

ASS. REC. BY:

REF: CS/FWD18010371/71rd302

Original Instruction:

Surveyor:

Menmen

From (Person):

Joseph Koh

ASSIGNMENT (Office)

of FWD

Date/Time: 7/6/18

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

S12 9337P

Insured:

at Workshop m/s

Charm's Custom Craft

Tel:

62717054

of Blk 1010, Bkt Merah Lane 3 # 01-105

Policy No: PNPV2018-00000121

Claim No: 12018 0000 6912

Sum Insured:

Excess:

\$600.00

Make of Veh:

(Client's Record)

D.O.A. 04/06/2018

08/06/2018 @ 10-30 am - 11 pm

CA / ☒ REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

1:53pm @ 7/6/18

Person Contacted:

Sharon

Vehicle ☒ IN ☐ OUT

Date/Time

Action/Instruction (✓) Estimate

S12 9337P-X

11/6/18

Report thru menmen

12/6/18

Authorise repair

13/6/18

Inform supervisor to proceed for repair.

1

Supplemental received: (water case mail)

*Pauline*

ASSIGNMENT

Fixed: \_\_\_\_\_ Date: \_\_\_\_\_  
Estimated Cost: \_\_\_\_\_  
☒ TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No: \_\_\_\_\_

at Workshop on: \_\_\_\_\_

of \_\_\_\_\_

Insured \_\_\_\_\_

Policy No: \_\_\_\_\_

Claims No: \_\_\_\_\_

Sum Insured \_\_\_\_\_

Excess: \_\_\_\_\_

*4600*

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: \_\_\_\_\_

*446K.*

IDAC Accident Report \_\_\_\_\_

Consistent? Yes or No

GIA / PR Seen: \_\_\_\_\_

Consistent? Yes or No

Est. Repairs \_\_\_\_\_

days

Res: Yes or No

Lump Sum: \_\_\_\_\_

%

3 Val: Yes or No

CA / ☒ REP / 24 HRS

Vehicle IN / OUT

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Veh No: *5579337P* Yr Regn: *2011 Jan.*  
Type: ☒ Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: \_\_\_\_\_

*Honda, Odyssey*

*2554*

Colour: \_\_\_\_\_

*Silver*

Insured / Std / NI / NA

Sp. Reading \_\_\_\_\_

*143350*

T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: \_\_\_\_\_

*51MR558309C201037*

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: \_\_\_\_\_

F: \_\_\_\_\_

*215/60R16*

R: \_\_\_\_\_

*2 7*

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

TOYO / YOKO or

Front

Rear

R/Bal: \_\_\_\_\_

*6*

mm

R/Bal: \_\_\_\_\_

*6*

mm

L/Bal: \_\_\_\_\_

*6*

mm

U/Bal: \_\_\_\_\_

*6*

mm

D.O.A. \_\_\_\_\_

D.O.I. \_\_\_\_\_

*8/6/18 @ 4pm*

Survey held at \_\_\_\_\_

*Chans Lushan Craft*

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

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

Date / Time Action / Instruction

*Amending Josey reply whether the brake can be claim or not.*

*Confirm L/S \$7200 @ 9 days  
Red: \$2522.50, 26%.*

RECEIVED 31 AUG 2018

Draw/Time / File Part of



Preli. Report

*typist*



Final Report

Draw/Time / File Return to

Days Of Repair: \_\_\_\_\_

*9*

Resurvey No. of Trip: \_\_\_\_\_

*1*

Survey Fee

Transport

Add Fee: \_\_\_\_\_



Site Insp (\$



Interview (\$



Tech. Insp (\$



Workshop (\$

*check with*

*Janice on 5/11/18*

Report Format \_\_\_\_\_

*OD*

Lump Sum / *12* (\$ *7200*)

250

50

50

10

360



# 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

FWD SINGAPORE PTE LTD

Ref : CS/FWD18010371/T1rd3

6 TEMASEK BOULEVARD  
#18-01 SUNTEC TOWER 4 SINGAPORE 038986

Date : 07-06-2018



Code : FWD

## 1. Policy Particulars :- OWN DAMAGE

Insured Veh.		Veh. Inspected	SJZ 9337P
Policy No.	PNPV2018-00000121	Coverage (\$)	0.00
Claim No.	1201800006912	Excess (\$)	600.00
Assign From	MERIMEN (JOSEY LOH)	Assign Date	07/06/2018

## 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

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## 5. General Information

Accident Date	04/06/2018	Inspection Date	
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724		

## 5a. Remarks

A) THE MARKET VALUE IS S\$----- (EST. AVERAGE)
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.

## ...CLAIM SUBFOLDER...(New Assignment)

### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Jun 2018 <a href="#">Sendback Est</a>	07 Jun 2018 13:02 <b>S\$9,722.50</b>	07 Jun 2018 13:22 <a href="#">Assign</a>				<b>New Assignment</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	<a href="#">Show All</a>					
<b>CLAIM SUBFOLDER DETAILS</b>									
Insured: <b>ADRIAN SIEW MING WAI</b> , ID: F5589129W									
Vehicle Reg. No.: <b>SJZ9337P</b>		Date of Loss: 04/06/2018 18:00 - :59 [88 Months and 28 Days From LTA Reg Date (Man Yr)]							
Claim Type: <b>OD / 1201800006912</b>		Policy/Cover Note No.: PNPV2018-00000121 (Comprehensive)							
		Excess: S\$600.00							
Repairer: <b>Charn's Customcraft (HQ)</b> Block 1010 Bukit Merah Lane 3, #01-105, 159724 Bukit Merah - Tel: 62717054									
Handling Insurer: <b>FWD Singapore Pte. Ltd. (HQ)</b> - Tel: 6727 5700 ... [Handled by <b>Josey Loh</b> ]									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Final Rpt due 19/06/2018]									
Driver/Custodian: <b>KUA YAH LAY (43 / Female)</b> , NRIC: S7475726Z, Tel: +6596327138									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

# 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

To: FWD Singapore Pte, Ltd.  
6 Temasek Boulevard  
#18-01 Suntec Tower 4  
Singapore 038986

