

15/2/11

INS. CASE OWNER:

Richard | CC 485m
AXA1801

5753, 1163

LKK:
IDAC:

Surveyor:

NARCUS

DOI:

ASSIGNMENT

20/08/18

Date / Time:

20/8/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SDW 7131R

Name of Insured:

MB 9011 KONG

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

27/8/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: QWEF 21 YOUNG PEGGY

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

SEM00117 / 66009

Policy No.:

GA7141111

Make / Model:

MAYDA

Place of Accident:

676 WET DIATOK CENTRAL UP

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

Insured Liability:

Final ? Yes / No

GIVE 5222M



INSRS:

WSP:

Tel:

Liability:

RMKS:

Z-one



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

20/8/18
VIC

GIVE 5222M - 7

SDW 7131R - 7

STAGE

DATE / PIC

Non-Reporting ltr (1st)

Non-Reporting ltr (2nd)

Non-Reporting ltr (Final)

Notification ltr (if non-pickup)

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

* GIVE 5222M - 7

MINUTE

ORIGINAL TP LOD IN.

05/10/18 @
11:00AM- SPOKE TO OI. OI WAS HBR FATHER.
- SHE CONFIRMED ACCIDENT DETAILS &
- HIR PARKED TP WHILE REPAIRING.
- INFORMED TP CLAIM, AGREED TO
- CARRY 4 AWAKE NCD ISSUES. SEND
- LETTER 4 EMAIL TO OI.

11/10/18

- URGED MANDATE REQUEST IN GC.

16/10/18

- AXA APPROVED MANDATE

22/10/18

- SEND 1ST OFFER TO TP.

- TP ACCEPTED OFFER. ALL DOCS IN
- ORDER.

PRELIMINARY ADVICE

Date/Time: 05/10/18

Sent By: VIC

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: 45

SS 2,900.00 (3 days)

Reduction: 41

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

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

22

Repair Cost: (w/loss)

SS 3,103.00

Loss of Rental (LOR):

SS

(days)

Loss of Use (LOU):

SS

240.00 x 3 days

Loss of Income (LOI):

SS

(S x days)

LOR only

LOU only

LOR + LOU

[Tick only one]

GIA/LTA Search

SS

36.49

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$350.00

Total:

SS 3,379.49

Global Sum SS:

-

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

3,379.49

Name 1:

Z-ONE AUTOMOTIVE PTE LTD

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:



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				
AXA INSURANCE PTE LTD		Ref : CC4/ASM18015753/Uhb3		
8 SHENTON WAY #24-01 AXA TOWERS SINGAPORE 068811		Date : 29-08-2018		
		Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SBW 3131R	Veh. Inspected	GBE 5929M	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	29/08/2018	
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				
5. General Information				
Accident Date	27/08/2018	Inspection Date		
Survey held at	Z-ONE AUTOMOTIVE PTE LTD 1 KAKI BUKIT AVE 6, BLK C, #01-52 AUTOBAY SINGAPORE 417883			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Z-ONE AUTOMOTIVE PTE LTD

