shu Pei

Please find attached as per requested.

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets - Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]
Sent: Tuesday, 3 July, 2018 10:33 AM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: Direct Settlement - Accident Involving SDN58M (OI : QBE - TBA) AND SHB8769H (TP : LKK REF - CC3/QBE18006165/K1jb3) on 07.02.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Kindly let us have a copy of your Insured's GIA 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, 5 June 2018 12:13 PM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Joy Irene (LKKAuto) <joyirene@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SDN58M (OI : QBE - TBA) AND SHB8769H (TP : LKK REF - CC3/QBE18006165/K1jb3) on 07.02.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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: Wednesday, 4 April 2018 6:11 PM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Joy Irene (LKKAuto) <joyirene@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SDN58M (OI : QBE - TBA) AND SHB8769H (TP : LKK REF - CC3/QBE18006165/K1jb3) on 07.02.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 8769H at M/s Premier Automotive Services Pte Ltd - Changi.

Enclosed for your perusal is:

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

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

Kindly take note that the case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC6/QBE18006165/K1jb3

09 October 2018

ONG LAY KOON

12 Kovan Close
Singapore 548204

Dear Sir/Madam,

ACCIDENT INVOLVING SDN 58M AND SHB 8769H ON 07/02/2018

We refer to the above accident where we are acting for QBE Insurance (International) Limited to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. 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 7 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,



Joy Irene

Case Handler

DID: 6841 2409

FAX: 6741 4108

Email: joyirene@lkkauto.com

c.c. *QBE Insurance (International) Limited
(Motor Claims Dept)*

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Monday, 15 October 2018 2:39 PM
To: Gary Shi
Cc: Admin A
Subject: RE: LOD / Accident involving SHB8769A & SDN58M on 07.02.18 (QBE case) LKK REF CC3/QBE18006165/K1jb3
Attachments: Video FROM INSURED-SDN58M.MOV

WITHOUT PREJUDICE

Dear Gary,

We refer to the subject.

Attach is a video from our insured.

We regret to inform you that we are instructed to deny liability.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Vic (LKKAuto)
Sent: Tuesday, 21 August 2018 1:09 PM
To: Gary Shi <gary.shi@premiertaxi.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD / Accident involving SHB8769A & SDN58M on 07.02.18 (QBE case) LKK REF CC3/QBE18006165/K1jb3

Without Prejudice

Dear Gary,

We refer to your below email.

Please be informed that this matter is handled by our Ms Joy and she will get back to you for an update.

Thank you.

Hi Joy,

Joy Irene (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Monday, 15 October 2018 2:27 PM
To: Joy Irene (LKKAuto)
Cc: Admin A
Subject: RE: VC011171 / SDN 58M ON 07.02.2018 / PREMIER SHB 8769H

H Joy

Please proceed to reject third party's claim. FYI our Insured has engaged their lawyer to claim from third party.

Thank You & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific - Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg



From: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]
Sent: Monday, 15 October, 2018 2:23 PM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: VC011171 / SDN 58M ON 07.02.2018 / PREMIER SHB 8769H

Hi Joyce,

As spoken.

For your mandate.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joy Irene (LKKAuto)
Sent: Monday, 15 October 2018 1:50 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: VC011171 / SDN 58M ON 07.02.2018 / PREMIER SHB 8769H

Dear Jenny,

We refer to the subject.

Attached video from our insured.

Video showed that our insured's vehicle stopped and was still hit by TP whilst making a U-turn without signal.

Kindly let us have your opinion whether we may proceed to deny liability.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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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

Affiliated to Federation Internationale Des Experts En Automobile				
QBE INSURANCE (SINGAPORE) PTE LTD		Ref : CC3/QBE18006165/K1jb3q2		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 23-10-2018		
		Code : QBE		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SDN 58M	Veh. Inspected	SHB 8769H	
Policy No.	8-V0016622-MVA	Coverage (\$)	0.00	
Claim No.	VC011171	Excess (\$)	0.00	
Assign From		Assign Date	03/04/2018	
2. Vehicle Particulars & Condition				
Make & Model	KIA OPTIMA	c.c	1685	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	KNAGM414ME5453464	Colour	SILVER	
Odometer	545921	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/65 R16	HANKOOK	7 mm	
L/H Front Tyre	205/65 R16	HANKOOK	7 mm	
R/H Rear Tyre	205/65 R16	HANKOOK	7 mm	
L/H Rear Tyre	205/65 R16	HANKOOK	7 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT N/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	07/02/2018	Inspection Date	03/04/2018	
Survey held at	PREMIER AUTOMOTIVE SERVICES PTE LTD 23 CHANGI SOUTH AVENUE 2 #01-02 SINGAPORE 486443			
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:		2 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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHB 8769H

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT BUMPER	TO REPAIR SEE LABOUR	531.00	-
1	FRONT BUMPER N/S FOG LAMP COVER	SERVICEABLE	66.00	-
1	FRONT BUMPER N/S PROTECTOR	TO REPAIR SEE LABOUR	51.00	-
	LESS 10% DISCOUNT		-64.80	-
			583.20	-
SPECIAL NETT ITEMS				
1	SET FRONT BUMPER CLIPS (SN)	NOT NECESSARY	48.00	-
1	FRONT NUMBER PLATE (SN)	NOT NECESSARY	35.00	-
1	SUNDRY (SN)	NOT NECESSARY	50.00	-
			133.00	-
LABOUR				
	TO LABOUR CHARGE FOR DISMANTLE AND RENEW THE ACCIDENT DAMAGED PARTS,INCLUDING KNOCK-OUT,STRAIGHTEN,REPAIR,RESHAPE AND ADJUST OF SAME,INCLUSIVE OF THE REPAIR OF FRONT BUMPER AND FRONT BUMPER N/S PROTECTOR.		500.00	200.00
	TO PUTTY AND SPRAY PAINTING ON FRONT BUMPER,BONNET GRILLE.		400.00	180.00
			900.00	380.00
GRAND TOTAL			1,616.20	380.00
RECOMMENDED COST OF REPAIRS				380.00

Report Ref No. CC3/QBE18006165/K1jb3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

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