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Josey Loh

Date: 11 Jun 2018

## Preliminary Advice

Vehicle No	: SJZ9337P	Accident Date	: 04/06/2018
Make	: HONDA ODYSSEY	Policy No.	: PNPV2018-00000121
Assignment Date	: 07/06/2018	Excess	: S\$600.00
Date of Inspection	: 08/06/2018	Est. Duration of Repair	: 9.00
Inspection At	: CHARN'S CUSTOMCRAFT (HQ) BLOCK 1010 BUKIT MERAH LANE 3, #01-105 SINGAPORE 159724		

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages o/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	9,722.50
Revised Amount	:S\$	7,512.50
Check Items (Estimated)	:S\$	1,250.00
Total	:S\$	8,762.50

Lump Sum Repair	:S\$	
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### **Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	46,000.00
COE / PARF Rebate	:S\$	30,881.00
Salvage Value	:S\$	
Margin for Repair	:S\$	15,119.00

### Remarks

- ( X ) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- ( ) The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- ( ) Other comments :

## Print Received Message

This mail is associated with :

**SJZ9337P (1201800006912)**

OD

Jun 4 2018 6:00PM

[ADRIAN SIEW MING WAI]

Charn's Customcraft

**From** FWD Singapore Pte. Ltd. (HQ) (FWD\_SG), sent on 12/06/2018 17:25 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$8762.50) - SJZ9337P - Claim Handler: Josey Loh

Approved:8762.50.

**Janice Lee (LKKAuto)**

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**From:** Janice Lee (LKKAuto)  
**Sent:** Wednesday, June 13, 2018 8:52 AM  
**To:** 'charns@singnet.com.sg'  
**Cc:** SUR  
**Subject:** SJZ 9337P FWD OD

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SJZ 9337P (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.

Thank you.

Best Regards,

**Jannice Lee (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [janicelee@lkkauto.com](mailto:janicelee@lkkauto.com) | fax: 6256-4315

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

# 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

To: FWD Singapore Pte. Ltd.  
6 Temasek Boulevard  
#18-01 Suntec Tower 4  
Singapore 038986

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Josey Loh

Date: 30 Aug 2018

## Preliminary Advice

Vehicle No	: SJZ9337P	Accident Date	: 04/06/2018
Make	: HONDA ODYSSEY	Policy No.	: PNPV2018-00000121
Assignment Date	: 07/06/2018	Excess	: S\$600.00
Date of Inspection	: 08/06/2018	Est. Duration of Repair	: 9.00
Inspection At	: CHARN'S CUSTOMCRAFT (HQ) BLOCK 1010 BUKIT MERAH LANE 3, #01-105 SINGAPORE 159724		

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages o/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	9,722.50
Revised Amount	:S\$	8,512.50
Check Items (Estimated)	:S\$	0.00
Total	:S\$	8,512.50
Lump Sum Repair	:S\$	7,200.00

### **Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	46,000.00
COE / PARF Rebate	:S\$	30,881.00
Salvage Value	:S\$	
Margin for Repair	:S\$	15,119.00

### Remarks

- ( X ) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage.
- ( ) The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- ( X ) Other comments : The vehicle repair on lump sum basis.



Attention: Motor Claims Department  
FWD Singapore Pte Ltd  
6 Temasek Boulevard  
#18-01, Suntec Tower 4  
Singapore 038986

### AUTHORIZATION FOR LUMP SUM REPAIR

I, [Name] [NRIC] KUA YAH LAY, the owner/ authorized driver of  
vehicle [Registration No.] SJZ9337P ("Vehicle") do hereby authorize the  
CHARN'S CUSTOMCRAFT ("Workshop") to repair the Vehicle on a lump sum basis  
instead of part by part.

The Workshop has explained to me the difference between lump sum repair and part by part repair,  
which lump sum repair means the Workshop may use a mixture of genuine parts and/or original  
equipment manufacturer (OEM) parts, reconditioned and second hand parts to carry out the  
necessary repair.

Signed and acknowledged by:



Signature of Policyholder/ authorized driver\*

\*to be applicable where the person authorizing is the authorized driver:-

I confirm that I have the authority from the owner of the Vehicle to authorize the lump sum repairs  
and that I have duly notified the owner of the Vehicle of the contents of this Letter of Authorization.

Date:

12/6/2018



Name and signature of workshop personnel including workshop stamp

Date:

## Print Received Message

This mail is associated with :

**SJZ9337P (1201800006912)**

OD

Jun 4 2018 6:00PM

[ADRIAN SIEW MING WAI]

Charm's Customcraft

**From** FWD Singapore Pte. Ltd. (HQ) (FWD\_SG), sent on 30/08/2018 16:18 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$7200.00) - SJZ9337P - Claim Handler: Josey Loh

Approved:7200.00.

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	05/06/2018 14:43
Date Of Accident	04/06/2018 18:00
Exact Location Of Accident	PORTSDOWN RD/ONE NORTH BUONA VISTA RD
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SJZ9337P
<b>Insured/Policyholder</b>	
Name Of Registered Owner	ADRIAN SIEW MING WAI
NRIC No	F5589129W
Email Address	ADRIANSIEW1973@GMAIL.COM
Mobile Phone No	(LOCAL) +65-96311048
Alternative Phone No	OFFICE-NOPHONE

### Vehicle Particulars

Manufacturer	HONDA
Model	ODYSSEY-2.4 (A)
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

### Insurance Company

Name of Insurance Company	FWD SINGAPORE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	PNPV2018-00000121
Cover Note Number	

### Driver

Name of Driver	KUA YAH LAY
NRIC No	S7475726Z
Date Of Birth	17/08/1974
Occupation	INDOOR
Date Of Driving Pass	15/05/2000
Driving Experience	18 YEARS AND 0 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96327138
Fax Number	
Contact Number	
EMail Address	YAHLAYKUA@YAHOO.COM

Address	365 HOLLAND ROAD #05-03
Postcode	278639
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	SPOUSE
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	COLLISION - CROSS JUNCTION
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	YES
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

#### Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	CLEMENTI NEIGHBOURHOOD POLICE CENTRE
Police Station Address	ROAD NO. 20 CLEMENTI AVENUE 5 , POSTCODE: 129858 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-8729999 - FAX NO: 67748639
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

REFER TO SKETCH AND POLICE REPORT T/20180605/2023

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SGX9129U
Vehicle Make/Model/Colour	BLACK TOYOTA ALTIS
Details Of Properties	
Vehicle Category	PRIVATE HIRE
Name of Driver	NG YI XIANG JUSTIN
NRIC/Passport Number	S8820561H
Contact Number	97726787
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	

