

Subject: FW: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Urgent

Dear Chew,

Please assist to finalize by this week.

Thank You

Priya

Motor claims Department

From: d'Cruz Leo [<mailto:leo.dacruz@volvo.com>]

Sent: Tuesday, 2 October, 2018 1:46 PM

To: Manivel Priyadarshini; 'nitha'

Cc: Mekavathanan Sarangapani

Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Hello Priya,

You will agree with me that this process is TAKING TOO LONG TO RESOLVE.

Can I expect my claim (for the transport incurred) will be reimbursed before the end of this week?

Please do not hesitate to reach out to me if you have any queries.

Rgds / Leo

Leo D'cruz

Competence Coach

Mobile/SMS: +65 9114 0093

Email: leo.dacruz@volvo.com

www.volvogroup.com



From: Manivel Priyadarshini [<mailto:manivel@iii.com.sg>]

Sent: Wednesday, 26 September, 2018 9:20 AM

To: 'nitha'

Cc: 'Admin-D (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; d'Cruz Leo; 'Suann'; 'tanyw@movva.com.sg'; Mekavathanan Sarangapani

Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nita,

We have not received the Letter of demand and other supporting documents , did you finalize the case yet.

Please revert on urgent basis.

Thank You

Priya

Motor claims Department

From: Manivel Priyadarshini
Sent: Tuesday, 18 September, 2018 1:54 PM
To: 'nitha'
Cc: 'Admin-D (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; leo.dacruz@volvo.com; 'Suann'; tanyw@mova.com.sg;
Mekavathanan Sarangapani
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nitha,

Please expertise and submit all the supporting documents to LKK for our mandate approval.

Thank You
Priya
Motor claims Department

From: nitha [<mailto:nitha@mova.com.sg>]
Sent: Tuesday, 18 September, 2018 1:12 PM
To: Manivel Priyadarshini
Cc: 'Admin-D (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; leo.dacruz@volvo.com; 'Suann'; tanyw@mova.com.sg
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Ms Priya,

The vehicle was repaired and collected by owner on 25/08/2018 from us.
Currently we are finalizing the case once done we will submit all the supporting document to you.

Thank You

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Manivel Priyadarshini [<mailto:manivel@iil.com.sg>]
Sent: Tuesday, 18 September 2018 9:57 AM
To: 'nitha@mova.com.sg'
Cc: Admin-D (LKKAuto); Hsiao Tong (LKKAuto); leo.dacruz@volvo.com
Subject: FW: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Urgent

Without Prejudice Save as to Cost

Dear Nitha ,

We have received a call from your clients (our insured), Mr Leo whom you are representing with a TPPD claim against our Insured driver vehicle reg SJY9071K.

Mr Leo has informed us that his claim is delayed and would like to know the status of progress of his claim.

We note that you have yet to submit the letter of demand and other supporting documents .

Thank You
With Regard's
Priya Manivel
Motor Claims Department
India International Insurance Pte Ltd
Tel : 63476100, Ext-284
Email : manivel@iii.com.sg

From: Manivel Priyadarshini
Sent: Monday, September 17, 2018 5:59 PM
To: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>
Subject: FW: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir,

Spoken to Mova on 16.08.18 to re-submit the estimation.

Priya

From: Manivel Priyadarshini
Sent: Thursday, 16 August, 2018 10:42 AM
To: 'nitha'
Cc: Admin A
Subject: FW: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nitha,

As discussed please re-submit the estimate to our surveyor.

Priya

Motor claims Department

From: nitha [<mailto:nitha@mova.com.sg>]
Sent: Thursday, 16 August, 2018 10:58 AM
To: Manivel Priyadarshini
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Priya,

As spoken kindly share back to me the submitted estimate so that I can do amendment and submit back.

Thank you

Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

From: Manivel Priyadarshini [<mailto:manivel@iii.com.sg>]

Sent: Thursday, 16 August 2018 10:29 AM

To: 'nitha'

Cc: tanyw@mova.com.sg; Admin A

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nitha,

We are down on liability ,we are keen on direct settlement.

Please liaise with our surveyor for the direct settlement.

Thank You

Priya

Motor claim Department

From: nitha [<mailto:nitha@mova.com.sg>]

Sent: Thursday, 16 August, 2018 10:33 AM

To: Manivel Priyadarshini

Cc: tanyw@mova.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Ms Priya,

Kindly advise on liability for the above mention case.

Thank You.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Thursday, 16 August 2018 9:37 AM

To: nitha; 'sur@lkkauto.com'; Catherine Chong (LKK Auto)

Cc: tanyw@mova.com.sg; Manivel Priyadarshini

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SJY9071K and let us have your report urgently.

This claim will be handled by Ms Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: nitha [mailto:nitha@moval.com.sg]

Sent: 16 August, 2018 9:52 AM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@moval.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Gabriel,

Kindly assign LKK Auto Consultants Pte Ltd.
Please advise officer in charge for this case.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [mailto:motorclaim@iii.com.sg]

Sent: Thursday, 16 August 2018 9:28 AM

To: nitha

Cc: tanyw@moval.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: nitha [<mailto:nitha@moval.com.sg>]

Sent: 15 August, 2018 7:07 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@moval.com.sg

Subject: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir/Mdm,

Good Day,

Ref : SHC3745D

Kindly assist revert officer in charge and liability for the above mention case.

