

2/002/2001

A.S.S. REC. BY:

REF:

CS/ASM18006767/Rlg652

Special Instruction:

Surveyor

Smart claim

From (Person):

Kitty Teo

ASSIGNMENT (Office)

of ASM

Date/Time: 12042018

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

GBD 83339

Insured:

at Workshop n/s

Goldbell

Tel:

9146 8384 / 963 12220

of

10 Tuas Ave 18

Policy No:

Claim No:

S 8m DODEM

Excess:

\$600.00

Sum Insured:

D.O.A. 07042018

Make of Veh:

(Client's Record)

13.042018 @ 29 Tanjung Pagar

H.O.D. Endorsement:

ICM / REV / REP. / REV 24 HRS

Date/Time: 12042018 1:43pm

Person Contacted:

Derek

Vehicle IN/OUT

Date/Time

Action/Instruction (✓) Estimate Get authorise letter

17/4/18 @ 5:23pm revert to Kitty Teo via Smart Claim.

27/4/18 @ 2:41pm Kitty Teo informed C/A via Smart Claim.

27/4/18 @ 10:52am informed Le Wei C/A to EX; \$600 by email.

16/4/19 @ 2:21pm 2nd revert to Kitty Teo via Smart Claim. (supplementary).

26/4/19 @ 8:58pm informed Kitty that the repairer will absorb the supplementary.

Assigner: James

REF:

1469C

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

☒ OD / ☐ TP / ☐ WS / ☐ TP RES / ☐ OD RES / ☐ EVA / ☐ INV / ☐ MVTo Inspect Vehicle No: GBO 8333Sat Workshop m/s Gold Hillof 29, Tanjong PagarInsured: IBM

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: \$600

(Client's Record)

Make of Veh: _____

(Policy Condition)

10 yr

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

Bal. or Market Value: 53K

IDAC Accident Report: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 10 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: GBO 8333S Yr Regn: 2015 / JanType: M.Car / M.Cycle / Bus ☒ Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or _____

Make: FIAT DOBLO CARO SX 1.6 c.c 1598Colour: WHITE A/C: Insured / Std / NI / NASp. Reading: 9468 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: 2FA26300006171444

Gen. Cond: Good / Fair / Poor / Burnt

Steering: ☒ In order / Jammed / Leaked / Burnt orBrake: ☒ In order / Jammed / Leaked / Burnt orModi: ☒ Nil / S/Rim / STD A/Rim orTyre Size: F: 195/60R16

R: _____

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

TOYO / YOKO or

ROADSTONE

Front

Rear

R/Bal. 6 mm R/Bal. 6 mmL/Bal. 6 mm L/Bal. 6 mmD.O.A. 02/04/18 D.O.I. 17/04/18Survey held at Gold HillDes. of Damages ☒ Frt / Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time	Action / Instruction
27/4/19 @ 10.30am	Kathy informed to proceed \$9925.15 before ex: \$600 via Smart Claim.
	Get Authorized Letter
09/5/19 @ 2.36pm	confirmed with Ramesh final fig \$9925.15, 10 days by email.
	(Paid \$7376.09, 42%)
RECEIVED 10 MAY 2019	

Date/Time, File Pass to?

11/05/19 James

Date/Time, File Return to?

2)

☐ : Preli. Report☐ : Final ReportDays Of Repair: 10Resurvey No. of Trip: 1

Add Fee:

☐ : Site Insp (\$) S + RS. \$☐ : Interview (\$) Photos☐ : Tech. Invs (\$) Others☐ : Weekend (\$)

TOTAL

Report Format : Smart ClaimLump Sum / I.B.I. (\$) 9925.15Survey Fee: 250

Transportation:



Service Request Details

Claim

S8M00DEM

Reference

None 

Loss Date

April 7, 2018

Request Date

April 12, 2018

Due Date

April 19, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (OD)

Type of Loss

Own Damage

Services

Accelerated survey and authorize

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

GBD83335

Make

FIAT

Service Address

10 TUAS AVE 18, , , 638894

Primary Contact/Insured

THE MAGIC EMPIRE

BLK 687B CHOA CHU KANG DRIVE, #06-386, 682687, Singapore

91888155

info@themagicempire.com; themagicempire@gmail.com

Claim Handler

TEO Kitty

6568804602

kitty.teo@axa.com.sg

Additional Instructions

EXCESS \$600

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

TYPE



SENT

4/12/18 11:30 AM

FROM

TEO Kitty

SUBJECT

GBD8333S - VEH @ MOTORVIVA - SURVEY WP

BODY

Hi Please hold authorisation and get authorisatio...