No: Of Passenger (Including Driver)

2

Passenger 1

NAME: :

GENDER: :

#### DETAILS OF INJURED PERSON 1

Name	KUA YAH LAY
Approximate Age	43
Injuries Sustain	DSICOMFORT ON LEFT LEG, LOWER SPIN AND HEAD
Injured person in which vehicle?	SJZ9337P
Were seat belts worn?	YES
Was this injured conveyed to hospital by ambulance?	NO
Address	365 HOLLAND ROAD #05-03
Postcode	278639

**SKETCH PLAN**

**IMPORTANT NOTICE**

VEHICLE NO: **SSZ 9337 P**  
ACCIDENT DATE: **4/6/18**

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this form and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

**NOTE: DO NOTE THAT YOU MAY HAVE A 14-DAYS TIMEFRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE REFER TO YOUR POLICY FOR MORE INFORMATION.**

Policyholder's Signature  
Date & Time:

Driver's Signature  
(If driver is not the policyholder)

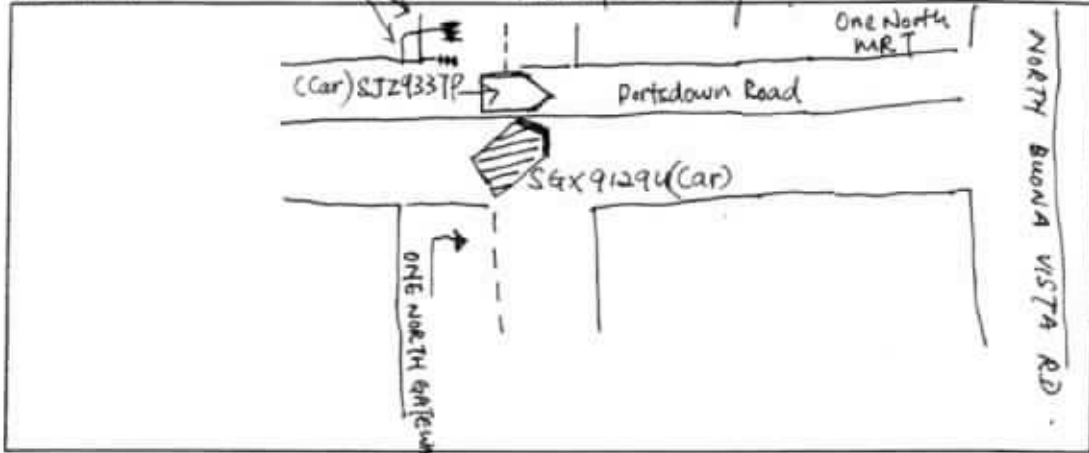
Date & Time **5th June 11:57am**

Reporting Centre Person's Signature  
Name:

NRIC/IN No:

SJZ 9337P  
4/6/18

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Refer to Police Report No.  
T/2018 0605/2023.

OWN DAMAGE ( )	3RD PARTY CLAIM (✓)	REPORTING ONLY ( )	OWN WORKSHOP ( )
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DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature  
Date & Time:

Driver's Signature  
(If driver is not the policyholder)  
Date & Time: 5th June 11:57am

CHARN'S CUSTOMCRAFT  
Reporting Centre Personnel's Signature  
Name:  
NIC/PIN No.:



**SINGAPORE  
POLICE FORCE**



T/20180605/2023

Police Station Of Origin:  
Clementi N.P.C  
20 Clementi Avenue 5 SINGAPORE 129858  
Tel No: 1800-8729999

1 of 3

Report No. T/20180605/2023

**REPORT OF A TRAFFIC ACCIDENT**

Date/Time Report Made: 05/06/2018 10:59	Vide Report No.:	Station Diary No.: 28
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**Informant's Particulars**

Name of Informant: KUA YAH LAY			Address: 365 HOLLAND ROAD #05-03 SINGAPORE 278639	
ID Type / ID No.: NRIC NO / S7475726Z			Contact No.: Home/Office: Mobile: 96327138	
Nationality: MALAYSIAN			Email:	
Sex: Female	Age: 43	Date of Birth: 17/08/1974	Type of Informant: Driver	
Race: Chinese		Language: English		Institution / School Name:
Occupation: Primary school teacher			Driving Licence Information: Class: 3 Date of Expiry:	

**General Information of the Accident**

Type of Accident:	Injury Others	Drink Drive: No	Date/Time of Accident: 04/06/2018 18:00	Type of Location: X-Junction
Location: Along Road 1 PORTSDOWN ROAD				
Junction of Portsdown Road & One North Buona Vista Road (Towards North Buona Vista Road)				
Weather: Clear		Road Surface: Dry	Road Speed Limit:	
Traffic Flow:		Traffic Control: Traffic Light - Working	Traffic Volume: Moderate	
Type of Collision: Between Moving Vehicles - Head To Side			Anyone conveyed by ambulance: No	

**Details of Vehicle Involved**

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
SGX9129U	Car				Slightly Damaged	1
SJZ9337P	Car				Seriously Damaged	0

**Details of Person Involved**

Any Pedestrian Involved: No	
No. of Pedestrians Injured: NIL	Use of Pedestrian Crossing: NA





**SINGAPORE  
POLICE FORCE**



T/20180605/2023

Police Station Of Origin:  
Clementi N.P.C  
20 Clementi Avenue 5 SINGAPORE 129858  
Tel No: 1800-8729999

2 of 3

Report No. T/20180605/2023

## CONTINUATION OF REPORT

<b>Driver</b>			
Name	Ng yi Xiang Justin		ID No. S8820561H
Related Vehicle	SGX9129U (Car)		Contact No. 97726787
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
<b>Driver</b>			
Name	KUA YAH LAY		ID No. S7475726Z
Related Vehicle	SJZ9337P (Car)		Contact No. 96327138
Hospital/Clinic	ONEDOCTORS FAMILY CLINIC		Class of Driving Licence & Expiry Date Class: 3 Date of Expiry: NIL
Date Treatment	05/06/2018	Date Discharge	05/06/2018
No. of Days granted Medical Leave	03	Degree of Injury	NIL

**Brief Details.**

On 04/06/2018 at about 1800hrs, I was driving my vehicle (SJZ9337P) along Portsdown Road towards North Buona Vista Road. At the point of time, the road was dry and traffic volume was moderate. It was a one lane road.