Thank you.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.
Registration No. 198703792-K

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Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	15 Aug 2018 17:38	Clim Veh Model Changed	(204839) NISSAN SYLPHY 1.5 4AT ABS D/AB 2WD 4DR (A).	[R] Monitha Gunasekaran
2	15 Aug 2018 17:38	Clim Created	Reg No: SJY9071K, Acct Date: 2018/08/12, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: India International Insurance Pte Ltd (HQ), Workshop: Mova Automotive Pte Ltd (Bukit Merah), Created from SAS:MMOV18104440	[R] Monitha Gunasekaran
3	15 Aug 2018 18:39	Clim Submitted	5601.60.	[R] Monitha Gunasekaran
4	16 Aug 2018 09:35	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[I] Gabriel Wee
5	16 Aug 2018 09:35	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/08/28	[I] Gabriel Wee
6	16 Aug 2018 09:35	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[I] Gabriel Wee
7	16 Aug 2018 10:21	Assignment 1st Accessed		[A] Nivitha Govindasamy
8	16 Aug 2018 10:49	Label Added	(30653);Direct Settlement.	[A] Lau Shu Pei
9	16 Aug 2018 10:49	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
10	16 Aug 2018 10:51	Clim Supp Created (S:734046)		[R] Monitha Gunasekaran
11	16 Aug 2018 10:51	Clim Submitted (S:734046)	60.00.	[R] Monitha Gunasekaran
12	16 Aug 2018 10:51	Adj Co Assigned (S:734046)	LKK Auto Consultants Pte Ltd (HQ):	[I] Merimen Administrator
13	16 Aug 2018 11:51	Supp Combined (S:734046)		[A] HOW MEI KWAN
14	21 Aug 2018 10:28	Adj Mandate Request	Cur,Req:0.00:PODS Liability: 100% Remarks: Insured driver made a slight right turn and hit onto third party who was driving straight on the opposite direction.	[A] CHEW HSIAO TONG
15	21 Aug 2018 11:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/08/28	[I] Priya
16	21 Aug 2018 11:36	Adj Mandate Set	Approved:0.00.	[I] Priya
17	17 Sep 2018 12:29	Clim Supp Created (S:743703)		[R] Monitha Gunasekaran
18	17 Sep 2018 12:31	Clim Submitted (S:743703)	216.45.	[R] Monitha Gunasekaran
19	17 Sep 2018 12:31	Adj Co Assigned (S:743703)	LKK Auto Consultants Pte Ltd (HQ):	[I] Merimen Administrator
20	19 Sep 2018 07:56	Supp Combined (S:743703)		[A] CHEW HSIAO TONG
21	03 Oct 2018 10:42	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
22	03 Oct 2018 11:04	Adj Mandate Request	Cur,Req:6944.78:PODS Liability: 100% Quantum: (a)CORw/GST: \$6,202.29 + (b)LORw/GST(5days x \$100.00): \$535.00 + (c) LOU(4days x \$50.00): \$200.00 + (d)LT A/GIA search fee: \$7.49 = Total: \$6,944.78 Vehicle Model: Nissan Sylphy (1498c c). LOU is for TP	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1888459	15/08/2018 17:38	Motor	Mova Automotive Pte Ltd (HQ)	Mova Automotive Pte Ltd (Bukit Merah)	SJY9071K		xx.xx
1888869	16/08/2018 10:28	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJY9071K	Priya	xx.xx
1934707	03/10/2018 10:42	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SJY9071K	SHC3745D	10.70

Print Received Message

This mail is associated with :

SJY9071K (MCT18080341)
[SHC3745D]
TP
LEO D'CRUZ
Aug 12 2018 7:00PM
[UNKNOWN]
Mova Automotive Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 04/10/2018 15:30 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SJY9071K - Claim Handler: Priya

Approved:0.00:As car was about 8 years old, Better to allow lump sum repair (\$4,600) instead of part-by-part

Claim Audit

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5	16 Aug 2018 09:35	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/08/28	[I] Gabriel Wee
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12	16 Aug 2018 10:51	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[I] Merimen Administrator
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23	04 Oct 2018 15:30	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2018/08/28. Mandate Remarks: As car was about 8 years old. Better to allow lump sum repair (\$4,600) instead of part-by-part	[I] Sundari Nagarajan
24	04 Oct 2018 15:30	Adj Mandate Set	Approved:0.00:As car was about 8 years old. Better to allow lump sum repair (\$4,600) instead of part-by-part	[I] Sundari Nagarajan
25	04 Oct 2018 17:16	Adj Mandate Request	Cur.Req:6944.78:Hi, there was no second hand parts for third party vehicle. Therefore repair under part by part basis. For your mandate/instruction.	[A] CHEW HSIAO TONG

Date From Date To Audit Type

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1888459	15/08/2018 17:38	Motor	Mova Automotive Pte Ltd (HQ)	Mova Automotive Pte Ltd (Bukit Merah)	SJY9071K		XX.XX
1888869	16/08/2018 10:28	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJY9071K	Priya	XX.XX
1934707	03/10/2018 10:42	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SJY9071K	SHC3745D	10.70

Print Received Message

This mail is associated with :

SJY9071K (MCT18080341)
[SHC3745D]
TP
LEO D'CRUZ
Aug 12 2018 7:00PM
[UNKNOWN]
Mova Automotive Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 05/10/2018 09:47 AM.
To LKK_HQ
Subject Alert - Adj Mandate Maintained - SJY9071K - Claim Handler: Priya

Maintained:NISSAN SYLPHY, 1.5 COMMON RUNNING VEHICLE WHY THE PARTS WHERE NO AVAILIABLE ? DID MOVA CHECKED IN THE MARKET ,PLEASE REQUEST THEN TO PROVIDE DOCUMENTS ON URGENT BASIS OR TRY TO NEGOTIATE \$4600.00 .

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 8 October 2018 3:21 PM
To: 'Suann'
Cc: Admin A
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Without Prejudice

Hi Suann,

We refer to the above matter.

We are seeking mandate approval from Ill on this matter. Our principal had raised her query on cost of repair(why recommended part by part repair instead of Lump Sum repair as your client vehicle was about 8 years old).

We have informed our principal that there was no second hand parts for your client vehicle. However our principal is of the view that Nissan Sylphy, 1.5 is a common vehicle.

Therefore, we would like to request documents to show that no second hand parts is available. Otherwise, we have our principal instruction to offer L/sum \$4,600.00.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Suann <suann@nova.com.sg>
Sent: Tuesday, 2 October 2018 5:44 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Hsiao Tong

Attached is our letter of demand.

