

Form 100

ASS. REC. BY:

REF:

9/11/18011169/Nc

Special Instructions:

4-7-18

ASSIGNMENT (Office)

From (Person): Allan Saw

of AC

Date/Time: 25/5/2018

Estimated Cost:

Bill to:

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

To inspect Vehicle No. PC 4769 J

Insured:

at Workshop m/s

Tel:

of

Policy No:

Claim No:

AC180189

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

23/5/2018

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

Person Contacted:

Vehicle IN/OUT

Date/Time	Action/Instruction () Estimate
	PC 4769 J-X

5001/9

FW: OUR REF: AC180189-INSURED :VICOM- ALLEGED GEAR PROBLEM TO PC4769J- ON 23/5/2018 AT SIN MING PREMISES

Bryan Ang (LKKAuto)

Tue 19/6/2018 3:27 PM

To: Naz (LKKAuto) <Naz@lkkauto.com>;

Importance: High

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Allan Saw [mailto:allan@iii.com.sg]

Sent: Wednesday, 13 June 2018 12:44 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: 'Kenny Yip Kok Seng' <kennyyip@comfortdelgro.com.sg>; 'Hong Heng Kum' <honghk@comfortdelgro.com.sg>; Bobby Koh <Bobby@iii.com.sg>; Geraldine Ang <Geraldine@iii.com.sg>; Meilinda Kurnia Siada <Meilinda@iii.com.sg>

Subject: OUR REF: AC180189-INSURED :VICOM- ALLEGED GEAR PROBLEM TO PC4769J- ON 23/5/2018 AT SIN MING PREMISES

Importance: High

Dear Bryan,

We refer to our telephone conversation just now on the above matter which we understand Mr Hong Heng Kum of Corporate Risk Solutions- ComfortDelgro Insurance Brokers Pte Ltd appointed you investigate and assess.

We look forward to receiving your Preliminary Report ASAP please.

Best Regards,

Allan Saw

P & C Claims Dept

India International Insurance Pte Ltd

64 Cecil Street

#05-00 IOB BUILDING

Singapore 049711

Tel : 6347 6100 ext 265

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India International Insurance Pte Ltd.

Registration No. 198703792-K

RE: Fw: PC4769J // DOA: 23/05/2018 // CDGI Ref: C/SG/PL/18/047

Bryan Ang (LKKAuto)

Fri 25/5/2018 12:51 PM

Car name: 77 Transport
Reg no: 5335259257731857G
4 speed auto

Mr Toh.

96264461

Hoping DIM.

To: Hong Heng Kum <honghk@comfortdelgro.com.sg>; Greg Low Chung Chye <greglow@setsco.com>; Naz (LKKAuto) <Naz@lkkauto.com>;

Ckennyyip@comfortdelgro.com.sg <kennyyip@comfortdelgro.com.sg>; Toh Beng Seng <tohbs@vicom.com.sg>; Vern Ng Shi Ying <ng_shiying@vicom.com.sg>; Yip Chun Wah <yip_chunwah@vicom.com.sg>; Yong Li Ling <yongll@setsco.com>;

Engine Capacity 2982cc

Dear All

My colleague Naz will be carrying out the technical investigations into this matter.

He is copied in this email and will get in touch with the owner of the bus shortly.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Hong Heng Kum [mailto:honghk@comfortdelgro.com.sg]

Sent: Friday, 25 May 2018 10:34 AM

To: Greg Low Chung Chye <greglow@setsco.com>

Cc: kennyyip@comfortdelgro.com.sg; Toh Beng Seng <tohbs@vicom.com.sg>; Vern Ng Shi Ying <ng_shiying@vicom.com.sg>; Yip Chun Wah <yip_chunwah@vicom.com.sg>; Yong Li Ling <yongll@setsco.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Re: Fw: PC4769J // DOA: 23/05/2018 // CDGI Ref: C/SG/PL/18/047

Dear Gregory

Thanks for your email of yesterday informing of the above incident which we acknowledge receipt.

Please be informed we have arranged for LKK Auto Consultants (Mr Bryan Ang) to investigate and assess the alleged claim accordingly. In this regard, we would advise LKK Auto will be liaising with both Vicom (Mr Ng Koon Hoo) and the claimant (Mr Joe Rerry) on the matter.

Meantime, please do not hesitate to contact us should you require any further assistance on the matter.

Please note that this email should not be construed as an admission of liability. The decision on admissibility of the claim is subject to submission of all relevant claim documents and in accordance to policy terms, conditions and exclusions.