Shiau Chan (LKKAUTO)

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Thursday, 9 May 2019 2:36 PM
To: Shiau Chan (LKKAUTO); Rasul (LKKAUTO)
Cc: William Oh Soon Lee
Subject: RE: Finalise - GBD 8333 S
Attachments: 09052019143253-0001.pdf

Dear Shiau Chan,

We accept to your offer
\$9,925.15 before excess \$600.00 & GST and 10 repair days.

Therefore we have attached above our Tax Invoice and necessary document for AXA payment to Motorviva Pte. Ltd.

Thank you.

From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]
Sent: Thursday, May 9, 2019 1:55 PM
To: Ramesh <Ramesh@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: Finalise - GBD 8333 S

Dear Ramesh,

WITHOUT PREJUDICE

Offer final fig \$9,925.15 before excess \$600.00 & GST and 10 repair days.

Kindly confirm.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Thursday, 9 May 2019 1:42 PM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: Finalise - GBD 8333 S

Dear Shiau Chan,

As spoken today,

For some unknown reasons I did not receive your offer.
Kindly resend again to me.

Many thanks.



Please proceed @ \$9925.15 before XS \$600

Type

 Question

Message

*

Reply



3RD PRELIMINARY ADVICE OF VEHICLE GBD 8333S UPLOADED

Type

🔍 Question

Message

Dear Kitty, please be informed that the 3rd preliminary advice of vehicle GBD 8333S uploaded. PLEASE IGNORE THE SUPPLEMENTARY AS WORKSHOP HAD AGREED TO ABSORB THE SUPPLEMENTARY. -
Shiau Chan

Reply



Auto
Consultants
Pte Ltd

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

Immediate Advice

To : AXA Insurance Pte Ltd

26/4/2019

Survey Details:

Date of loss	7-Apr-18
Date of appointment	12-Apr-18
Date of survey	17-Apr-18
Location of survey	GOLDBELL ENGINEERING

Vehicle Details:

Claim Type:	Own Damage
Vehicle number	GBD 8333S
Make and Model	FIAT DOBLO CARGO SX JTD 1.6MJ
Date of registration	2/1/2015
Excess	\$ 600.00
Market Value	\$ 53,000.00
Parf Rebate	\$ 34,943.00
Nett Loss	\$ 18,057.00

Repair details:

Initial Estimate	\$ 17,251.34
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Proposed/Revised repair cost:

Parts	\$ 4,885.15
Check items (estimate)	\$ -
Labour	\$ 5,040.00
Total	\$ 9,925.15
Lump Sum(if applicable)	-

Number of days for repair	<u>10</u>
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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) 62564315

Remarks:

DAMAGES CONSISTENT. REPAIR COST ECONOMICAL.
PLEASE IGNORE THE SUPPLEMENTARY AS WORKSHOP HAD
AGREED TO ABSORB THE SUPPLEMENTARY.

Mandate:

Liability(TP)	%	
Proposed repair cost	\$	
Loss of use	\$	no. of days
Loss of rental	\$	no. of days
Loss of income	\$	no. of days
LTA search fees	\$	
Others	\$	
Proposed Total	#VALUE!	

Shiau Chan (LKKAUTO)

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Friday, 26 April 2019 5:07 PM
To: Rasul (LKKAUTO); Shiau Chan (LKKAUTO)
Cc: William Oh Soon Lee
Subject: RE: Finalise - GBD 8333 S
Attachments: GBD8333S.PDF

Dear Shiau Chan & Rasul,

We acknowledge that Insurer didn't approve on supplementary parts.
After seeking my management approval, for the benefit of surveyor office and Goldbell Motor Claims,
We will discontinue our request on supplementary parts

As such please recalculated a revised Cost of Repair amount (without supplementary parts)
Then to seek insurer approval.

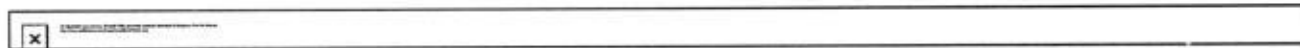
Meantime, please let us know your revised COR amount.

Thank you.



Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 | Web: <http://www.goldbell.com.sg>
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638894



From: Rasul (LKKAUTO) [mailto:Rasul@lkkauto.com]
Sent: Tuesday, April 23, 2019 1:05 PM
To: Ramesh <Ramesh@goldbell.com.sg>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: RE: Finalise - GBD 8333 S

Hi Ramesh,

As spoken, Unfortunately supplementary parts raised was not approved by insurance due to the delay.
Aside to Shiau Chan kindly liaise with workshop

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Ramesh [mailto:Ramesh@goldbell.com.sg]
Sent: Tuesday, 16 April, 2019 12:10 PM

**Re:2ND IA OF VEHICLE GBD 8333S UPLOADED**

Type

🔔 Question

Message

Hi Shiau Chan, The supplementary is dated 03.09.18, please advise the reason for the delay.