Hsiao Tong (LKKAuto)

From: Manivel Priyadarshini <manivel@iii.com.sg>
Sent: Thursday, 11 October 2018 11:27 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Hsiao,

Please seek mandate in the merimen.

Thank you
Priya
Motor claims Department

From: Suann [mailto:suann@mova.com.sg]
Sent: Thursday, 11 October, 2018 11:33 AM
To: Manivel Priyadarshini; 'Hsiao Tong (LKKAuto)'
Cc: tanyw@mova.com.sg; Mekavathanan Sarangapani
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Hsiao Tong

As spoken with Ms Priya, we have agreed the settlement below

Cost of repair - \$5671.00 (\$5300+gst)
LOU - \$200.00
LOR - \$535.00
LTA - \$7.49

Total sum all in \$6413.49

Thank you

Best Regards
Suanne Chiu
Claims Asst. Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314



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From: Manivel Priyadarshini [mailto:manivel@iii.com.sg]
Sent: Thursday, 11 October 2018 10:48
To: 'Suann'
Cc: 'Admin-D (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; leo.dacruz@volvo.com; tanyw@mova.com.sg; 'nitha';

Mekavathanan Sarangapani

Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Urgent

Dear Suann,

We refer to our telephone conversation now,

As discussed please finalise the COR in midway so that we can wrap up the matter.

Thank you

With regards

Priya Manivel

Motor Claims Department

India International Insurance Pte Ltd

Tel : 63476100, Ext-284

Email : manivel@iii.com.sg

From: nitha [<mailto:nitha@mova.com.sg>]

Sent: Tuesday, 18 September, 2018 1:12 PM

To: Manivel Priyadarshini

Cc: 'Admin-D (LKKAuto)'; 'Hsiao Tong (LKKAuto)'; leo.dacruz@volvo.com; 'Suann'; tanyw@mova.com.sg

Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Ms Priya,

The vehicle was repaired and collected by owner on 25/08/2018 from us.

Currently we are finalizing the case once done we will submit all the supporting document to you.

Thank You

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



From: Manivel Priyadarshini [<mailto:manivel@iii.com.sg>]

Sent: Tuesday, 18 September 2018 9:57 AM

To: 'nitha@mova.com.sg'

Cc: Admin-D (LKKAuto); Hsiao Tong (LKKAuto); leo.dacruz@volvo.com

Subject: FW: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Urgent

Without Prejudice Save as to Cost

Dear Nitha ,

We have received a call from your clients (our insured), Mr Leo whom you are representing with a TPPD claim against our Insured driver vehicle reg SJY9071K.

Mr Leo has informed us that his claim is delayed and would like to know the status of progress of his claim.

We note that you have yet to submit the letter of demand and other supporting documents .

Thank You

With Regard's

Priya Manivel

Motor Claims Department

India International Insurance Pte Ltd

Tel : 63476100, Ext-284

Email : manivel@iii.com.sg

From: Manivel Priyadarshini

Sent: Monday, September 17, 2018 5:59 PM

To: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>

Subject: FW: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir,

Spoken to Mova on 16.08.18 to re-submit the estimation.

Priya

From: Manivel Priyadarshini

Sent: Thursday, 16 August, 2018 10:42 AM

To: 'nitha'

Cc: Admin A

Subject: FW: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nitha,

As discussed please re-submit the estimate to our surveyor.

Priya

Motor claims Department

From: nitha [<mailto:nitha@mova.com.sg>]

Sent: Thursday, 16 August, 2018 10:58 AM

To: Manivel Priyadarshini

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Priya,

As spoken kindly share back to me the submitted estimate so that I can do amendment and submit back.

Thank you

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Manivel Priyadarshini [<mailto:manivel@iii.com.sg>]
Sent: Thursday, 16 August 2018 10:29 AM
To: 'nitha'
Cc: tanyw@mova.com.sg; Admin A
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Nitha,

We are down on liability ,we are keen on direct settlement.

Please liaise with our surveyor for the direct settlement.

Thank You
Priya
Motor claim Department

From: nitha [<mailto:nitha@mova.com.sg>]
Sent: Thursday, 16 August, 2018 10:33 AM
To: Manivel Priyadarshini
Cc: tanyw@mova.com.sg
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Ms Priya,

Kindly advise on liability for the above mention case.

Thank You.

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Thursday, 16 August 2018 9:37 AM

To: nitha; 'sur@lkkauto.com'; Catherine Chong (LKK Auto)
Cc: tanyw@mova.com.sg; Manivel Priyadarshini
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SJY9071K and let us have your report urgently.

This claim will be handled by Ms Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: nitha [mailto:nitha@mova.com.sg]

Sent: 16 August, 2018 9:52 AM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@mova.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Gabriel,

Kindly assign LKK Auto Consultants Pte Ltd.

Please advise officer in charge for this case.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [mailto:motorclaim@iii.com.sg]

Sent: Thursday, 16 August 2018 9:28 AM

To: nitha

Cc: tanyw@mova.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: nitha [<mailto:nitha@moval.com.sg>]

Sent: 15 August, 2018 7:07 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@moval.com.sg

Subject: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir/Mdm,

Good Day,

Ref : SHC3745D

Kindly assist revert officer in charge and liability for the above mention case.

Thank you.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim,

which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.
Registration No. 198703792-K

Print Received Message

This mail is associated with :

SJY9071K (MCT18080341)

[SHC3745D]

TP

LEO D'CRUZ

Aug 12 2018 7:00PM

[UNKNOWN]

Mova Automotive Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 11/10/2018 15:49 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$6413.49) - SJY9071K - Claim Handler: Priya

Approved:6413.49.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 11 October 2018 5:41 PM
To: 'Suann'
Cc: tanyw@mova.com.sg
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST
Attachments: DV_SJY 9071K.pdf

Without Prejudice

Hi Suann,

We refer to your below email.