Upon reaching the junction of Portsdown Road & One North Gateway, I noticed that the traffic light was in my favor (Green) and I continued to drive straight. At the junction, suddenly I felt a severe impact from my right side of my vehicle and I noticed that a vehicle (SGX9129U) had crashed and slammed on to the right side of my vehicle. The vehicle SGX9129U had made a right turn from One North Gateway and he was travelling at a very fast speed without slowing down at the junction. I was very shocked and shaken emotionally and physically due to this intense impact.

This is the first time such an incident had happened. I do not have an in-car camera. No Police or ambulance came to scene. My right side of my vehicle is badly scratched and dented. My driver's door is badly damaged. My vehicle was towed away at about 2100hrs by EMAS to the Cham's Customcraft for repair.

Subsequently, I went to seek medical attention as I experience discomfort on my left leg, lower spine and head and the doctor gave me 3 days medical leave from 05/06/2018 to 07/06/2018.



**SINGAPORE  
POLICE FORCE**



T/20180605/2023

Police Station Of Origin:  
Clementi N.P.C  
20 Clementi Avenue 5 SINGAPORE 129858  
Tel No: 1800-8729999

3 of 3

Report No. T/20180605/2023

**CONTINUATION OF REPORT**

**Sketch Plan**

Informant is not able to provide sketch plan

**IMPORTANT:** Please attach a copy of your vehicle's Insurance Certificate to this report. If you don't have the certificate with you now, please fax a copy to 65474885 stating the report number as reference.

Signature Of Officer Recording The Report:

D /  
Sgt 2 WU HAIHAN

Signature Of Informant:

Signature Of Interpreter:  
Not applicable

Date/Time:  
05/06/2018 10:59

Officer in Charge Of Case:  
TP / AEIT /  
Staff Sgt WONG SIEU LUI  
Contact No.: 65476151

Classification Of Case:

Authentication Stamp

NP168



SINGAPORE  
POLICE FORCE

SH 37

**REPUBLIC OF SINGAPORE**  
IDENTITY CARD NO. **S7475726Z**



Name  
**KUA YAH LAY**  
**柯雅蕾**  
Race  
**CHINESE**  
Date of Birth  
**17-08-1974** Sex  
**F**  
Country of Birth  
**MALAYSIA**

**REPUBLIC OF SINGAPORE** **DRIVING LICENCE**  
**S7475726Z**



**KUA YAH LAY**  
Date of Birth **17 Aug 1974**  
Issue Date **24 Feb 2016**

002540572F

SJZ 9337P

H/b/18 e 18.00

NRIC No. **S7475726Z**



Nationality  
**MALAYSIAN**  
Date of issue  
**21-10-1998**

**365 HOLLAND ROAD #05-03**  
**SINGAPORE 278639**  
NRIC No: **S7475726Z** Date: **12/01/2011** No: **0551321**

**YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES**

Class	Motor cars with unladen weight <= 3000kg with <= 7 passengers, exclusive of driver; and other motor vehicles with unladen weight <= 2500kg	EFFECTIVE DATE
Class 3	Motor cars with unladen weight <= 3000kg with <= 7 passengers, exclusive of driver; and other motor vehicles with unladen weight <= 2500kg	15 May 2000

NP 428A

Licence No: **S7475726Z**



## YOUR CLASSIC CAR INSURANCE SUMMARY

Please call +65-6322-2072 for FWD Emergency Assistance  
if Your Car breaks down or is involved in an accident.  
All accidents must be reported within 24 hours or the next working day of the incident  
regardless of whether it will lead to a claim.

POLICY NUMBER : PNPV2018-00000121

### About this policy

Premium paid : S\$755.17  
(Inclusive of GST)  
Coverage start date : 06/01/2018  
Coverage end date : 05/01/2019  
Who is insured to drive: : You and any Authorised Driver  
Policy Type : CLASSIC

### About you (As the policyholder)


Your name : Siew Adrian Ming Wai  
Address : 365 Holland Road 05-03 Allsworth Park Singapore 278639  
Email : adriansiew@yahoo.com  
NRIC/FIN : F5589129W  
Date of birth : 18/12/1973  
Marital status : Married  
Gender : Male  
Current no claims discount : 50%  
Mobile Number : 96311048  
Years of driving experience : Three or more  
Certificate of merit : Yes

### About your car

Car make and model : HONDA ODYSSEY 2.4 ✓  
Car plate number : sjz9337p ✓  
Year of first registration : 2009

Issued on: : 28/11/2017

600 x 790 = 474000  
40 x 6 = 240

  
**Abhishek Bhatia**  
Chief Executive Officer  
FWD Singapore Pte Ltd

Please refer to contract for specific terms, conditions  
and exclusions of this policy.

Please immediately inform us at +65-6322-8888  
or email us to [contact.sg@fwd.com](mailto:contact.sg@fwd.com) if any details in  
this Car Insurance Summary need to be changed.

> Back to OneMotoring

### Enquire PARF/COE Rebate for Registered Vehicle

#### Vehicle Owner Particulars

Owner ID Type:	Foreign Identification Number
Owner ID:	9129W

#### Vehicle Details

Vehicle No.:	SJZ9337P
Vehicle to be Exported:	Yes
Intended De-registration Date:	27 Jun 2018
Vehicle Make:	HONDA
Vehicle Model:	ODYSSEY 2.4L AT
Primary Colour:	Silver
Manufacturing Year:	2009
Engine No.:	K24Z21301041
Chassis No.:	JHMRB38309C201037
Maximum Power Output:	132.0 kW (177 bhp)
Open Market Value:	\$31,300.00
Original Registration Date:	07 Jan 2011
First Registration Date:	07 Jan 2011
Transfer Count:	0
Actual ARF Paid:	\$31,300.00

#### Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	06 Jan 2021
PARF Rebate Amount:	\$18,780.00

#### Intended COE Rebate Details

COE Expiry Date:	06 Jan 2021
COE Category:	B - Car (1601cc & above)
COE Period(Years):	10
QP Paid:	\$47,890.00
COE Rebate Amount:	\$12,101.00
<b>Total Rebate Amount:</b>	<b>\$30,881.00</b>

The information contained herein is correct as at 05 Jun 2018

OK

**Charn's Customcraft** (Co.Reg.No.25151300M)

Block 1010 Bukit Merah Lane 3, #01-105

Singapore 159724

Tel: 62717054 Fax: 62735676 Email: charns@singnet.com.sg

INSURER: **FWD Singapore Pte. Ltd. (HQ)****PARTICULARS OF CLAIM**

Claim Type:	OD (Own Damage)	Ref. No:	
Policy No:	PNPV2018-00000121	Date of Loss:	04/06/2018
Vehicle Reg. No.:	<b>SJZ9337P</b>	Driveable?	
Driver Age/Info:	43 / FEMALE	Party At Fault:	UNKNOWN
TP Injury Involved?	YES	Third Party Involved?	YES
Insured/Claimant:	ADRIAN SIEW MING WAI		
Driver:	KUA YAH LAY		
Make/Model:	HONDA ODYSSEY, 2.4 (A)	Vehicle Reg. Date:	07/01/2011
Vehicle Colour:	Silver		
Engine No:	K24Z21301041	Chassis No:	JHMRB38309C201037
Odometer:	143349 KM		
Paint Type:			
Total Loss?	<b>NO</b>		
Est. Duration of Repair (day)	12		
Description of Accident/Loss	REFER TO SKETCH AND POLICE REPORT T/20180605/2023		
Present Location:	CHARN'S CUSTOMCRAFT (HQ)		

<b>COST OF CLAIMS</b>	<b>Amount</b>
Parts	6,422.50
Miscellaneous Items	0.00
Labour	3,300.00
Paintwork Labour	0.00
Towing	0.00
<b>Gross Total (S\$)</b>	<b>9,722.50</b>
<b>+ GST 7.00% (S\$)</b>	<b>680.58</b>
<b>Nett Amount (S\$)</b>	<b>10,403.08</b>

This claim is handled by: **SHARON LEE CHIA LING**Generated using **Merimen e-Claims Internet Estimation & Adjusting System**

**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: \_\_\_\_\_

Tanpin 97 445749  
WP  
8/6/18 24pm  
Ev \$600  
Revent Not the house  
Lumpsum  
Resurvey after repair  
9 days

## REPAIR DETAILS

### Reference

**Part Source:** MRM-SG      Version: 1.0 (Last Synchronised: 07 Jun 2018)  
**Parts:** M1-MPV      HONDA ODYSSEY 2.4 (A) (Catalogue:Merimen Singapore 1.0)  
**Labour:** Repairer's      (Price-denominated Standard List)  
**Print Code:** Charn's Customcraft/SJZ9337P/07/06/2018 13:02  
**Validity:** 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  
**Further Info:** Items/values not in reference catalogue are prefixed with an asterisk \*.

### Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*Front fender RH	0.00	0.00	bt *500.00 F
2	1		*Front fender inner shield RH	0.00	0.00	de *90.00 F
3	6		*Front fender inner shield clips	0.00	0.00	new *15.00 F
4	3		*Front fender inner shield clips (SQ/RD)	0.00	0.00	new *7.50 F
5	1		*Front door RH	0.00	0.00	bt *800.00 F
6	1		*Front door hinge TOP RH	0.00	0.00	x? *50.00 F
7	1		*Front door hinge LWR RH	0.00	0.00	x? *50.00 F
8	1		*Front door glass RH	0.00	0.00	x? *400.00 F
9	1		*Front door glass moulding RH	0.00	0.00	? *80.00 F de ✓
10	2		*Front door frame sticker RH	0.00	0.00	new *80.00 F
11	1		*RH side mirror housing	0.00	0.00	? *520.00 F con ✓
12	1		*RH side mirror cover	0.00	0.00	cut *60.00 F
13	1		*Front door regulator motor/gear RH	0.00	0.00	? *400.00 F bt ✓
14	1		*Front door step panel garnish RH	0.00	0.00	x? *150.00 F x ✓
15	1		*Rear door RH	0.00	0.00	bt *800.00 F
16	2		*Rear door frame stickers RH	0.00	0.00	new *80.00 F
17	1		*Rear bumper	0.00	0.00	de *590.00 F
18	1		*Front rim RH	0.00	0.00	cut *700.00 F
19	1		*Rear rim	0.00	0.00	cut *700.00 F
20	1		*Rocker panel RH	0.00	0.00	bt *350.00 F

F=Franchise part.

Total Parts (S\$) **6,422.50**

Charn's Customcraft/SJZ9337P/07/06/2018 13:02. Not valid without Reference section.  
Generated using Merimen e-Claims IEAS

break buster

5772.50

2740

8512.50

## Estimates on Miscellaneous Items

There are no new miscellaneous items selected.

## Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	Remove and reinstall front door glass RH & fittings.	New	✓ 60.00
2	Remove and reinstall front door glass LH & fittings.	New	✓ 60.00
3	Alignment	New	✓ 60.00
4	Remove and install cushions, seats back rest, inner trim, garnish, roof lining and upholstery to facilitate repair.	New	60 180.00
5	Remove/reinstall/replace necessary parts: jacking, panel beating, repair and straighten front bumper, front fender RH, RH side mirror, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1200 1,540.00
6	Putty and respray front bumper, front fender RH, RH side mirror cover, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1300 1,400.00
Gross Labour Cost (S\$)			3,300.00

Charn's Customcraft/SJZ9337P/07/06/2018 13:02. Not valid without Reference section.

Generated using Merimen e-Claims IEAS

< END OF ESTIMATES >



## Print Sent Message

This mail is associated with :

**SJZ9337P (1201800006912)**

OD

Jun 4 2018 6:00PM

[ADRIAN SIEW MING WAI]

Charm's Customcraft

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 21/06/2018 16:34 PM.  
**To** josey.loh@fwd.com  
**CC** sur@lkkauto.com  
**Subject** SJZ9337P (1201800006912)

Dear Josey,

Please be informed that the owner collected car from workshop, Charm's Custom Craft on Saturday, 16/06/2018 afternoon and drove the car. Workshop claim that owner e-mailed them on Sunday, 17/06/2018 that the car had a brake issue and drove in the car on Monday, 18/06/2018. Owner also mentioned that before the accident there is no issue with the braking system.

Workshop checked the car and found out that the brake booster might be the cause of the brake problem.