1 Kaki Bukit Ave 6, Blk D #01-85/87, Autobay@Kaki Bukit Singapore 417883

Tel: 62502115/66342112 Fax: 66342122

Email: service@z-one.com.sg; enquiry@z-one.com.sg

AUTOMOTIVE PERFORMANCE Company Registration No. 201118055N

ESTIMATE

Gallop Human Resource
Blk 317 Jurong East Street 31 #02-32 Singapore
600317

Contact : 93632266

Code : C101825

Date in : 29/08/2018

Vehicle Num. : GBE5929M

Model : Mercedes Benz Citan 109 CDI Van E

xtra-Long - 2 Seaters

Chassis/Eng# : WDF4156052U166052/K9KB608D548661

Parts and Labour Assesment

Description of part	Qty	Unit Price	Amount
Front Bumper Fog Lamp Garnish LH	1	192.00	192.00
Front Bumper Fog Lamp LH	1	135.00	135.00
Front Bumper Lower Centre Grille	1	116.80	116.80
Front Bumper Side Bracket LH	1	152.00	152.00
Front Bumper with Inner Bracket	1	1,615.00	1,615.00
Front Grille 'Logo' Emblem	1	72.50	72.50
Front Grille 'Logo' Emblem Small	1	68.50	68.50
Front Grille Base	1	225.80	225.80
Front Grille Chrome Moulding Set	1	483.80	483.80
Front Grille Cover	1	332.50	332.50
Front Headlamp LH	1	368.30	368.30
Subtotal before discount			3,762.20
Percentage discount 0%			0.00
Sub-total 1			3,762.20
Front Bumper Clips (Set)(SN)	1	50.00	50.00
Front Bumper No. Plate (SN)	1	25.00	25.00
Front Bumper No. Plate Garnish (SN)	1	50.00	50.00

P-3165-6
102
2849.04



Z-ONE AUTOMOTIVE PTE LTD

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Tel: 62502115/66342112 Fax: 66342122

Email: service@z-one.com.sg; enquiry@z-one.com.sg

AUTOMOTIVE • PERFORMANCE Company Registration No. 201118055N

Subtotal before discount	125.00
Percentage discount 0%	0.00
Sub-total 2	125.00
Parts-total	3,887.20

LABOUR

Description	Price
Diagnose, replace and/or repair to rectify front portion electrical system for proper functioning.	100.00
To re-spray painting on the change bodyparts, repair portion, and where consistent to the accident.	500.00
To provide labour, workmanship to change the above damaged bodyparts, repair, re-construct and re-align body structure, body alignments and damaged consistent to the accident.	500.00
Labour Total	1,100.00
Parts & Labour Total	4,987.20

30
400
300
3629.00

page 2

not Allowed

30/8/18

3 dy.

4/5 \$2900/c

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:



Z-ONE AUTOMOTIVE PTE LTD

1 Kaki Bukit Ave 6, Blk D #01-85/87, Autobay@Kaki Bukit Singapore 417883

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ESTIMATE

Gallop Human Resource
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Contact : 93632266

Code : C101825

Date in : 29/08/2018

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Chassis/Eng# : WDF4156052U166052/K9KB608D548661

Parts and Labour Assesment

Description of part	Qty	Unit Price	Amount
Front Bumper Fog Lamp Garnish LH	1	192.00	192.00 ✓
Front Bumper Fog Lamp LH	1	135.00	135.00 ✗
Front Bumper Lower Centre Grille	1	116.80	116.80 ?
Front Bumper Side Bracket LH	1	152.00	152.00 ?
Front Bumper with Inner Bracket	1	1615.00	1,615.00 —
Front Grille 'Logo' Emblem	1	72.50	72.50 ?
Front Grille 'Logo' Emblem Small	1	68.50	68.50 ✓
Front Grille Base	1	225.80	225.80 ✗
Front Grille Chrome Moulding Set	1	483.80	483.80 ?
Front Grille Cover	1	332.50	332.50 ✓
Front Headlamp LH	1	368.30	368.30 ?
Subtotal before discount			3,762.20
Percentage discount 0% 10%			0.00
Sub-total 1			3,762.20
Front Bumper Clips (Set)(SN)	1	50.00	50.00 —
Front Bumper No. Plate (SN)	1	25.00	25.00 ✗
Front Bumper No. Plate Garnish (SN)	1	50.00	50.00 ✗



Z-ONE AUTOMOTIVE PTE LTD

1 Kaki Bukit Ave 6, Blk D #01-85/87, Autobay@Kaki Bukit Singapore 417883

Tel: 62502115/66342112 Fax: 66342122

Email: service@z-one.com.sg; enquiry@z-one.com.sg

AUTOMOTIVE PERFORMANCE Company Registration No. 201118055N

Subtotal before discount	125.00
Percentage discount 0%	0.00
Sub-total 2	125.00
Parts-total	3,887.20

LABOUR

Description	Price
Diagnose, replace and/or repair to rectify front portion electrical system for proper functioning.	100.00
To re-spray painting on the change bodyparts, repair portion, and where consistent to the accident.	500.00
To provide labour, workmanship to change the above damaged bodyparts, repair, re-construct and re-align body structure, body alignments and damaged consistent to the accident.	500.00
Labour Total	1,100.00
Parts & Labour Total	4,987.20

page 2

not allowed
with
30/8/18
3 dy.