Please duly sign the **DV** enclosed and return together with the following document to us(LKK) for our necessary action: -

- Original LOD
- Original Repair Tax Invoice
- Original Rental Receipt
- Original Authorisation to Act signed by your client, Leo D'Cruz

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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Cc: tanyw@mova.com.sg; 'Mekavathanan Sarangapani' <mekavathanan@iii.com.sg>
Subject: RE: India ref: MCT18080341/01/MP- Accident SHC3745D & SJY9071K ON 12/08/18 ALONG CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

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Cost of repair - \$5671.00 (\$5300+gst)

LOU - \$200.00
LOR - \$535.00
LTA - \$7.49

Total sum all in \$6413.49

Thank you

Best Regards
Suanne Chiu
Claims Asst. Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314



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Urgent

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Motor Claims Department
India International Insurance Pte Ltd
Tel : 63476100, Ext-284
Email : manivel@iii.com.sg

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Dear Ms Priya,

The vehicle was repaired and collected by owner on 25/08/2018 from us.
Currently we are finalizing the case once done we will submit all the supporting document to you.

Thank You

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



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With Regard's
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Priya

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Priya
Motor claims Department

From: nitha [<mailto:nitha@moval.com.sg>]
Sent: Thursday, 16 August, 2018 10:58 AM
To: Manivel Priyadarshini
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Priya,

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Thank you

Best Regards,
Nitha
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Dear Nitha,

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Please liaise with our surveyor for the direct settlement.

Thank You
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Motor claim Department

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Dear Ms Priya,

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Thank You.

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Mova Automotive Pte Ltd
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To: nitha; 'sur@lkkauto.com'; Catherine Chong (LKK Auto)
Cc: tanyw@moval.com.sg; Manivel Priyadarshini
Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SJY9071K and let us have your report urgently.

This claim will be handled by Ms Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee
Motor Claims Dept.
India International Insurance Pte Ltd
64 Cecil Street | #05 IOB Building | Singapore 049711
Tel: 6347 6100, Ext - 248

From: nitha [<mailto:nitha@moval.com.sg>]
Sent: 16 August, 2018 9:52 AM
To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@moval.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Gabriel,

Kindly assign LKK Auto Consultants Pte Ltd.
Please advise officer in charge for this case.

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Thursday, 16 August 2018 9:28 AM

To: nitha

Cc: tanyw@moval.com.sg

Subject: RE: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee
Motor Claims Dept.
India International Insurance Pte Ltd
64 Cecil Street | #05 IOB Building | Singapore 049711
Tel: 6347 6100, Ext - 248

From: nitha [<mailto:nitha@moval.com.sg>]

Sent: 15 August, 2018 7:07 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: tanyw@moval.com.sg

Subject: TP CLAIMS - SJY9071K AGAINST SHC3745D DOA 12/08/18 CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

Dear Sir/Mdm,
Good Day,

Ref : SHC3745D

Kindly assist revert officer in charge and liability for the above mention case.

Thank you.

Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

DISCLAIMER:

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.
Registration No. 198703792-K

DATE OF ACCIDENT - 12 Aug 2018 19:30 hr.

Since the accident, my wife who is the primary user of the was unable to drive the car, so she had to board a taxi (to and fro work to home and vice versa)

Home: B1K 183 Stirling Road

Work: Changi Airport.

13 Aug 2018	14 Aug 2018	15 Aug 2018	16 Aug 2018
<p>CITYCAB PTE LTD SHC7571L</p> <p>TRIP NO 751239693 START 13/08/2018 20:34 END 13/08/2018 21:02 DISTANCE RUN 21.20 KM</p> <p>NETS 000010 111659353000 65935350 PURCHASE CRD DBS BANK 13 Aug, 2018 21:03:00 APPROVAL 827923 STAN 001501</p> <p>METER FARE \$ 17.50 PEAK HOUR 25% \$ 4.40 TOTAL FARE \$ 21.90</p> <p>FEE(GST INCL) \$ 0.30</p> <p>AMOUNT PAID \$ 22.20</p> <p>GST M2-0113048-4</p> <p>APPROVED</p> <p>COMFORT TRANSPORTATION SHC2261P</p> <p>TRIP NO 5004715830 START 13/08/2018 08:37 END 13/08/2018 09:03 DISTANCE RUN 29.20 KM</p> <p>METER FARE \$ 27.90 ERP \$ 1.00 CURR BOOKING \$ 3.30 PEAK HOUR 25% \$ 6.95 TOTAL FARE \$ 39.15</p> <p>AMOUNT PAID \$ 39.15</p>	<p> SMRT</p> <p>DIAL-A-CAB TEL: 8555 8888</p> <p>GST NO NR-8500001-7</p> <p>SIC#666H 410371</p> <p>RECEIPT N 0920 FRM 14/08/18 09:54 TO 14/08/18 09:20 KM RUN 29.6</p> <p>111882529000 88258985</p> <p>PURCHASE 14/08/2018 09:20:34</p> <p>NETS DEBIT</p> <p>Auth Code: 028120 RN: 000914 Inv No: 000257 BATCH No: 000105 STAN: 000914</p> <p>FARE : 21.72 ERP : 0.50 PEAK 25% : 5.45 SIC FEE : 0.30 TOTALS : 27.97</p> <p>APPROVED</p> <p>THANK YOU ***CUSTOMER COPY*** 0003.01.34</p> <p>Premier Taxis Pte Ltd Reg No. 20-0304975-11</p> <p>Taxi No. SHB8043T</p> <p>TRIP No. 081417491 START 14/08/2018 17:49 END 14/08/2018 18:23 Distance Run 29.8km</p> <p>METER FARE \$23.26 CHANGI AIRPORT \$3.00 PEAK HOUR \$3.19</p> <p>Total \$29.45 Paidamt \$29.45</p> <p>Cust Service 6476-3033</p>	<p>CITYCAB PTE LTD SHA0755E</p> <p>TRIP NO 5004879189 START 15/08/2018 08:58 END 15/08/2018 09:24 DISTANCE RUN 29.30 KM</p> <p>NETS 000010 111656302000 65630293 PURCHASE CRD DBS BANK 15 Aug, 2018 09:25:00 APPROVAL 501303 STAN 018198</p> <p>METER FARE \$ 21.30 CURR BOOKING \$ 3.30 PEAK HOUR 25% \$ 5.30 TOTAL FARE \$ 29.90</p> <p>FEE(GST INCL) \$ 0.30</p> <p>AMOUNT PAID \$ 30.20</p> <p>GST M2-0113048-4</p> <p>APPROVED</p>	<p></p> <p>SHC57081</p> <p>START 16/08/2018 18:02 END 16/08/2018 18:41 KI, RUN 9100</p> <p>TID 60880646 NID 111877123000 STAN 010706</p> <p>NETS PURCHASE DBS BANK</p> <p>FARE 29.36 EXTRA 9.10 NETS FEE 0.30</p> <p>TOTAL \$ 38.76</p> <p>APPROVED FEEDBACK HOTLINE TEL: 1 8000 6666 HAVE A NICE DAY</p> <p>--- CUSTOMER ---</p> <p></p> <p>APPROVED</p> <p>FEEDBACK HOTLINE TEL: 1 8000 6666 HAVE A NICE DAY</p> <p>--- CUSTOMER ---</p>
<p>Total: 61.35</p>	<p>Total: 57.42</p>	<p>Total: 21.30</p>	<p>Total: 62.23</p>
<p>Grand total = \$202.30</p>			