[Reply](#)

Please ignore the supplementary as
we have informed workshop that the supplementary
item unable to support. So that ^{workshop had} they agreed to
absorb the supplementary.



Auto
Consultants
Pte Ltd

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

Immediate Advice

To : AXA Insurance Pte Ltd

16/4/2019

Survey Details:

Date of loss	7-Apr-18
Date of appointment	12-Apr-18
Date of survey	17-Apr-18
Location of survey	GOLDBELL ENGINEERING

Vehicle Details:

Claim Type:	Own Damage
Vehicle number	GBD 8333S
Make and Model	FIAT DOBLO CARGO SX JTD 1.6MJ
Date of registration	2/1/2015
Excess	\$ 600.00
Market Value	\$ 53,000.00
Parf Rebate	\$ 34,943.00
Nett Loss	\$ 18,057.00

Repair details:

Initial Estimate	\$ 18,218.47	(ESTIMATE \$17,251.24 + SUPPLEMENTARY \$967.2)
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Proposed/Revised repair cost:

Parts	\$ 5,500.25
Check items (estimate)	\$ -
Labour	\$ 5,190.00
Total	\$ 10,690.25
Lump Sum(if applicable)	-

Number of days for repair	<u>10</u>
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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) 62564315

Remarks:

DAMAGES CONSISTENT. REPAIR COST ECONOMICAL.
KINDLY APPROVE ON SUPPLEMENTARY.

Mandate:

Liability(TP)	%	
Proposed repair cost	\$	
Loss of use	\$	no. of days
Loss of rental	\$	no. of days
Loss of income	\$	no. of days
LTA search fees	\$	
Others	\$	
Proposed Total	#VALUE!	

◀ Supplementary

Type

🔗 Question

Message

Hi The labour at \$150 should be included in main labour. Please remove. Thanks.

Reply

Model

DOBLO CARGO SX JTD 1.6 MJ

Service Address

10 TUAS AVE 18, , 638894

Primary Contact/Insured

THE MAGIC EMPIRE

BLK 687B CHOA CHU KANG DRIVE, #06-386, 682687, Singapore

91888155

info@themagicempire.com; themagicempire@gmail.com

Claim Handler

TEO Kitty

6568804602

kitty.teo@axa.com.sg

Additional Instructions

EXCESS \$600

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

[New Message](#)

TYPE



SENT

4/18/19 12:48 PM

FROM

TEO Kitty

SUBJECT

Please upload the supplementary photos

BODY

*



TYPE



SENT

4/18/19 12:43 PM

SUBJECT Re:2ND IA OF VEHICLE GBD 8333S UPLOADED

BODY Hi Shiau Chan, The supplementary is dated 03.09.1...



TYPE



SENT

4/16/19 2:21 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (OD)

SUBJECT

2ND IA OF VEHICLE GBD 8333S UPLOADED

BODY

Dear Kitty, please be informed that the 2nd IA of ...



TYPE



SENT

1/14/19 3:59 PM

FROM

TEO Kitty

SUBJECT

Re:PLEASE SUBMIT YOUR FINAL ASSESSMENT, REPAIR
INVOICE & DV - REMINDER

BODY

Hi Please submit the docs urgently.



TYPE



SENT

11/18/18 9:10 PM

FROM

TEO Kitty

SUBJECT

PLEASE SUBMIT YOUR FINAL ASSESSMENT, REPAIR INVOICE &
DV

<< Re:2ND IA OF VEHICLE GBD 8333S UPLOADED

Type

🔗 Question

Message

Hi Shiau Chan, The supplementary is dated 03.09.18, please advise the reason for the delay.

[Reply](#)

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 23 April 2018 10:52 AM
To: 'Li Lewei'; Denise Tay (LKKAUTO); SUR
Cc: Ashlyn Chng; Derek Chow Zhi Da
Subject: RE: GBD 8333 S

Dear Le Wei,

As instructed by our client AXA Insurance, please proceed to repair the insured vehicle **GBD 8333S (excess \$600/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Li Lewei [mailto:LiLewei@goldbell.com.sg]
Sent: Friday, 20 April 2018 9:37 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Ashlyn Chng <AshlynChng@goldbell.com.sg>; Derek Chow Zhi Da <DerekChowZD@goldbell.com.sg>
Subject: RE: GBD 8333 S

Hi Denise,

After much consideration through my management, we are unable to repair this vehicle on Lump Sum basis.

So please continue with Part by Part basis.

Thanks.