LKK Auto Consultants hence notify the Repairer of the following:

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- 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:

Service Request Details

Claim

S8M00TH7

Reference

None 

Loss Date

27 August 2018

Request Date

28 August 2018

Due Date

4 September 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

28082018 @ 3:51pm
Kunne veh not in.

Actions

Next Step

Agree to perform service

Decline WorkAccept Work

Vehicle Information

Incident Vehicle Registration #

GBE5929M

Make

TPVD MERCEDES-BENZ

Model

CITAN 109

Service Address

...

Primary Contact/Insured

NG POH HONG

44 ENG KONG DRIVE, 599372, Singapore

98443131

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Additional Instructions

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

[New Message](#)

Vic (LKKAUTO)

From: Yvonne Yong <service@z-one.com.sg>
Sent: Monday, 22 October, 2018 10:18 AM
To: Vic (LKKAUTO)
Cc: Admin A; Vic (LKKAUTO)
Subject: Re: Your Ref: GBE 5929M_ACCIDENT INVOLVING VEHICLES SBW 3131R AND GBE 5929M ON 27/08/2018 LKK REF CC4/ASM18015753/Uhb3
Attachments: GBE5929M Signed DV.pdf

Hi Vic,

Attached Discharge Voucher signed by owner for your kind attention and look forwards to receiving your payment soonest.

Should we mail out this original signed discharge voucher to you??

Thank you!

Best Regards,
Yvonne Yong

Z-One Automotive Pte Ltd

1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883

Tel: 66342112 / 62502115 Fax: 6634 2122

From: Vic (LKKAUTO)
Sent: Tuesday, October 16, 2018 10:19 AM
To: enquiry@z-one.com.sg ; service@z-one.com.sg
Cc: Admin A ; Vic (LKKAUTO)
Subject: Your Ref: GBE 5929M_ACCIDENT INVOLVING VEHICLES SBW 3131R AND GBE 5929M ON 27/08/2018 LKK REF CC4/ASM18015753/Uhb3

Without Prejudice

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SBW 3131R AND GBE 5929M ON 27/08/2018

We refer to the above matter and to your LOD dated 19/09/2018.

Purely for an amicable settlement on a without prejudice basis and without admission of any liability to our Insured's part, we have our principal's mandate and we offer settlement as below:

Cost of Repair (w/gst)	\$ 3,103.00
Loss of Use (\$80 x 3 days)	\$ 240.00
GIA/LTA Search Fee	\$ 36.49
TOTAL	\$ 3,379.49

If agreeable, kindly let the owner chop and sign the attached DV and forward a copy to us for payment processing.

The above amount is to be made payable to **Z-ONE AUTOMOTIVE PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

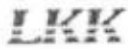
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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**Re:<IA UPLOADED> S8M00TH7 TP: GBE 5929M**

Type

Question

Message

Pls proceed to as per mandate. Thank you.

[Reply](#)

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SBW 3131R (Insd veh)	Model:	MERCEDES BENZ
	GBE 5929M (TP veh)		CITAN (M)
Date of Accident:	27/08/2018		

Global Sum Settlement	:	[] Yes	[X] No
Repair Estimate	:	\$	5,336.30
Final Repair Cost	:	\$	3,103.00
Loss of Use	:	\$	240.00
Rental (if any)	:	\$	3 days at \$80.00 per day
LTA / GIA Search Fee	:	\$	36.49

Others:	:	\$
---------	---	----

	:	\$
Final Settlement Sum	:	\$ 3,379.49

Is Third Party Workshop GIA Registered?		[] YES	[X] NO	(Kindly indicate below)
A) For Non GIA Registered Workshop:		Agreed Liability _____ 100 _____ (%)		
B) For GIA Registered Workshop:		BOLA Applicable: Yes/ No BOLA Scenario No: _____		
BOLA Liability: _____ (%)		Assessed Liability (*): _____ (%)		
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.				
Remarks _____				

Payment Instruction: Payee's Breakdown			
1)	Z-ONE AUTOMOTIVE PTE LTD	:	\$ 3,379.49

NUR SHAQILAH BTE ABDOL
WAHAB

07/11/2018
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))



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

AXA INSURANCE PTE LTD

Ref : CC4/ASM18015753/Uhb3s2

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811
ATTN: RICHARD ANG

Date : 07-11-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SBW 3131R	Veh. Inspected	GBE 5929M
Policy No.	GA304133/1	Coverage (\$)	0.00
Claim No.	S8M00TH7	Excess (\$)	0.00
Assign From	RICHARD ANG	Assign Date	29/08/2018

2. Vehicle Particulars & Condition

Make & Model	MERCEDES BENZ CITAN (M)	c.c	1461
Engine No.	HIDDEN	Year of Reg.	2016
Chassis No.	WDF4156052U166052	Colour	SILVER
Odometer	49373	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65R15	CONTINENTAL	8 mm
L/H Front Tyre	195/65R15	CONTINENTAL	8 mm
R/H Rear Tyre	195/65R15	CONTINENTAL	8 mm
L/H Rear Tyre	195/65R15	CONTINENTAL	8 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT N/S PORTION. DAMAGES SEE DETAILS.

5. General Information

Accident Date	27/08/2018	Inspection Date	30/08/2018
Survey held at	Z-ONE AUTOMOTIVE PTE LTD 1 KAKI BUKIT AVE 6, BLK C, #01-52 AUTOBAY SINGAPORE 417883		

5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
-------------------------------------	----------------



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. GBE 5929M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT BUMPER FOG LAMP GARNISH LH (CONSISTENT)	GRAZED	192.00	192.00
1	FRONT BUMPER FOG LAMP LH (CONSISTENT)	NOT NECESSARY	135.00	-
1	FRONT BUMPER LOWER CENTRE GRILLE (CONSISTENT)	TWISTED	116.80	116.80
1	FRONT BUMPER SIDE BRACKET LH (CONSISTENT)	BENT	152.00	152.00
1	FRONT BUMPER WITH INNER BRACKET (CONSISTENT)	DISTORTED	1,615.00	1,615.00
1	FRONT GRILLE 'LOGO' EMBLEM (CONSISTENT)	NECESSARY	72.50	72.50
1	FRONT GRILLE 'LOGO' EMBLEM SMALL (CONSISTENT)	NECESSARY	68.50	68.50
1	FRONT GRILLE BASE (CONSISTENT)	NOT NECESSARY	225.80	-
1	FRONT GRILLE MOULDING SET (CONSISTENT)	NECESSARY	483.80	248.00
1	FRONT GRILLE COVER (CONSISTENT)	CUT	332.50	332.50
1	FRONT HEADLAMP LH (CONSISTENT)	CRACKED	368.30	368.30
	LESS 10% DISCOUNT		-	-316.56
			3,762.20	2,849.04
SPECIAL NETT ITEMS				
1	SET FRONT BUMPER CLIPS (SN) (CONSISTENT)	NECESSARY	50.00	50.00
1	FRONT BUMPER NO. PLATE (SN) (CONSISTENT)	NOT NECESSARY	25.00	-
1	FRONT BUMPER NO. PLATE GARNISH (SN) (CONSISTENT)	NOT NECESSARY	50.00	-
			125.00	50.00
LABOUR				
	DIAGNOSE, REPLACE AND/OR REPAIR TO RECTIFY FRONT PORTION ELECTRICAL SYSTEM FOR PROPER FUNCTIONING.		100.00	30.00
	TO RE-SPRAY PAINTING ON THE CHANGE BODYPARTS, REPAIR PORTION, AND WHERE CONSISTENT TO THE ACCIDENT.		500.00	400.00
	TO PROVIDE LABOUR, WORKMANSHIP TO CHANGE THE ABOVE DAMAGED BODYPARTS, REPAIR, RE-CONSTRUCT AND RE-ALIGN BODY STRUCTURE, BODY ALIGNMENTS AND DAMAGED CONSISTENT TO THE ACCIDENT.		500.00	300.00
			1,100.00	730.00

Report Ref No. CC4/ASM18015753/Uhb3s2



GRAND TOTAL		4,987.20	3,629.04
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			2,900.00

Report Ref No. CC4/ASM18015753/Uhb3s2

CHUA KANG SENG

Licensed Appraiser

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

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