Workshop Address: Blk 1008, Bukit Merah Lane 3
01-04/06/08
Singapore 159722



"WITHOUT PREJUDICE"

Your Ref : MCT18080341
Our Ref : SJY9071K / T310818

Date : 12 October 2018

LKK AUTO CONSULTANT PTE LTD
51, Ubi Avenue 1
#01-25 Paya Ubi Industrial Park
Singapore 408933.

ATTN : MOTOR CLAIMS DEPT

Dear Sir / Madam,

**ACCIDENT INVOLVING SJY9071K & SHC3745D ON 12/08/2018 ALONG
CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST**

We refer to the above.

Enclosed herewith are documents for your attention and actions.

Please issue cheques in favor of **MOVA AUTOMOTIVE PTE LTD**.

If you have any enquiries, please contact us at 6272 3892 or alternatively:

1. Ms Vivian, vivianwkl@mova.com.sg for feedback, workshop & claims matters, Lawyer Cases and all Own Damages & Windscreen matters.
2. Ms Suanne Chiu, suann@mova.com.sg for all Third Party matters.

Thank you.

Note: Enclosed tax invoice & discharge voucher.

Yours faithfully
For Claims Manager
Claims Department
Tel: 62723892
Fax: 627083149



Automotive Pte Ltd

Main Office:

Mova Building
No. 22, Jalan Klang,
Singapore 159419
Tel: **(65) 6476 3333**
Fax: (65) 6271 5891
www.mova.com.sg

Workshop Dept:

Block 1000,
Bukit Merah Lane 3,
#01-04/06/08/04
Singapore 159722

VIA EMAIL
WITHOUT PREJUDICE

Tel: **(65) 6272 3892**
Fax: (65) 6270 6314

Co. Reg. 198904033G
GST Reg. M2-0086864-2

Our Ref : SJY9071K / T310818
Your Ref : TO BE ADVISED

Date : 2 October 2018

INDIA INT'L INSURANCE PTE LTD
64 Cecil Street
#05-06 IOB Building
Singapore 049711.

Attn: Motor Claims Department

Dear Sir/Mdm

ACCIDENT INVOLVING: SJY9071K & SHC3745D

DATE OF ACCIDENT: 12 AUGUST 2018

ALONG : CARPARK BLK 182 STIRLING RD & BLK 149 MEI LING ST

We refer to the above mentioned accident. We are claiming as per below:

Cost of Repairs	\$ 6,202.29
Loss of Use (\$ 80.00 x 09 days)	\$ 720.00
Loss of Rental (\$ 120.00 x 05 days) + 7% GST	\$ 642.00
Surveyor Fees	\$
Taxi Fees / E-License / Others	\$
LTA /GIA SEARCH	\$ 7.49
Medical Fees	\$
Towing Fees	\$
Grand Total	\$ 7,571.78

Car date in: 20/08/2018 Car date out: 25/08/2018

Authorized Repair Days: 04 (TP/OD/WS/Recovery-of-Incidental-Costs)

Please pay the amount of **S\$ 7,571.78** in favor of **MOVA AUTOMOTIVE PTE LTD**

If you have any enquiries, please call Ms Suann @ 62723892 or email suann@moval.com.sg

Yours faithfully,
MOVA AUTOMOTIVE PTE LTD
For Claims Manager

NOTE: # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

- This is a computer generated letter and does not need a signature.