Li Lewei | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6268 5390 | Tel: +65 6268 5390 | Fax: |

Mobile: +65 9631 2220 | Web:

<http://www.goldbell.com.sg>

Address: Goldbell Engineering Pte Ltd (Pioneer)

Blk 3 Pioneer Road North #01-24

Singapore 628457



Re:RE: Re:RE: Re:RE: Re:IA UPLOADED OF GBD 8333S

Type

🔔 Question

Message

Hi Shiau Chan, Please proceed at \$13,567.64 before excess of \$600. Thanks.

Reply

INFORMATION RESOURCES

WHILST EVERY ENDEAVOR IS MADE TO ENSURE THAT INFORMATION PROVIDED IS UPDATED AND CORRECT. THE AUTHORITY DISCLAIMS ANY LIABILITY FOR ANY DAMAGE OR LOSS THAT MAY BE CAUSED AS A RESULT OF ANY ERROR OR OMISSION.

Business Profile (Business) of THE MAGIC EMPIRE (53131469C)

Date: 30/11/2016

The Following Are The Brief Particulars of:

Name of Business	THE MAGIC EMPIRE
Former Name(s) if any	
Date of Change of Name	
Registration No.	53131469C
Registration Date	10/12/2008
Commencement Date	10/12/2008
Status of Business	Live
Status Date	04/11/2016
Renewal Date	04/11/2016
Expiry Date	10/12/2019
Renewal via GIRO	NO
Constitution of Business	Sole-Proprietor
Principal Place of Business	687B CHOA CHU KANG DRIVE #06-386 SINGAPORE (682687)
Date of Change of Address	23/09/2015

Principal Activities

Activities (I)	EVENT/CONCERT ORGANISERS (82303)
Description	MAGIC & PUPPET ENTERTAINMENT FOR CHILDREN
Activities (II)	
Description	

Particulars of Authorised Representative(s)

Name	ID	Nationality	Address	Address Source	Date of Appointment
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Existing Sole-Proprietor(s) / Partner(s)

Name	ID	Nationality/Place of incorporation/Origin	Address	Address Source	Date of Entry Position
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INFORMATION RESOURCES

WHILST EVERY ENDEAVOR IS MADE TO ENSURE THAT INFORMATION PROVIDED IS UPDATED AND CORRECT. THE AUTHORITY DISCLAIMS ANY LIABILITY FOR ANY DAMAGE OR LOSS THAT MAY BE CAUSED AS A RESULT OF ANY ERROR OR OMISSION.

Business Profile (Business) of THE MAGIC EMPIRE (53131469C)

Date: 30/11/2016

Existing Sole-Proprietor(s) / Partner(s)

Name	ID	Nationality/Place of incorporation/Origin	Address	Address Source	Date of Entry Position
TANG WAY MING, SHERMAN	S8102795A	SINGAPORE CITIZEN	687B CHOA CHU KANG DRIVE #06-386 SINGAPORE (682687)	OSCARS	10/12/2008 Owner

Withdrawn Partner(s)

Name	ID	Nationality/Place of incorporation/Origin	Address	Address Source	Date of Entry Position	Date of Withdrawal
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Abbreviation

OSCARS - One Stop change of Address Reporting Service by Immigration & Checkpoint Authority.

PLEASE NOTE THE INFORMATION HEREIN CONTAINED IS EXTRACTED FROM FORMS/TRANSACTIONS FILED WITH THE AUTHORITY

FOR REGISTRAR OF COMPANIES AND BUSINESS NAMES
SINGAPORE

RECEIPT NO. : ACRA161130163466

DATE : 30/11/2016

This is computer generated. Hence no signature required.



SERVICE REQUESTS

MESSAGES

CLAIMS



Re:IA UPLOADED OF GBD 8333S

Type

🔔 Question

Message

Hi Denise, Did the driver declare to AXA that he is the owner of the company? Our policy did not indicate he is the owner of the company. It only indicate Named/Unnamed drivers. If driver did not declare, then for the purpose of insurance claim and clarification, please let us have the supporting docs to confirm that the driver is the owner of the company before we can authorise repairs. Thanks.

[Reply](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Business
Owner ID:	1469C
Vehicle Details	
Vehicle No.:	GBD83335
Vehicle to be Exported:	No
Intended De-registration Date:	17 Apr 2018
Vehicle Make:	FIAT
Vehicle Model:	DOBLO CARGO SX JTD 1.6 MJ
Primary Colour:	White
Manufacturing Year:	2014
Engine No.:	198A30007168582
Chassis No.:	ZFA26300006177444
Maximum Power Output:	-
Open Market Value:	\$19,434.00
Original Registration Date:	02 Jan 2015
First Registration Date:	02 Jan 2015
Transfer Count:	0
Actual ARF Paid:	\$972.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	01 Jan 2025
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	10
QP Paid:	\$52,100.00
COE Rebate Amount:	\$34,943.00
Total Rebate Amount:	\$34,943.00

The information contained herein is correct as at 17 Apr 2018

OK