

INS. CASE OWNER:

CC 4. 601 1800 8673, SW3 9/

LKK: IDAC:

Surveyor:

Ymk

DOI:

ASSIGNMENT

11.5.18

Date / Time:

11.5.18

Registered in Merimen:

Pre-assign / CCU / FTE

YP6021U



Insured Vehicle No.:

Claim No.:

Name of Insured:

Ymk Formwork Pte

Policy No.:

Small House. 000000

Insured Tel No.:

HP:

Make / Model:

Merf - Canter

Excess Sec II :SS

D.O.A.:

Place of Accident:

Turing East Central

Is driver the owner? ( YES /  )

Nature of Accident:

If NO, Driver Name / Age:

KAMU bin Buhari

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

Driver Tel No.:

07399750

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

T181153T



INSRS: WSP: Smart Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/ Time

8/6

T181153T-X ; YP6021U-X

STAGE

DATE / PIC

Non-Reporting Itr (1st)

Non-Reporting Itr (2nd)

Non-Reporting Itr (Final)

Notification Itr (if non-pickup)

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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:

9/5/19

confirm accident details. inform TP claim. after send out.

9/5/19

PRELIMINARY ADVICE

Date/Time:

8/6

Sent By:

Ymk

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

( days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

11/7/19. Confirm with Academy

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No. : NIL

IF NO or B 28, Ass. Lis :

Repair Cost:

SS 1740.00

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS 650.00 (33) x 2

( days)

Loss of Income (LOI):

SS

(3 x days)

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

GIA/LTA Search

SS 7.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

Total:

SS 2397.00

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS 2397.00

Name 1:

SMART Buses Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

11/7/2019  
011  
17/7/19  
ac

REF: E02

8673/Swa3

## ASSIGNMENT

From: Date: 11052018

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MY

To Inspect Vehicle No: TLB 11B3T

at Workshop n/s

SMRT  
Woodlands

of

Insured

Policy No

Claims No:

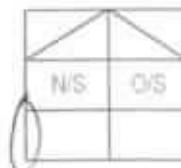
Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt: Consistent? Yes or No

GIA / FR. Saem: Consistent? Yes or No

Est. Repairs: 2 days Res: Yes or No

Lump Sum: 2-B-2 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: TLB 11B3T

Vt. Regn:

21/1/2018

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

Truck / Trailer or

Make: Mercedes Benz 04059 cc 1967

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

Sp. Reading: 94138 T/Radio: Insured / Std / NI / NA

Eng. No:

C/No: W2B C12323210 98 213

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 275/70 R225

R: "

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

TOYO / YOKO or

Bridgestone

Front

Rear

R/Bal: 6 mm R/Bal: 6 mm

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

D.O.A: 7/5/18 D.O.I: 11/5/18

Survey held at

SMRT

Des. of Damages: Fnt / Rear / O/S / N/S / U/C / Rooftop or

N/S Rear

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

Date / Time Action / Instruction

11/6/19 Confirm 2-B-2 \$1740.00 with 2 working days

(Red. \$1580.00  
48%)

Date/Time, File Pass to:

Prel. Report

Days Of Repair:

Date/Time, File Return to:

Final Report

Resurvey No. of Trip:

Survey Fee

Date/Time, File Return to:

Add Fee:

Site Insp \$

Interview \$

Tech. Insp \$

Method \$

Transportation

Report Format:

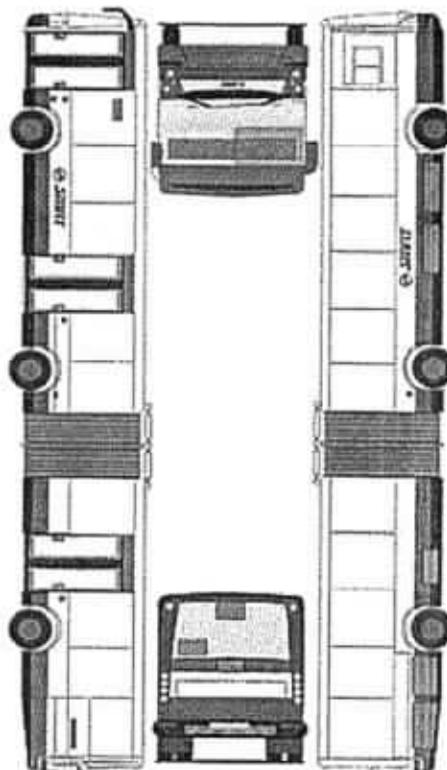
Lump Sum / I.B.I. \$

TOTAL

## SMRT Accident Vehicle Repair Estimates

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

Reg. No : TIB1153T  
Ref. No : BUS/05/18/5006  
Reg. Date : 21/06/2001  
Vehicle Type : BUS -17M  
Make : MB0405G 17M (MERCEDES)  
BENDY  
Model : MERCEDES 0405G  
Name of Driver : Lim Hock Liang@Ong Hock  
Liang  
Type of Accident : SIDE SWIPE  
Date / Time of Accident : 07/05/2018 07:39:00 AM  
Accident Reported Date / Time : 08/05/2018 12:00:00 AM  
Surveyor is Required? : Yes  
Survey by : EQ Ins Co Ltd  
Vehicle is Towed Back? : No  
Towed Back Date/Time : 01/01/2000  
Replacement Vehicle issued? : No  
Accident Repair Job Card No : 000024096028  
Special Instruction to ARC,if any :  
TIB1153T - rear left portion  
YP6021u (tp) - insured with EQ  
Prepared Date : 10/05/2018 12:52:23 PM

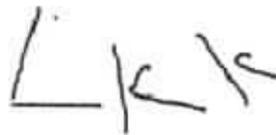


**Section B - To be Completed by Service Advisor, Accident Repair Centre**

Chassis No : Mileage : 0  
Work Shop : Repair Completed Date / Time : 01/01/2000

**Summary of Repair Estimates**

|                              | <b>Quotation from ARC</b> | <b>Adjusted by Surveyor, if applicable</b> |
|------------------------------|---------------------------|--|
| Total Labour Charges         | : 2,120.00                | 1,060.00                                   |
| Total Spray Painting Charges | : 1,200.00                | 680.00                                     |
| Total Material Charges       | : 0.00                    | 0.00                                       |
| Other Charges                | : 0.00                    | 0.00                                       |
| <b>TOTAL</b>                 | <b>: 3,320.00</b>         | <b>1,740.00</b>                            |
| Lum Sum Total                | : 0.00                    | 0.00                                       |
| No. of Repair Days           | : 3.00                    | 2.00 ✓                                     |
| Prepared / Adjusted By       | :                         | sebastian                                  |
| Arc / Surveyor Sing Off Date | : 12/05/2018 09:05:45 AM  | 12/05/2018 09:05:08 AM                     |



Prepared / Adjusted Date :

Remarks :

Prepared Date : 10/05/2018 01:41:11 PM

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

|                  |                 |
|------------------|-----------------|
| Quotation No :   | Invoice No :    |
| Quotation Date : | Invoice Date :  |
| Invoice Amount : | Prepared Date : |

**Section D - Details of Repair Estimates**

**Part 1 - Labour Works**

| Job Scope            | Quotation from ARC | Adjusted by Surveyor, if applicable |
|----------------------|--------------------|-------------------------------------|
| TO REPAIR LH PORTION | 2,120.00           | 1,060.00 ✓                          |
| <b>Total Labour</b>  | <b>2,120.00</b>    | <b>1,060.00</b>                     |

**Part 2 - Spray Painting & Panel Beating Related Works**

| Job Scope   | Quotation from ARC | Adjusted by Surveyor, if applicable |
|---|--------------------|-------------------------------------|
| PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS | 1,200.00           | 680.00 ✓                            |
| <b>Total Spray Painting &amp; Panel Beating</b>                     | <b>1,200.00</b>    | <b>680.00</b>                       |

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

| Job Scope                | Quotation from ARC | Adjusted by Surveyor, if applicable |
|--------------------------|--------------------|-------------------------------------|
| <b>Total Other Costs</b> |                    |                                     |