Automotive Pte Ltd



Main Office: Mova Building, No. 22 Jalan Kilang, Singapore 159419. Tel: (65) 6476 3333 Fax: (65) 6271 5891 Website: www.mova.com.sg
Workshop: Block 1008, Bukit Merah Lane 3, #01-04/06/08/94, Singapore 159722 Tel: (65) 6272 3892 Fax: (65) 6270 8314

POWER OF ATTORNEY

ACCIDENT INVOLVING (Owner's Vehicle No.) 224 9071A and (Third Party's Vehicle No.) 240 27950 on 12/08/11 along Bukit Merah Lane 3 #01-04/06/08/94

BY THIS POWER OF ATTORNEY, I/We, Joo B Ooi *NRIC/Passport No. S2571002 (Address) BIR 155 Shering Road #15-236 / Singapore

a company incorporate in Singapore and having its registered office at (Address) owner of Vehicle Registered No. hereby irrevocably appoint MOVA AUTOMOTIVE PTE LTD, (MOVA) a company incorporated in Singapore and having its registered office at Block 1008 Bukit Merah Lane 3 #01-04/06/08 its agents or any person authorized by MOVA to be my/our Attorney and in my/our name(s) and on my/our behalf to do all or any of the following :

- 1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which I/we may have against the other party/parties to the Accident and under the insurance policy/policies taken up by such party/parties or alternatively under Insurance Policy No. taken up by me/us (subject to approval by my Insurance Company) in respect of the cost of repairs, loss of use/rental and all other costs and expenses, etc suffered by me/us arising from the Accident (loss and damage).
2. For the purpose of such claim(s) as aforesaid, to appoint solicitors on my/our behalf as my/our Attorney shall in MOVA absolute discretion, deem fit.
3. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of cheque in favor of MOVA AUTOMOTIVE PTE LTD and to give a valid receipt and discharge thereof.
4. For any of the purposes aforesaid, to execute, sign, seal and deliver all documents whatsoever in relation thereto.
5. Generally do all such acts as it shall deem necessary for the purpose of settling such claim(s) and
6. To agree to any settlement at the absolute discretion of MOVA.

I/We hereby declare that all acts, instruments and documents done by virtue of this Power of Attorney on my/our behalf by the Attorney, its agents or any person authorized by MOVA in its behalf shall be as good valid and effectual to all intents and purposes whatsoever as it is the same had been done or executed by me/us in my/our own proper person(s) and I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

I/We hereby further declare that the powers and authority hereby conferred shall remain irrevocable.

I/We further confirm that the acceptance by MOVA of the settlement amount in respect of such constitute the full discharge of my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, I/We have hereunto to set my/our hand and seal this day 25 of the month of May, Year Two Thousand - (20 11).

Signed, Sealed & Delivered By

[Signature]

Customer's Name: Joo B Ooi
NRIC No:
Co's Rubber Stamp, where applicable.

Insurer's copy

*delete as appropriate.



The acceptance of this offer is without prejudice to any personal injury claim/insure's claim/expenses

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT18080341
Claimant Ref: SJY071K/ T310818

We/I, Mova Automotive Pte Ltd ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 5,671.00 (repair cost), S\$ 735.00 (loss of use/rental), S\$ 7.49 (search fee), vehicle no. SJY 9071K that was damaged pursuant to the accident which occurred on 12/08/2018 (date) at Carpark Blk 182 Stirling Rd & Blk 149 Mei Ling St (location) involving vehicle no. SHC 3745D (insured vehicle). This is pursuant to the inspection conducted on 20/08/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Leo D' Cruz ("the third party claimant") of vehicle no. SJY 9071K to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SJY 9071K (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 6,413.49 to Mova Automotive Pte Ltd

Dated this 12 day of Oct 20 18

CLAIMANT:

Signature:

[Signature]
Signed by "the workshop" (with chop)

Name:

NRIC:

Address:

Nationality:

Occupation:

MOVA AUTOMOTIVE PTE LTD
Blk 100b, BUNGA WERAH LANE 3
#01-04 (S) 159722
Tel: 62723892 Fax: 62708314
GST Reg No : M2-0088864-2

WITNESS:

Signature

Name

NRIC:

Address:

Nationality:

Occupation:



[Signature]

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

Tax Invoice

12/10/2018

INDIA INT'L INSURANCE PTE LTD
64 CECIL STREET #04-06
IOB BUILDING
SINGAPORE 049711

Attention :- XA027

 Page # :- 1
 Veh # :- SJY9071K
 Veh Model :- NISSAN SYLPHY
 Tax # :- CK628434
 Claim # :- T310818
 ACC. Date :- 12/08/18
 Terms :- C.O.D Days
 Remarks :- MERIMEN SYSTEM

Main Office:
 Move Building
 No. 22, Jalan Kilang,
 Singapore 159419
 Tel : (65) 6476 3333
 Fax : (65) 6271 5891
 www.mova.com.sg

Workshop Dept:
 Block 100B,
 Bukit Merah Lane 3,
 #01-04/06/08/94
 Singapore 159722
 Tel : (65) 6272 3892
 Fax : (65) 6270 8314
 Co. Reg. 198904033G
 GST Reg. M2-0088864-2

No.	Description	Qty	U.Price	Amounts S\$
SPECIAL NET ITEMS :				
	COST OF REPAIR			5,796.53
	FINAL SETTLEMENT @ \$5671.00			-496.53
	SPECIAL NET TOTAL S\$			5,300.00

E. & O.E



NON-TAX AMOUNT S	
AMOUNT S\$	5,300.00
GST @ 7 %	371.00
AMOUNT DUE S\$	5,671.00

 Customer's Signature/Co. Stamp **MOVA AUTOMOTIVE PTE LTD**



AUTOMOTIVE PTE LTD

Website: www.mova.com.sg
Co. Reg. No.: 198904033G

Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419
Bukit Merah Branch: Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
Tel: (65) 6476 3333 Fax: (65) 6270 8314
24 Hours Breakdown Service: (65) 9799 8888
Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
Tel: (65) 6604 7877