We came to resurvey the car on Tuesday, 19/06/2018 and test ride the car. The car braking system is not effective.

We have review the case and concluded that the brake issue is not related to the accident.

Thank you.

Regards,  
Jannice

**Charn's Customcraft** (Co. Reg. No. 25151300M)

Block 1010 Bukit Merah Lane 3, #01-105

Singapore 159724

Tel: 62717054 Fax: 62736676 Email: charns@singnet.com.sg

**(SUPPLEMENTARY)**INSURER: **FWD Singapore Pte. Ltd. (HQ)****PARTICULARS OF CLAIM**

Claim Type:	OD (Own Damage)	Ref. No:	
Policy No:	PNPV2018-00000121	Date of Loss:	04/06/2018
Vehicle Reg. No.:	<b>SJZ9337P</b>	Driveable?	
Driver Age/Info:	43 / FEMALE	Party At Fault:	UNKNOWN
TP Injury Involved?	YES	Third Party Involved?	YES
Insured/Claimant:	ADRIAN SIEW MING WAI		
Driver:	KUA YAH LAY		
Make/Model:	HONDA ODYSSEY, 2.4 (A)	Vehicle Reg. Date:	07/01/2011
Vehicle Colour:	Silver		
Engine No:	K24Z21301041	Chassis No:	JHMRB38309C201037
Odometer:	143349 KM		
Paint Type:			
Total Loss?	<b>NO</b>		
Est. Duration of Repair (day)	12		
Description of Accident/Loss	REFER TO SKETCH AND POLICE REPORT T/20180605/2023		
Present Location:	CHARN'S CUSTOMCRAFT (HQ)		

**COST OF CLAIMS**

	<b>Amount</b>
Parts	800.00
Miscellaneous Items	50.00
Labour	180.00
Paintwork Labour	0.00
Towing	0.00
<b>Gross Total (S\$)</b>	<b>1,030.00</b>
<b>+ GST 7.00% (S\$)</b>	<b>72.10</b>
<b>Nett Amount (S\$)</b>	<b>1,102.10</b>
<b>+ Previous Estimates (S\$)</b>	<b>10,403.08</b>
<b>Claim Total (S\$)</b>	<b>11,505.18</b>

Generated using **Merimen e-Claims Internet Estimation & Adjusting System**

SJZ9337P

# Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			
1	1	Brake oil (S/NETT) <i>leak / not consistent</i>	50.00
Sub Total (S\$)			50.00

# Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	Labour to remove and replace the above <i>X</i>	New	180.00
Gross Labour Cost (S\$)			180.00

Charn's Customcraft/SJZ9337P/19/06/2018 14:02. Not valid without Reference section.  
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< END OF ESTIMATES >

To Present to Insurance.  
19/6/18

please be inform that *from workshop Charn's custom craft*  
16/6/18

Owner collected car on Saturday afternoon and drove the car.  
Workshop claim that owner e-mailed them on Sunday 17/6/18 that  
the car had a brake issue and drove in the car on Monday  
18/6/18. *X*

Workshop checked the car and found out that the brake booster  
might be the cause of the brake ~~issue~~ problem.

We came to reassembly the car on Tuesday 19/6/18 and test ride the  
car... *The car braking system is pretty not effective.*

We have review the case and concluded that the brake issue  
is not related to the accident.

*\* Owner also mentioned that before the accident  
there is no issue with the ~~brake~~ braking system*

## REPAIR DETAILS

### Reference

**Part Source:** MRM-SG      **Version:** 1.0 (Last Synchronised: 19 Jun 2018)  
**Parts:** M1-MPV      HONDA ODYSSEY 2.4 (A) (Catalogue:Merimen Singapore 1.0)  
**Labour:** Repairer's      (Price-denominated Standard List)  
**Print Code:** Charn's Customcraft/SJZ9337P/19/06/2018 14:02  
**Validity:** 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  
**Further Info:** Items/values not in reference catalogue are prefixed with an asterisk \*.

### Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*Brake Booster not consistent leak	0.00	0.00	*800.00 F
Total Parts (S\$)						800.00

Charn's Customcraft/SJZ9337P/19/06/2018 14:02. Not valid without Reference section.  
Generated using Merimen e-Claims IEAS

To Submit to Insurance  
17/6/18  
JYP

# SJZ9337P

## REPAIR DETAILS

### Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 07 Jun 2018)  
 Parts: M1-MPV HONDA ODYSSEY 2.4 (A) (Catalogue Merimen Singapore 1.0)  
 Labour: Repairer's (Price-denominated Standard List)

Print Code: Charn's Customcraft/SJZ9337P/07/06/2018 13:02

Validity: 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

Further Info: Items/values not in reference catalogue are prefixed with an asterisk \*.

### Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*Front fender RH	0.00	0.00	bt *500.00 F
2	1		*Front fender inner shield RH	0.00	0.00	de *90.00 F
3	6		*Front fender inner shield clips	0.00	0.00	new *15.00 F
4	3		*Front fender inner shield clips (SQ/RD)	0.00	0.00	new *7.50 F
5	1		*Front door RH	0.00	0.00	bt *800.00 F
6	1		*Front door hinge TOP RH	0.00	0.00	? *50.00 F
7	1		*Front door hinge LWR RH	0.00	0.00	? *50.00 F
8	1		*Front door glass RH	0.00	0.00	? *400.00 F
9	1		*Front door glass moulding RH	0.00	0.00	? *80.00 F
10	2		*Front door frame sticker RH	0.00	0.00	new *80.00 F
11	1		*RH side mirror housing	0.00	0.00	? *520.00 F
12	1		*RH side mirror cover	0.00	0.00	cut *60.00 F
13	1		*Front door regulator motor/gear RH	0.00	0.00	? *400.00 F
14	1		*Front door step panel garnish RH	0.00	0.00	? *150.00 F
15	1		*Rear door RH	0.00	0.00	bt *800.00 F
16	2		*Rear door frame stickers RH	0.00	0.00	new *80.00 F
17	1		*Rear bumper	0.00	0.00	de *590.00 F
18	1		*Front rim RH	0.00	0.00	af *700.00 F
19	1		*Rear rim	0.00	0.00	cut *700.00 F
20	1		*Rocker panel RH	0.00	0.00	bt *350.00 F

F=Franchise part.