Kind Regards

Hong H K

Corporate Risk Solutions

ComfortDelGro Insurance Brokers Pte Ltd

205 Braddell Road

East Wing, Level 2

Singapore 579701

Co Reg. No. 200308690C

T: 6383 7019 | F: 6286 2112 | M: 9757 4812

Email: honghk@comfortdelgro.com.sg

- car back

- after vicom - audio shop

- engine warning light came on

- ba

- we'rey shield

- change tyre (new tyres)

- children crossing not blinking

From: Greg Low Chung Chye/setsco/delgronotes

To: Hong Heng Kum/comfortdelgro/delgronotes@delgronotes

Cc: Yip Chun Wah/vicom/delgronotes@DELGRONOTES; Toh Beng Seng/vicom/delgronotes@DELGRONOTES; Vern Ng Shi Ying/vicom/delgronotes@delgronotes; Yong Li

Ling/setsco/delgronotes@DELGRONOTES; kennyyip@comfortdelgro.com.sg

Date: 24/05/2018 03:34 PM

Subject: Fw: PC4769J

Hi KH,

Please see below email from KH.
Please find attach the Liability Claim form and Vicom inspection form.

[attachment "LCF PC4769J.pdf" deleted by Hong Heng Kum/comfortdelgro/delgronotes] [attachment "PC4769J.pdf" deleted by Hong Heng Kum/comfortdelgro/delgronotes]
Please advice

Thanks and best regards
Gregory Low

Executive Officer | Administration Department
SETSCO Services Pte Ltd
18 Telok Gardens Crescent Singapore 608925
Tel: +65-6566 7777 / Fax: +65-6566 7718 / Website: [www.setsco.com]www.setsco.com
Oid: +65-6695 2265 / Email: greglow@setsco.com
— Forwarded by Greg Low Chung Chye/setesco/delgronotes on 24/05/2018 03:18 PM —

From: Ng Koon Hoo/vicom/delgronotes
To: Greg Low Chung Chye/setesco/delgronotes@delgronotes
Cc: Yip Chun Wah/vicom/delgronotes@DELGRONOTES, Toh Beng Seng/vicom/delgronotes@DELGRONOTES, Vern Ng Shi Ying/vicom/delgronotes@delgronotes, Yong Li Ling/setesco/delgronotes@DELGRONOTES
Date: 24/05/2018 08:57 AM
Subject: PC4769J

Dear Greg Low,

Yesterday about 1730hrs, owner's of PC4769J, Mr. Joe Remy reported to our office claim that his vehicle after the inspection can only drove at low gear (auto gear).
His mechanic told him is the gear problem.
Owner's HP : 97212449.
Attach inspection form.

With regards,
Ng Koon Hoo
66975223
HP : 81235262

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ComfortDelGro Corporation Limited [Registration No. 200300002K]

- No probs to bus
- Engine OK
- braking ok
- Low dispection

CHUAN MEI

after bus couldn't change gears

- came 2 Chuan Sing 2 fix children light & bar. Hasn't paid for labour cost. Parked bus @ Chuan Sing. Staff don't know what time the bus left the premises. He asked staff if we could park bus there. They said ok. He parked in front the bar near in his bus. Later somebody came in another bus & gave him the bar 4 to shop to fix. Lightly was in his bus. Just wiring not connected.
- spoke 2 Alice. Sister 2 shop owner. 11 plus left shopping. Almost 5 came back to Vicom.
- Mr Ng let him park the bus @ Vicom. BENG - HENG
- Beng Heng change 2 front tyres & patch 1 rear tyre. Must 40-60 mph. Lunch time 12-1, 1-2. 2 shifts. If lunch time would have been longer. Didn't leave the bus here. Drove back. Paid in cash. Receipt dated 24/5/18. 10.00 am came in. Would have left at about 11ish. Sol of shop 2 shop pic of every veh. that comes 2 change tyres. Pic dated on 24/5/18 @ 10.01 am.
- Based on this timeline inspection time was about 09.59 hrs.
- Possible that went 2 change tyres 1st after inspection @ Vicom. Beng Heng said he came back after an hour. Have reason 2 believe that he may have gone 2 the sticker shop 2 fix 2 emergency door sticker. Suspect would have gone 2 Kwong Wah sign sign sign (Capt Beng Heng) 2 buy 2 emergency door sticker and fix after tyres were changed.
- Theory 1: Insp^o → Beng Heng (go 2 Kwong Wah while waiting) → Chuan Sing → left bus at Chuan Sing → 4 plus came back & put bus @ Vicom.
- Went 2 see Mr Ng on 24/5 54 taking 2 bus @ Chuan Sing.