RENTAL AGREEMENT

RA NO.: I 11908

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	T/ALTRA	Vehicle No: SKZ 5106D	Singapore	Malaysia	Signature
Date/Time Out:	20.8.18	16.30	S\$	S\$	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F				
Date/Time In:	25.08.18	12.00	Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Months @\$	Per Month	
Change Over 1:	Date:	Initial:	Weeks @\$	Per Week	
Change Over 2:	Date:	Initial:	5 Days @\$	120.00 Per Day	600.00
KM Out:	KM In:		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	LEO TORIZ		Rental Charges		
Address:	512, 85 #1500 STEELE ROAD		CDW @\$	per day / week / month	
			PAI @\$	per day / week / month	
			Petrol Top-Up		
			Misc Charges		
Identity Card No:	S2870112		GST 7%		42.00
Date of Birth:	1979/05/17		Total		
Driving License:			642.00		
Country of Issue:	SINGAPORE		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Tel:	(HP)	(O)	Pre-Payment		
Nationality:	SINGAPORE		Downpayment and Deposit		
Effective Date:			Amount Refunded/ Due		
			Signature of Refund		
Additional Hirer			Remarks:		
Name:					
Address:					
			Invoice No:	Ref. No:	
			Checked Out By:	Checked In By:	Checked By:
Identity Card No:					
Date of Birth:					
Driving License:			Sales-In Charge:		
Country of Issue:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Tel:	(HP)	(O)			
Nationality:					
Effective Date:					

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date & Time

IMPORTANT

1. Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
2. All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
3. In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
4. The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
5. All traffic infringements and summons (if any) are the responsibility of the Hirer.



Thank you

Chiu Nyet Fah has successfully logged out.

Your last login date and time was 13 Aug 2018, 17:07:35.

To return to ONE.MOTORING, please click [here](#)

For security reasons, please **CLEAR YOUR CACHE** after each session.

Session Transaction History

S/No.	Asset Type	Asset ID	Asset Owner ID	Transaction Type	Transaction Amount (\$\$)	Log Date/Time
1	Vehicle	SHC3745D	-	18.32 Insurance Enquiry (GIRO Payment)	7.49	13 Aug 2018 / 17:08:05

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SHC3745D	12 Aug 2018 / 19:20:00	Successful	I05	INDIA INT'L INS PTE LTD

[Previous](#)[OK](#)

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	15 Aug 2018 Sendback Est	15 Aug 2018 18:39 S\$5,601.60	16 Aug 2018 09:35 Edit Adj Rpt	S\$5,300.00 Edit Estimates	S\$5,300.00 View Rpt		Pending for Survey Report Cancel Case
Supp #1	16 Aug 2018 10:51	16 Aug 2018 10:51 S\$60.00	16 Aug 2018 10:51			(Combined)	Combined with Main Uncombine Suppl.
Supp #2	17 Sep 2018 12:29	17 Sep 2018 12:31 S\$216.45	17 Sep 2018 12:31			(Combined)	Combined with Main Uncombine Suppl.

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured:	UNKNOWN , ID: 0								
Main Claimant:	LEO D'CRUZ , ID: S1389700Z								
Vehicle Reg. No.:	SJY9071K	Date of Loss:	12/08/2018 19:00 - :59 [93 Months and 30 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT18080341	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHC3745D	Policy No. (Claimant):							
		Excess:							
Repairer:	Mova Automotive Pte Ltd (Bukit Merah) Bk 100B, #01-04/06/08/94, Bukit Merah Lane 3, 159722 Bukit Merah - Tel: 62723892/64763333								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]								
Claimant's Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 28/08/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> • III_SG (11/10/2018): Alert - Adj Mandate Approved (S\$6413.49) - SJY9071K - Claim Handler: Priya • III_SG (05/10/2018): Alert - Adj Mandate Maintained - SJY9071K - Claim Handler: Priya • III_SG (04/10/2018): Alert - Adj Mandate Approved (S\$0.00) - SJY9071K - Claim Handler: Priya • III_SG (21/08/2018): Alert - Adj Mandate Approved (S\$0.00) - SJY9071K - Claim Handler: Priya 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

SJY9071K (MCT18080341)
[SHC3745D]
TP
LEO D'CRUZ
Aug 12 2018 7:00PM
[UNKNOWN]
Mova Automotive Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		View View in Browser	
Video						1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print		
1	16/08/18 10:28	Video - Accident			Load MP4		
Assessment Reports						1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)		Thumbnail	Print		
1	15/08/18 18:39	Repairer Estimates			Load HTM		
2	16/08/18 10:51	Repairer Estimates Suppl. #1			Load HTM		
3	17/09/18 12:31	Repairer Estimates Suppl. #2			Load HTM		
Photos/Images						3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print		
1	19/09/18 08:11	Odometer Reading			Load JPG	<input checked="" type="checkbox"/>	
2	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	
3	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	
4	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	
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27	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	
28	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	
29	19/09/18 08:11	General View			Load JPG	<input checked="" type="checkbox"/>	

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
				<input checked="" type="checkbox"/>
30	19/09/18 08:11	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
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78	19/09/18 08:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>

Video			1 per page	<input checked="" type="checkbox"/>
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81	19/09/18 08:12	Reinspection Photo		<input checked="" type="checkbox"/>
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125	19/09/18 08:12	Reinspection Photo		<input checked="" type="checkbox"/>
126	19/09/18 08:12	Reinspection Photo		<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	15/08/18 17:49	Certificate of Insurance	Load PDF	
2	15/08/18 17:49	Driver's Driving License	Load PDF	
3	15/08/18 17:49	E-filed GIA report	Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	16/08/18 09:26	Singapore Accident Statement	Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/10/18 10:57	Chronology of events and taxi fare total	Load PDF	
2	03/10/18 11:00	LOD	Load PDF	
3	03/10/18 11:00	RENTAL	Load PDF	
4	03/10/18 11:00	LTA	Load PDF	
5	15/10/18 11:07	WORKSHOP INVOICE	Load PDF	
6	15/10/18 11:07	AUTHORISATION TO ACT FORM	Load PDF	
7	15/10/18 11:07	DISCHARGE VOUCHER	Load PDF	

Linked Accident Report Documents

			View	View in Browser
Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	14/08/18 10:44	Accident Statement	Load HTML	
Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	14/08/18 10:43	Driving License	Load JPG	<input checked="" type="checkbox"/>
2	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
3	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
4	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
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7	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
8	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
9	14/08/18 10:43	Accident Photo	Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	14/08/18 10:43	Sketch Plan	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: <input type="checkbox"/> Repairer <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