Total Parts (S\$) 6,422.50

Charn's Customcraft/SJZ9337P/07/06/2018 13:02. Not valid without Reference section.  
 Generated using Merimen e-Claims IEAS

5772.50

Parts - 5772.50  
 Lab - 2740.00  
 8512.50  
 Less 15% 1276.88  
 7235.62  
 U/S - 7200/-

## Estimates on Miscellaneous Items

There are no new miscellaneous items selected.

## Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	Remove and reinstall front door glass RH & fittings.	New	✓ 60.00
2	Remove and reinstall front door glass LH & fittings.	New	✓ 60.00
3	Alignment	New	✓ 60.00
4	Remove and install cushions, seats back rest, inner trim, garnish, roof lining and upholstery to facilitate repair.	New	60 180.00
5	Remove/reinstall/replace necessary parts: jacking, panel beating, repair and straighten front bumper, front fender RH, RH side mirror, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1200 1,540.00
6	Putty and respray front bumper, front fender RH, RH side mirror cover, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1300 1,400.00
Gross Labour Cost (\$\$)			3,300.00

Cham's Customcraft/SJZ9337P/07/06/2018 13:02. Not valid without Reference section.

Generated using Merimen e-Claims IEAS

< END OF ESTIMATES >

Jun 4 2018 6:00PM  
[ADRIAN SIEW MING WAI]  
Charn's Customcraft

Dear Josey,

Please be informed that the owner collected car from workshop, Charn's Custom Craft on Saturday, 16/06/2018 afternoon and drove the car. Workshop claim that owner e-mailed them on Sunday, 17/06/2018 that the car had a brake issue and drove in the car on Monday, 18/06/2018. Owner also mentioned that before the accident there is no issue with the braking system.

Workshop checked the car and found out that the brake booster might be the cause of the brake problem.

We came to resurvey the car on Tuesday, 19/06/2018 and test ride the car. The car braking system is not effective.

We have review the case and concluded that the brake issue is not related to the accident.

Thank you.

Regards,  
Jannice

This is an auto-generated email. Do not reply to this email.

Sent by : Janice Lee Si Hua (LKK Auto Consultants Pte Ltd)

**ATTENTION:**

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Jun 2018 <a href="#">Sendback Est</a>	07 Jun 2018 13:02 <b>\$9,722.50</b>	07 Jun 2018 13:22 <a href="#">Edit Adj Rpt</a>	<b>\$7,200.00</b> <a href="#">Edit Estimates</a>	<b>\$7,200.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>
Supp #1	19 Jun 2018 11:44	19 Jun 2018 14:02 <b>\$1,030.00</b>	19 Jun 2018 14:02			(Combined)	<b>Combined with Main</b> <a href="#">Uncombine Suppl.</a>

Main	Reference	Claim Details	Documents	Show All
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**CLAIM SUBFOLDER DETAILS**

Insured:	ADRIAN SIEW MING WAI, ID: F5589129W		
Vehicle Reg. No.:	SJZ9337P	Date of Loss:	04/06/2018 18:00 - :59 [88 Months and 28 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 1201800006912	Policy/Cover Note No.:	PNPV2018-00000121 (Comprehensive)
		Excess:	\$600.00
Repairer:	Charn's Customcraft (HQ) Block 1010 Bukit Merah Lane 3, #01-105, 159724 Bukit Merah - Tel: 62717054		
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Josey Loh]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 19/06/2018]		
Driver/Custodian:	KUA YAH LAY (43 / Female), NRIC: S7475726Z, Tel: +6596327138		

**ASSOCIATED MAIL RECEIVED**
[View All](#)
[Compose Case Mail](#)

- FWD\_SG (30/08/2018): Alert - Adj Mandate Approved (\$7200.00) - SJZ9337P - Claim Handler: Josey Loh
- FWD\_SG (12/06/2018): Alert - Adj Mandate Approved (\$8762.50) - SJZ9337P - Claim Handler: Josey Loh

**ALL ASSOCIATED TASKS**
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Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									



## Claim Documents





































SJZ9337P (1201800006912)



















































OD

Jun 4 2018 6:00PM

[ADRIAN SIEW MING WAI]

Charn's Customcraft














<a href="#">Upload Documents</a> <a href="#">Upload Photos</a> <a href="#">Compose New Letter</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Assessment Reports</b>			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)	Thumbnail	Print
1	07/06/18 13:02	Repairer Estimates	 Load HTM	<input type="checkbox"/>
2	19/06/18 14:02	Repairer Estimates Suppl. #1	 Load HTM	<input type="checkbox"/>
LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print
1	11/06/18 14:44	Adjuster Immediate Advice	 Load HTM	<input type="checkbox"/>
2	30/08/18 12:25	Adjuster Immediate Advice	 Load HTM	<input type="checkbox"/>
<b>Photos/Images</b>			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	11/06/18 14:48	General View	 Load JPG	<input checked="" type="checkbox"/>
2	11/06/18 14:48	General View	 Load JPG	<input checked="" type="checkbox"/>
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29	11/06/18 14:49	General View	 Load JPG	<input checked="" type="checkbox"/>
30	11/06/18 14:49	General View	 Load JPG	<input checked="" type="checkbox"/>
31	11/06/18 14:49	General View	 Load JPG	<input checked="" type="checkbox"/>
32	11/06/18 14:49	General View	 Load JPG	<input checked="" type="checkbox"/>

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No.	Finalized On	Charn's Customcraft (HQ)	Thumbnail	Print
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36	11/06/18 14:49	General View	 Load JPG	<input checked="" type="checkbox"/>
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80	30/08/18 12:27	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
81	30/08/18 12:27	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
82	30/08/18 12:27	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)		Thumbnail	Print
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84	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
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86	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
87	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
88	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
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105	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
106	30/08/18 12:27	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
Documentation				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)		Thumbnail	Print
1	07/06/18 13:01	Log card (if available)	1	Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	11/06/18 14:45	SJZ 9337P ESTIMATE	1	Load PDF	
2	30/08/18 14:05	SJZ 9337P LUMPSUM LETTER	1	Load PDF	
3	05/09/18 09:50	Supplementary	1	Load PDF	

## Linked Accident Report Documents

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)		Thumbnail	Print
1	05/06/18 15:11	Accident Statement	1	Load HTM	
Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)		Thumbnail	Print
1	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
2	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
3	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
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8	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
9	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
10	05/06/18 15:08	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)	Thumbnail	Print
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14	05/06/18 15:08	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
15	05/06/18 15:08	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Charn's Customcraft (HQ)	Thumbnail	Print
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2	05/06/18 15:04	Sketch Plan #2	 Load TIF	
3	05/06/18 15:04	Sketch Plan #3	 Load TIF	
4	05/06/18 15:04	Sketch Plan #4	 Load TIF	
5	05/06/18 15:04	Sketch Plan #5	 Load TIF	
6	05/06/18 15:04	Sketch Plan #6	 Load TIF	
7	05/06/18 15:05	LOA	 Load TIF	
8	05/06/18 15:05	MC	 Load TIF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**

**Show Remarks To:** ☐ Repairer ☐ Handling Insurer

Note: 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

FWD Singapore Pte. Ltd.  
6 Temasek Boulevard, #18-01 Suntec Tower 4  
Singapore 038986

Our File No: CS/FWD18010371/T1RD3E2

Date: 05/09/2018

## REFERENCE

Insured/Claimant: ADRIAN SIEW MING WAI Policy No: PNPV2018-00000121  
Date of Loss: 04/06/2018 Nature of Claim: OD Claim No: 1201800006912

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No:	<b>SJZ9337P</b>	Engine No:	K24Z21301041
Make & Model:	HONDA ODYSSEY, 2.4 (A)	Chassis No:	JHMRB38309C201037
Reg. Date:	07/01/2011 (Man. Year: 2009)	Odometer:	143350 km
Colour:	Silver		
Engine Capacity:	2354 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

## 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:	215/60 R16	Rear Tyre Size:	215/60 R16
Front Left Side:	Goodyear 6 mm	Rear Left Side:	Goodyear 6 mm
Front Right Side:	Goodyear 6 mm	Rear Right Side:	Goodyear 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	7,222.50	5,772.50	1,450.00	20.08
Miscellaneous Items	50.00	0.00	50.00	100.00
Labour	3,480.00	2,740.00	740.00	21.26
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>10,752.50</b>	<b>8,512.50</b>	<b>2,240.00</b>	<b>20.83</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>7,200.00</b>		
<b>- Excess (S\$)</b>	0.00	600.00	-600.00	
<b>(S\$)</b>	10,752.50	6,600.00	4,152.50	38.62
<b>+ GST 7.00/7.00% (S\$)</b>	752.68	462.00	290.68	38.62
<b>Nett Amount (S\$)</b>	<b>11,505.18</b>	<b>7,062.00</b>	<b>4,443.18</b>	<b>38.62</b>

## INSPECTION

Date of Assignment:	07/06/2018	Present Location:	Charm's Customcraft (HQ)
Date Inspected:	08/06/2018	Inspected At:	Charm's Customcraft (HQ)
			Block 1010 Bukit Merah Lane 3, #01-105
			Singapore 159724
Estimated Period of Repair:	9.0 days		

**Adjuster:** MOHD TAUFIKH BIN HAMID

**Manager:** Janice Lee Si Hua

*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: 05 Sep 2018)
<b>Parts:</b>	M1-MPV	HONDA ODYSSEY 2.4 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SJZ9337P)	
<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

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*Front fender RH	Bent	500.00 F	*500.00 F
2	1		*Front fender inner shield RH	Deformed	90.00 F	*90.00 F
3	6		*Front fender inner shield clips	Necessary	15.00 F	*15.00 F
4	3		*Front fender inner shield clips (SQ/RD)	Necessary	7.50 F	*7.50 F
5	1		*Front door RH	Bent	800.00 F	*800.00 F
6	1		*Front door hinge TOP RH	Not Necessary	50.00 F	*- F
7	1		*Front door hinge LWR RH	Not Necessary	50.00 F	*- F
8	1		*Front door glass RH	Not Necessary	400.00 F	*- F
9	1		*Front door glass moulding RH	Deformed	80.00 F	*80.00 F
10	2		*Front door frame sticker RH	Necessary	80.00 F	*80.00 F
11	1		*RH side mirror housing	Cracked	520.00 F	*520.00 F
12	1		*RH side mirror cover	Cut	60.00 F	*60.00 F
13	1		*Front door regulator motor/gear RH	Bent	400.00 F	*400.00 F
14	1		*Front door step panel garnish RH	Not Necessary	150.00 F	*- F
15	1		*Rear door RH	Bent	800.00 F	*800.00 F
16	2		*Rear door frame stickers RH	Necessary	80.00 F	*80.00 F
17	1		*Rear bumper	Deformed	590.00 F	*590.00 F
18	1		*Front rim RH	Cut	700.00 F	*700.00 F
19	1		*Rear rim	Cut	700.00 F	*700.00 F
20	1		*Rocker panel RH	Bent	350.00 F	*350.00 F
<b>Supplementary #1</b>						
21	1		*Brake Booster (LEAKED)	Not Consistent With The Impact	800.00 F	*- F

F=Franchise part.

Total Parts (S\$) 7,222.50 5,772.50

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

No	Qty	Particulars	Repairer's	Amount
<b>Supplementary #1</b>				
1	1	Brake oil (S/NETT) (LEAKED) (NOT CONSISTENT WITH THE IMPACT)	50.00	0.00
<b>Sub Total (S\$)</b>			<b>50.00</b>	<b>0.00</b>

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	Remove and reinstall front door glass RH & fittings.	New	60.00	60.00
2	Remove and reinstall front door glass LH & fittings.	New	60.00	60.00
3	Alignment	New	60.00	60.00
4	Remove and install cushions, seats back rest, inner trim, garnish, roof lining and upholstery to facilitate repair.	New	180.00	60.00
5	Remove/reinstall/replace necessary parts: jacking, panel beating, repair and straighten front bumper, front fender RH, RH side mirror, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1,540.00	1,200.00
6	Putty and respray front bumper, front fender RH, RH side mirror cover, RH A pillar, RH center pillar, RH rocker panel, rear fender RH and rear bumper.	New	1,400.00	1,300.00
<b>Supplementary #1</b>				
<b>Labour Items</b>				
7	Labour to remove and replace the above	New	180.00	0.00
<b>Gross Labour Cost (S\$)</b>			<b>3,480.00</b>	<b>2,740.00</b>

Report was unsubmitted during this print-out.
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&lt; END OF ESTIMATES &gt;