**Part 4 - Spare Parts / Material Usage**

| Part Number                        | Portion | Stock No | Part Name | Qty | List Price (\$) | Discount (%) | Final Price (\$) | ARC Recommendation | Surveyor Approved | Photos Attached |  |
|------------------------------------|---------|----------|-----------|-----|-----------------|--------------|------------------|--------------------|-------------------|-----------------|--|
| <b>TOTAL MATERIALS</b>             |         |          |           |     |                 |              |                  |                    |                   |                 |  |
| <b>TOTAL MATERIALS(Discounted)</b> |         |          |           |     |                 |              |                  | <b>0.00</b>        | <b>0.00</b>       |                 |  |

**Added Spare Parts / Material Usage After Surveyor Signed off**

| Part Number                          | Portion | Part Name | Qty | List Price (\$) | Discount (%) | Final Price (\$) | ARC Check | Surveyor Check | LT Check |
|--------------------------------------|---------|-----------|-----|-----------------|--------------|------------------|-----------|----------------|----------|
| <b>TOTAL SUPPLEMENTARY MATERIALS</b> |         |           |     |                 |              |                  |           |                |          |

1060  
+ 680  
1740

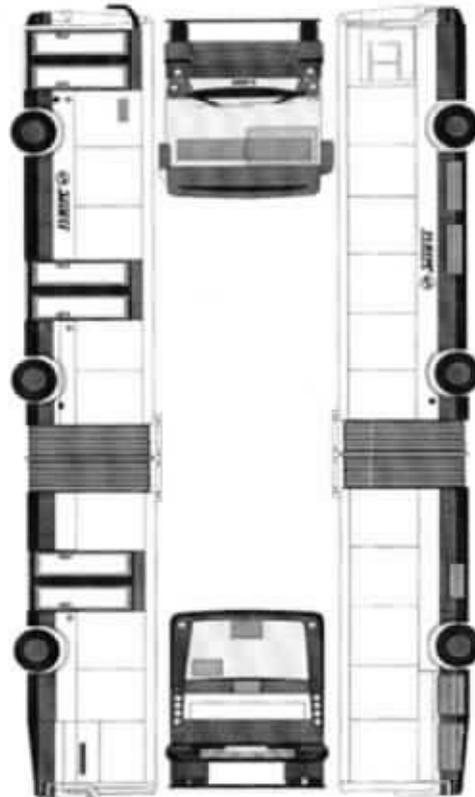
Sebastian  
12/5/18

L/S = \$1740

## SMRT Accident Vehicle Repair Estimates

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

Reg. No : TIB1153T  
 Ref. No : BUS/05/18/5006  
 Reg. Date : 10/05/2018  
 Vehicle Type : BUS -17M  
 Make : MB0405G 17M (MERCEDES)  
 BENDY  
 Model : MERCEDES 0405G  
 Name of Driver : Lim Hock Liang@Ong Hock  
 Liang  
 Type of Accident : SIDE SWIPE  
 Date / Time of Accident : 07/05/2018 07:39:00 AM  
 Accident Reported Date / Time : 08/05/2018 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by : EQ Ins Co Ltd  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time :  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No :  
 Special Instruction to ARC,if any :  
 TIB1153T - rear left portion  
 YP6021u (tp) - insured with EQ  
 Prepared Date : 10/05/2018 12:52:23 PM



*Substation .  
 11/5/18 .  
 - Lump Sum Repair .  
 - Photos After Paint .*

**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:

**Section D - Details of Repair Estimates**

**Part 1 - Labour Works**

| Job Scope            | Quotation from ARC | Adjusted by Surveyor, if applicable |
|----------------------|--------------------|-------------------------------------|
| TO REPAIR LH PORTION | 2,120.00           | 0.00 <i>1060</i>                    |
| <b>Total Labour</b>  | <b>2,120.00</b>    | <b>0.00</b>                         |

**Part 2 - Spray Painting & Panel Beating Related Works**

| Job Scope   | Quotation from ARC | Adjusted by Surveyor, if applicable |
|---|--------------------|-------------------------------------|
| PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS | 1,200.00           | 0.00 <i>680</i>                     |
| <b>Total Spray Painting &amp; Panel Beating</b>                     | <b>1,200.00</b>    | <b>0.00</b>                         |

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

| Job Scope                | Quotation from ARC | Adjusted by Surveyor, if applicable |
|--------------------------|--------------------|-------------------------------------|
| <b>Total Other Costs</b> |                    |                                     |



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: TBA  
Our ref: CC4/EQ118008673/Swa3

Date: 14.05.2018

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

**PRELIMINARY ADVICE OF VEHICLE NO.**

**TIB 1153T**

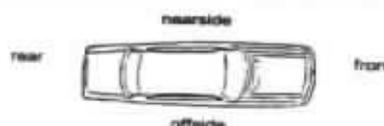
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 11.05.2018 at the premises of M/s SMRT Automotive Services Pte Ltd and have the following to report:-

|                               |       |                 |
|-------------------------------|-------|-----------------|
| Workshop Estimate Amount      | : S\$ | <u>3,320.00</u> |
| Revised Estimate Amount       | : S\$ | <u>1,740.00</u> |
| "Check" Items Amount          | : S\$ | <u>-</u>        |
| Total (Including Check Items) | : S\$ | <u>1,740.00</u> |
| Market Value                  | : S\$ | <u>-</u>        |
| LTA Reimbursement Value       | : S\$ | <u>-</u>        |
| Nett Value                    | : S\$ | <u>-</u>        |

Description of Damage:

The vehicle sustained damages at the  
N/S Rear portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2.0 days

Yours faithfully,

SEBASTIAN YEANG  
Licensed Appraiser



## ◀ Service Request Details

Claim

S8M00GOH

Reference

None 

Loss Date

May 7, 2018

Request Date

May 10, 2018

Due Date

May 17, 2018

*10/5/2018 @ 12.14pm  
Dummy veh not in*

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

### Actions

---

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

---

Incident Vehicle Registration #

SLW3055J

Make

TPVD MERCEDES-BENZ

Service Address

---

...

Primary Contact/Insured

---

VEOLIA ES SINGAPORE PTE LTD  
17 TUAS AVENUE 12, 639037, Singapore  
66810302  
sookchan.ho@veolia.com

Claim Handler

---

TAY Ernest  
6568804835  
ernest.tay@axa.com.sg

Additional Instructions

- Messages
  - Invoices
  - History
  - Documents
  - Assessment
  - Metrics
  - Notes
- 

New Message

**Catherine Chong (LKK Auto)**

---

**From:** Francis Ng <francis.ng@eqinsurance.com.sg>  
**Sent:** Thursday, 10 May, 2018 4:58 PM  
**To:** assignments  
**Subject:** FW: Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T  
**Attachments:** TIB1153T GIA.PDF; VDAS\_Print TIB1153T.PDF

Dear Sirs,

Please conduct PRS as requested by the workshop below.

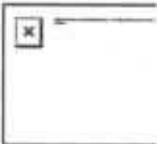
Our insured has not reported the accident.

Regards,  
**Francis Ng**  
Executive | Claims

10052018 @ 5:10pm  
Kim Bock veh in.  
11.05.2018  
Simulation



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
www.eqinsurance.com.sg



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

---

**From:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [mailto:SimKimBock@smrt.com.sg]  
**Sent:** Thursday, May 10, 2018 4:25 PM  
**To:** Francis Ng <francis.ng@eqinsurance.com.sg>  
**Cc:** Goh Kok Khoon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Jeong Choon Hwee (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <JeongCH@smrt.com.sg>  
**Subject:** RE: Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T

Hi.

**LKK Auto Consultants Pte Ltd**

Regards  
Kim Bock  
Estimator, ARC Department



**From:** Francis Ng [mailto:francis.ng@eqinsurance.com.sg]  
**Sent:** Thursday, 10 May, 2018 4:19 PM  
**To:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)  
**Cc:** Goh Kok Khoo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Jeong Choon Hwee (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)  
**Subject:** Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T

To: SMRT Automotive Services Pte Ltd

Dear Sirs,

**Without Prejudice**

We refer to your email below.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors.

If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us.

Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

|   |  |
|---|--|
| <b>1) AJAX Inspection Services Pte Ltd</b><br>Tel: 6255 0808<br>Fax: 6849 9155  | <b>2) Automobile Inspection Services Pte Ltd</b><br>Tel: 6286 0155<br>Fax: 6284 1539<br>Contact Person: Sophia |
| <b>3) LBS Automotive Appraisal Pte Ltd</b><br><b>L.B.S. Auto Consultants Pte Ltd</b><br>Tel: 6281 6690 / 62832866<br>Fax: 6281 8748<br>Contact Person: Amy/ Grace | <b>4) Priority Services</b><br>Tel: 62934822<br>Fax: 62963283<br>Contact Person: Hui Lian                      |
| <b>5) RT Appraisal Pte Ltd</b><br>Tel: 67486076<br>Fax: 67480361<br>Contact Person: Ricky Teng  | <b>6) LKK Auto Consultants Pte Ltd</b><br>Tel: 6256-3561<br>Fax: 6741-4108                                     |

|  |   |
|--|---|
| <p><b>7) Kelvin Automotive Appraising Services</b><br/> Tel: 81825263<br/> Fax: 67461148<br/> Contact Person: Kelvin</p> | <p><b>8) Automotive Appraiser &amp; Surveying Services</b><br/> Tel: 96623655<br/> Fax: 67655662<br/> Contact Person: Mr Chee</p> |
| <p><b>9) JP Knights Pte Ltd</b><br/> Tel: 63450068<br/> Fax: 63445328<br/> Contact Person: Edna Lee</p>                  |   |

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Regards,  
**Francis Ng**  
Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
www.eqinsurance.com.sg



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---

**From:** Janet Tan  
**Sent:** Thursday, May 10, 2018 2:29 PM  
**To:** Francis Ng <francis.ng@eqinsurance.com.sg>  
**Subject:** FW: TIB1153T - EQ YP6021U

Francis

For your necessary action.  
Thank you.

Regards,

**Janet Tan**



**EQ Insurance Company Limited**

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

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

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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---

**From:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [<mailto:SimKimBock@smrt.com.sg>]

**Sent:** Thursday, May 10, 2018 2:23 PM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Cc:** Goh Kok Khoo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <[GohKK2@smrt.com.sg](mailto:GohKK2@smrt.com.sg)>; Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <[catherineleesc@smrt.com.sg](mailto:catherineleesc@smrt.com.sg)>; Jeong Choon Hwee (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <[JeongCH@smrt.com.sg](mailto:JeongCH@smrt.com.sg)>

**Subject:** TIB1153T - EQ

Hi,

Kindly arrange survey for TIB1153T , involving your insured YP6021U  
Insurance Company : EQ

Vehicle : TIB1153T Currently at Woodlands workshop now

*Regards*

*Kim Bock*

*Estimator, ARC Department*

*SMRT Automotive Services Pte Ltd*

*HP 84990282*



---

Total Control Panel

[Login](#)

To: [janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)

From: [simkimbock@smrt.com.sg](mailto:simkimbock@smrt.com.sg)

Message Score: 10

My Spam Blocking Level: Medium

High (60): Pass

Medium (75): Pass

Low (90): Pass

[Block this sender](#)

[Block smrt.com.sg](#)

*This message was delivered because the content filter score did not exceed your filter level.*

## Mei Kwan (LKKAuto)

---

**From:** Francis Ng <francis.ng@eqinsurance.com.sg>  
**Sent:** Thursday, 7 June, 2018 4:25 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Admin A; Vivian Lau (LKKAuto); Thin Thin (LKKAuto)  
**Subject:** RE: Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T  
**Attachments:** YP6021U 07.05.2018.PDF

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** HMK

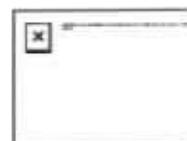
Dear Mei Kwan,

Our insured's report is attached.

Regards,  
**Francis Ng**  
Executive | Claims



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
www.eqinsurance.com.sg



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

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Thursday, June 7, 2018 1:43 PM  
**To:** Francis Ng <francis.ng@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>  
**Subject:** RE: Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T

### WITHOUT PREJUDICE

**Your ref: TBA**  
**LKK ref: CC4/EQ118008673/Swa3**

Dear Sir / Madam,

We refer to the above matter.

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
www.eqinsurance.com.sg



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**From:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [<mailto:SimKimBock@smrt.com.sg>]

**Sent:** Thursday, May 10, 2018 4:25 PM

**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>

**Cc:** Goh Kok Khoon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <[GohKK2@smrt.com.sg](mailto:GohKK2@smrt.com.sg)>; Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <[catherineleesc@smrt.com.sg](mailto:catherineleesc@smrt.com.sg)>; Jeong Choon Hwee (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <[JeongCH@smrt.com.sg](mailto:JeongCH@smrt.com.sg)>

**Subject:** RE: Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T

Hi.

**LKK Auto Consultants Pte Ltd**

*Regards*

*Kim Bock*

*Estimator, ARC Department  
SMRT Automotive Services Pte Ltd  
HP 84990282*



---

**From:** Francis Ng [<mailto:francis.ng@eqinsurance.com.sg>]

**Sent:** Thursday, 10 May, 2018 4:19 PM

**To:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)

**Cc:** Goh Kok Khoon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Jeong Choon Hwee (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)

**Subject:** Pre-Repair Survey /Inspection; Your Ref: TIB1153T; EQ Ref: YP6021U/TO BE ADVISED; Accident on 07-05-2018 involving YP6021U & TIB1153T

To: SMRT Automotive Services Pte Ltd

Regards,  
**Francis Ng**  
Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



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**From:** Janet Tan  
**Sent:** Thursday, May 10, 2018 2:29 PM  
**To:** Francis Ng <[francis.ng@eqinsurance.com.sg](mailto:francis.ng@eqinsurance.com.sg)>  
**Subject:** FW: TIB1153T - EQ YP6021U

Francis

For your necessary action.  
Thank you.

Regards,

**Janet Tan**  
Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Citystate

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

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**From:** Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [<mailto:SimKimBock@smrt.com.sg>]  
**Sent:** Thursday, May 10, 2018 2:23 PM  
**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>



**AR REGISTERED**  
 SMRT AUTOMOTIVE SERVICES PTE LTD  
 6 Ang Mo Kio Street 62 Singapore 569140  
 Tel : 65 6556 3521  
 Fax : 65 6368 7421  
 www.smrt.com.sg

**EQ INSURANCE**

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

Date : 24 MAY 2018  
 SMRT Ref. BUS/05/18/5006/AW

Tel : 6223 9433

Dear Sirs,

**ACCIDENT INVOLVING 17M BENDY BUS TIB1153T AND YP6021U ON 7 MAY 2018 ALONG JURONG EAST CENTRAL, AFTER BUS STOP NO. 28431**

LETTER OF CLAIM

We claim on behalf of SMRT BUSES LTD, owner/hirer of the vehicle Reg. No.:TIB1153T. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

|  |          |                    |
|--|----------|--------------------|
| 1. Cost of Repair                            | :        | \$ 1,740.00        |
| 2. Loss of Use for 2 days @ S\$ 350 /day     | :        | \$ 700.00          |
| 3. Loss of Rental for days @ S\$ /day        | :        |                    |
| 4. Loss of Income for days @ S\$ /day        | :        |                    |
| 5. Police Report/ SAS Report/ LTA Search Fee | :        | \$ 7.00            |
| 6. Survey Fee                                | :        |                    |
| 7. Others                                    | :        | _____              |
| <b>Total Claims</b>                          | <b>:</b> | <b>\$ 2,447.00</b> |

We enclose the following documents :

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Repair Invoice               | <input type="checkbox"/> Letter of Authorisation      |
| <input type="checkbox"/> Survey Report                           | <input checked="" type="checkbox"/> LTA Search result |
| <input checked="" type="checkbox"/> Photographs _____ pcs        | <input type="checkbox"/> Others :                     |
| <input type="checkbox"/> Investigation results                   | 1. _____  |
| <input type="checkbox"/> Proof of Loss of Use/Rental/Income      | 2. _____  |
| <input checked="" type="checkbox"/> Police / SAS report of _____ | 3. _____  |

*\* Survey Report to be  
 Furnished By EQ's own  
 appointed surveyor LKK*

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

Yours sincerely,  
 SMRT AUTOMOTIVE SERVICES PTE LTD

Audrey Woo  
 For Manager, Claims  
 Claims Department



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC4/EQ118008673/Swa3

16 May 2019

**Hawk Forwarders Pte Ltd**

102E Pasir Panjang Rd

#01-08

Singapore 118529

Dear Sir/Madam,

**ACCIDENT INVOLVING Y P 6021U AND TIB 1153T ON 07/05/2018**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY 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 10 days from the date of this letter.

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

Please call us if you have further queries.

Yours faithfully,

Vivian Lau  
Case Handler  
DID: 6841 8625  
FAX: 6741 4108  
EMAIL: Vivianlau@lkkauto.com

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

BUS/05/18/5006/AW

**AUTHORISATION TO ACT**

\$2397 CHQ issued to SMRT BUSES LTD

I/We, SMRT BUSES LTD ("the third party claimant") of 6 Ang Mo Kio Street 62 Singapore 569140 (address), owner of TIB 1153T (vehicle no.) hereby authorize SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. TIB 1153T that was damaged pursuant to the accident which occurred on 07/05/2018 (date) along JURONG EAST CENTRAL (location) involving vehicle no/s YP 6021U ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the SMRT BUSES LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 11 (day) of July (month) 2019 (year)

Andrew  
Woo



Signed by "the third party claimant"  
(with chop if applicable)



11-7-19

Signed by "the workshop"  
(with chop)

AW



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

Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV180500360  
Date : 19.05.2018  
Vehicle No. : TIB1153T  
Your Ref No. : BUS/05/18/5006  
Our Ref No. : 24096028  
Terms : 30 Days

| Description   | Qty  | Unit Cost | Add % | (Discount) Amount | Amount             |
|---|------|-----------|-------|-------------------|--------------------|
| <b>Labour</b>   |      |           |       |                   |                    |
| TO REPAIR LH PORTION  | 1.00 | \$1060.00 | 0.00  | \$ 0.00           | \$ 1060.00         |
| <b>Others</b>   |      |           |       |                   |                    |
| PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS | 1.00 | \$ 680.00 | 0.00  | \$ 0.00           | \$ 680.00          |
| <b>GRAND TOTAL</b>  |      |           |       |                   | <b>\$ 1,740.00</b> |

Remark :

Make/Model : MERCEDES 0405G  
Accident Date : 07.05.2018

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

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

|                     |  |                                     |                      |
|---------------------|--|-------------------------------------|----------------------|
| Log Date/Time:      | 09 May 2018 / 17:24:11                 |                                     |                      |
| Asset Type:         | Vehicle                                | Transaction Amount:                 | \$7.49               |
| Asset ID:           | YP6021U                                |                                     |                      |
| Transaction Type:   | 18.32 Insurance Enquiry (GIRO Payment) | Channel:                            | External Agency      |
| User ID:            | ESASBAHO - BALQISH BINTE ABDUL HALIL   | Business Transaction Reference No.: | 20180509172411486464 |
| Search Date / Time: | 07 May 2018 07:39:00                   |                                     |                      |
| Insurance Company:  | EQ INSURANCE COMPANY LTD               |                                     |                      |

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

[Enquire Related Logs](#)

[Back to List](#)



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

To : M/s EQ INSURANCE COMPANY LTD

Date: 01/08/2019

**THIRD PARTY DIRECT SETTLEMENT**

|                  |                     |                                       |
|------------------|---------------------|---------------------------------------|
| Vehicle No.      | YP 6021U (Insd Veh) | Your Ref. No. : DMCHHQ18-000088       |
|                  | TIB 1153T (TP Veh)  | Our Ref. No. : CC4/EQ118008873/Swa3q2 |
| Date of Accident | 7/5/2018            |                                       |

|                      |               |        |
|----------------------|---------------|--------|
| Liability            | 100%          |        |
| Final Repair Cost    | : \$ 1,740.00 |        |
| Loss of Use          | : \$ 650.00   | 2 days |
| Rental (If any)      | : \$          | days   |
| Others:              | : \$ 7.00     |        |
|                      | : \$          |        |
|                      | 2,397.00      |        |
| Final Settlement Sum | : \$ 2,397.00 |        |
| Remarks              | :             |        |

| Payment Instruction: Payee's Breakdown |                |               |
|--|----------------|---------------|
| 1)                                     | SMRT BUSES LTD | : \$ 2,397.00 |
|  |                | : \$          |

JOANNE LEE

LKK Auto Consultants Pte Ltd



# LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

| Affiliated to Federation Internationale Des Experts En Automobile  |  |                              |   |
|--|--|------------------------------|---|
| EQ INSURANCE COMPANY LTD   |  | Ref : CC4/EQ118008673/Swa3q2 |   |
| 5 MAXWELL ROAD<br>#17-00 TOWER BLOCK<br>MND COMPLEXSINGAPORE 069110  |  | Date : 01-08-2019            |  |
|  |  | Code : EQI                   |   |
| 1. Policy Particulars :- THIRD PARTY CLAIM   |  |                              |   |
| Insured Veh.   | YP 6021U   | Veh. Inspected               | TIB 1153T   |
| Policy No.   | DMCHHQ18-000088  | Coverage (\$)                | 0.00  |
| Claim No.  |  | Excess (\$)                  | 0.00  |
| Assign From  | FRANCIS  | Assign Date                  | 11/05/2018  |
| 2. Vehicle Particulars & Condition   |  |                              |   |
| Make & Model   | MERCEDES BENZ 0405G  | c.c                          | 11967   |
| Engine No.   | HIDDEN   | Year of Reg.                 | 2001  |
| Chassis No.  | WEB61232321098213  | Colour                       | MULTI COLOUR  |
| Odometer   | 94138  | Steering                     | IN ORDER  |
| Brakes   | IN ORDER   | Modification                 | NIL   |
| General  | FAIR   |                              |   |
| 3. Conditions of Tyres   |  |                              |   |
|  | Size   | Make                         | Balance   |
| R/H Front Tyre   | 275/70 R22.5   | BRIDGESTONE                  | 6 mm  |
| L/H Front Tyre   | 275/70 R22.5   | BRIDGESTONE                  | 6 mm  |
| R/H Rear Tyre  | 275/70 R22.5   | BRIDGESTONE                  | 6 mm  |
| L/H Rear Tyre  | 275/70 R22.5   | BRIDGESTONE                  | 6 mm  |
| 4. Description of Damages  |  |                              |   |
| THE VEHICLE SUSTAINED DAMAGES AT THE N/S REAR PORTION.<br>DAMAGES SEE DETAILS.   |  |                              |   |
| 5. General Information   |  |                              |   |
| Accident Date  | 07/05/2018   | Inspection Date              | 11/05/2018  |
| Survey held at   | SMRT AUTOMOTIVE SERVICES PTE LTD<br>60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 |                              |   |
| 5a. Remarks  |  |                              |   |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>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. TIB 1153T

| Qty | Description of Parts   | Condition | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----|--|-----------|---------------------------|-------------------|
|     | <b>LABOUR</b>  |           |                           |                   |
|     | TO REPAIR LH PORTION.  |           | 2,120.00                  | 1,060.00          |
|     | PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS. |           | 1,200.00                  | 680.00            |
|     |  |           | 3,320.00                  | 1,740.00          |
|     | <b>GRAND TOTAL</b>   |           | <b>3,320.00</b>           | <b>1,740.00</b>   |
|     | <b>RECOMMENDED COST OF REPAIRS</b>                                   |           |                           | <b>1,740.00</b>   |

Report Ref No. CC4/EQ118008673/Swa3q2

YEANG WAI KEEN

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contact or fort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

**Joanne Lee (LKK Auto)**

---

**From:** Joanne Lee (LKK Auto) <report@lkkauto.com>  
**Sent:** Monday, 5 August 2019 1:33 PM  
**To:** 'Joel Goh'  
**Cc:** 'vivianlau@lkkauto.com'  
**Subject:** TP Direct Settlement - Accident Involving YP 6021U (OI) and TIB 1153T (TP) on 07/05/2018  
**Attachments:** LKK REPORT & PHOTO.pdf; TP DS SUPPORTING DOCUMENT.pdf

Dear Sir/Madam,

Please be informed that the above-mentioned case had been settled.

Enclose herewith final report & relevant documents for your necessary action please.

Thank you.

Best Regards,

**JOANNE | Reports**

**LKK Auto Consultants Pte.Ltd.**

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: [report@lkkauto.com](mailto:report@lkkauto.com)

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