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

Our File No: CC4/III18014921/T1PB3Q2
Date: 15/10/2018

REFERENCE

Handling Insurer: India International Insurance Pte Ltd	Policy No: MCOM0015
Claimant Vehicle No : SJY9071K	Insured Vehicle No : SHC3745D
Date of Loss: 12/08/2018	Nature of Claim: TP Claim No: MCT18080341

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SJY9071K	Engine No: HR15389070B
Make & Model: NISSAN SYLPHY, 1.5 4AT ABS D/AB 2WD 4DR (A)	Chassis No: JN1BAAG11Z0111180
Reg. Date: 13/10/2010 (Man. Year: 2010)	Odometer: 167185 km
Colour: Grey	
Engine Capacity: 1498 cc	
Market Value/New Car Price: N/A	
Sum Insured (S\$): Market Value/New Car Price	

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: 195/65 R15	Rear Tyre Size: 195/65 R15
Front Left Side: Bridgestone 6 mm	Rear Left Side: Bridgestone 6 mm
Front Right Side: Bridgestone 6 mm	Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,088.05	4,616.53	-528.48	-12.93
Miscellaneous Items	10.00	10.00	0.00	0.00
Labour	1,780.00	1,180.00	600.00	33.71
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	5,878.05	5,806.53	71.52	1.22
Approved Total (Overridden) (S\$)		5,300.00		
(S\$)	5,878.05	5,300.00	578.05	9.83
+ GST 7.00/7.00% (S\$)	411.46	371.00	40.46	9.83
Nett Amount (S\$)	6,289.51	5,671.00	618.51	9.83
+ Loss of Use (4.0 x S\$50.00/day) (S\$)		200.00		
+ Car Rental (5.0 x S\$100.00/day + 7.00% GST) (S\$)		535.00		
+ Doc/Search Fee (S\$)		7.49		
Nett Liability (S\$)		6,413.49		

INSPECTION

Date of Assignment: 16/08/2018	Present Location: Mova Automotive Pte Ltd (Bukit Merah)
Date Inspected: 20/08/2018	Inspected At: Mova Automotive Pte Ltd (Bukit Merah) Blk 1008, #01-04/06/08/94, Bukit Merah

Lane 3
Singapore 159722

Estimated Period of Repair: 4.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHEW HSIAO TONG

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

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 03 Oct 2018)
Parts: 143	NISSAN SYLPHY 1.5 4AT ABS D/AB 2WD 4DR (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SJY9071K)	
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 *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount	
1	1		*FRONT BONNET - REPAIR (NPA)	Repair	-	*- FN	
2	1		*FRONT FENDER RH	Bent	672.70 FN	*672.70 FN	
3	1		*FRONT FENDER BRACKET RH	Bent	58.00 FN	*58.00 FN	
4	10		*FRONT COWLING CLIPS	Necessary	47.00 FN	*47.00 FN	
5	1		*FRONT HEADLAMP RH	Cracked	638.00 FN	*638.00 FN	
6	1		*FRONT HEADLAMP LOWER BRACKET RH	Necessary	39.00 FS	*39.00 FS	
7	1		*FRONT BUMPER RETAINER RH	Necessary	45.00 FN	*45.00 FN	
8	1		*FRONT BUMPER	Deformed	636.20 FN	*636.20 FN	
9	2		*FRONT BUMPER SIDE CHROME L+R	Necessary	139.60 FN	*139.60 FN	
10	10		*FRONT BUMPER CLIPS	Necessary	47.00 FN	*47.00 FN	
11	1		*FRONT TOP GRILLE	Cracked	378.40 FN	*378.40 FN	
12	1		*FRONT FOG LAMP RH	Cracked	412.60 FS	*412.60 FS	
13	1		*FOG LAMP GARNISH RH	Deformed	139.70 FN	*139.70 FN	
14	1		*FRONT REINFORCEMENT	Bent	643.70 FN	*643.70 FN	
15	1		*SPONGE	Cracked	238.00 FN	*238.00 FN	
16	1		*WIPER TANK - CHECK (NPA)	Repeated	-	*- FN	
17	1		*FRONT RADIATOR TOP GARNISH - CHECK (NPA)	Repeated	-	*- FN	
18	10		*FRONT RADIATOR TO GARNISH CLIPS	Necessary	47.00 FN	*47.00 FN	
19	1		*FRONT EMBLEM	Not Necessary	69.70 FN	*- FN	
20	1		*WIPER TANK	Deformed	-	*265.40 FN	
21	1		*FRONT RADIATOR TOP GARNISH	Deformed	-	*391.50 FN	
Supplementary #2							
22	1		*FRONT RH LOWER ARM	Bent	240.50 FN	*240.50 FN	
					Sub Total (\$\$)	4,492.10	5,079.30
					- Nett Item Discount on N Items 10.00/10.00% (\$\$)	404.05	462.77
					Total Parts (\$\$)	4,088.05	4,616.53

F=Franchise part. S=SpcNett. N=NettItemDisc.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

No	Qty	Particulars	Repairer's	Amount
<u>Miscellaneous Items</u>				
1	1	OD/TP Case (Insurer)	10.00	10.00
Sub Total (S\$)			10.00	10.00

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REPAIR FRONT HEADLAMP TOP PANEL AND BONNET, SUPPORT PANEL. TO REMOVE & REPLACE ALL ACCIDENT AFFECTED AREAS	New	750.00	500.00
2	TO SPRAY PAINT ON ACCIDENT AFFECTED AREAS	New	800.00	600.00
3	TO TEST FRONT LIGHTING WATER LEAKAGE	New	50.00	20.00
4	TO DO WHEEL ALIGNMENT	New	60.00	30.00
5	ALIGNMENT	New	60.00	0.00
<u>Supplementary #1</u>				
<u>Labour Items</u>				
6	TO RUST PROOF AFFECTED AREAS	New	60.00	30.00
Gross Labour Cost (S\$)			1,780.00	1,180.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >