

Surveyor

REF: CSI/LPC/18017077/Bqber

Special Instruction:

P/P: \$ 18865.73

ASSIGNMENT (Office)

From (Person): Lilian Sim of LPC Date/Time: 19/09/2018
Estimated Cost: Bill to:

Third Parties:

Claimant:

Surveyor: Auto Performance

Workshop: Guan Motor.

OD/TP Re-inspection / Evaluation

To Inspect Vehicle No: SDV 6X Insured: J6m 6616
at Workshop m/s Guan Motor Tel:
of 176 Sin Ming Drive #02-03

Policy No: Claim No: 12/12/12/VP00/152245

Sum Insured: Excess:

Make of Veh: D.O.A. 18-11-2012
(Client's Record)

H.O.D. Endorsement/Date:

Date/Time: Person Contacted: Vehicle IN / OUT

Date/Time: Confirmed with Final Fig, days (Red \$ / %; Original 12 days)

Date/Time: 21/11/19 Submit Final Fig 9050, 8 days (Red \$ 9815.73 52%; Original 12 days)

Date/Time	Action/Instruction
	SDV 6X - X
	J6m 6616 - X
26/9/18	Email Lilian to request LTA rebate of SDV 6X. (as left 5 months COE)
28/9/18 @ 11.50am	Re-send to Lilian to request LTA rebate.
21/11/19 @ 10.37am	Had checked with Gerard, may we submit paper survey report without margin of repair due to act LTA provided. He said just submit as we have their phone.
	24/9/2018 TALIM
	20/9/18

Para(1) : Parts found not replaced (To highlight R or UB, LR, Etc)

Para(2) : Comments on consistency of damages (Parts Not Consistent : NC)

RECEIVED 21 JAN 2019

Para(3) : Nett Value

Market Value :
Salvage Value :
Nett Value :

Inspected/
Evaluated by:

Fee Charged:

Basic & Add
Transport
Photos
Others
Total

Date:

120

120

1) Date/Time 21/11/19 File Pass to Anis

2) Date/Time File Return to

3) Date/Time File Pass to

4) Date/Time File Return to

5) Date/Time File Pass to

6) Date/Time File Return to

AUTO PERFORMANCE APPRAISAL

APA

VEHICLE SURVEY REPORTS																																				
NG Lai Heng C/O Guan Motor Works 176 Sin Ming Drive Sin Ming AutoCare #02-03 Singapore 575721																																				
1	Reference Job Reference No : 12/000051 Claim No : - Claim Type : Third Party Accident Date : 18/11/2012 Survey Date : 20/11/2012 Survey Report Date : 30/11/2012																																			
2	Particulars Of Vehicle Vehicle Registration No : SDV6X Make & Model : Mercedes Benz S280 Vehicle Registration Date : 23/04/2003 Chassis No : WDB2200632A354580 Engine No : Blocked Colour : White																																			
3	Condition Of Vehicle And Tyres <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;"><u>Mileage (KM)</u></td> <td style="text-align: center;"><u>Brakes</u></td> <td style="text-align: center;"><u>Steering</u></td> <td style="text-align: center;"><u>Modification</u></td> </tr> <tr> <td style="text-align: center;">118305</td> <td style="text-align: center;">Serviceable</td> <td style="text-align: center;">Serviceable</td> <td style="text-align: center;">None</td> </tr> <tr> <td colspan="4"> </td> </tr> <tr> <td style="text-align: center;"><u>Tyres</u></td> <td style="text-align: center;"><u>Make</u></td> <td style="text-align: center;"><u>Size</u></td> <td style="text-align: center;"><u>Balance (MM)</u></td> </tr> <tr> <td>Front RHS</td> <td>Bridgestone</td> <td>245/50R18</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Front LHS</td> <td>Bridgestone</td> <td>245/50R18</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Rear RHS</td> <td>Bridgestone</td> <td>245/50R18</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Rear LHS</td> <td>Bridgestone</td> <td>245/50R18</td> <td style="text-align: center;">5</td> </tr> </table>				<u>Mileage (KM)</u>	<u>Brakes</u>	<u>Steering</u>	<u>Modification</u>	118305	Serviceable	Serviceable	None					<u>Tyres</u>	<u>Make</u>	<u>Size</u>	<u>Balance (MM)</u>	Front RHS	Bridgestone	245/50R18	4	Front LHS	Bridgestone	245/50R18	4	Rear RHS	Bridgestone	245/50R18	5	Rear LHS	Bridgestone	245/50R18	5
<u>Mileage (KM)</u>	<u>Brakes</u>	<u>Steering</u>	<u>Modification</u>																																	
118305	Serviceable	Serviceable	None																																	
<u>Tyres</u>	<u>Make</u>	<u>Size</u>	<u>Balance (MM)</u>																																	
Front RHS	Bridgestone	245/50R18	4																																	
Front LHS	Bridgestone	245/50R18	4																																	
Rear RHS	Bridgestone	245/50R18	5																																	
Rear LHS	Bridgestone	245/50R18	5																																	
4	Description Of Damages The vehicle sustained damages at rear portion (For information of damages please refer to Parts/Labour/Photographs attached)																																			
5	Instruction This survey was conducted entirely on a "WITHOUT PREJUDICE" basis, and we have not authorised any repair.																																			

AUTO PERFORMANCE APPRAISAL

Vehicle Assessment Reports

Annex A

Ref No : 12/000051

Damage And Repair Cost Adjustment

<u>S/No</u>	<u>Qty</u>	<u>Parts Description</u>	<u>Comments/condition</u>	<u>Workshop Estimate (\$)</u>	<u>Our Assessment (\$)</u>
List Items					
1	1	Rear bumper	Deformed	2,350.00	1804.20 2,350.00 DD ✓
2	2	Rear bumper corner protector	Deformed	543.60	543.60 DIS ✓
3	1	Rear bumper centre protector	Deformed	319.60	✓ 319.60 DIS ✓
4	1	Rear bumper tow cover	Broken/missing	52.00	52.00 MIS ✓
5	4	Rear bumper reverse sensor	2 pcs malfunction	1,297.30	648.65 CUT ✓
6	1/2	Rear bumper side retainer	Broken/necessary	238.60	119.30 238.60 NEC ✓
7	1/2	Rear bumper bracket	RH bent/LH reuse	458.20	229.10 BT ✓
8	1	Rear bumper reinforcement	Bent	519.70	✓ 519.70 BT ✓
9	1	Rear bumper sponge	Broken	220.00	100.00 220.00 BR ✓
10	1	Rear bumper inner parts	Deformed	422.00	422.00 DIS ✓
11	1 set	Rear bumper clips	Broken/necessary	40.00	40.00 NEC ✓
12	1	Rear boot lid	Buckled	2,910.00	1910.00 2,910.00 DD ✓
13	1	Rear boot number plate garnish	Deformed/broken	310.00	310.00 NN X
14	1	Rear boot centre logo	Necessary	91.00	✓ 91.00 NEC ✓
15	1	Rear boot top lock	Bent	381.70	✓ 381.70 BT ✓
16	1	Rear boot lower lock catch	Bent	195.00	✓ 195.00 BT X NN ✓
17	2	Rear boot damper	RH bent/LH reuse	727.60	363.80 NN X
18	1	Rear boot inner trim	Reuse	372.90	-
19	1 set	Rear boot inner trim clips	Necessary	60.00	60.00 NEC ✓
20	1	Rear boot weatherstrip	Cut	219.60	✓ 219.60 CUT ✓
21	1	Rear RH taillamp	Smashed	1,583.20	1266.00 1,583.20 BR ✓
22	1	Rear RH taillamp panel	Buckled	325.00	325.00 DD ✓
23	1	Rear end panel	Buckled	745.60	✓ 745.60 DD ✓
24	1	Rear end panel top garnish	Deformed	276.10	276.10 DIS ✓
25	1	Rear RH fender	Lower portion buckled	1,560.00	✓ 1,560.00 DAT ✓
26	1	Rear RH fender lower air duct	Deformed	75.00	75.00 DD ✓
27	1	Rear RH fender under shield	Deformed	190.00	190.00 } NN X
28	1 set	Rear RH fender under shield clips	Broken	40.00	40.00 } NN X
29	1	Rear windscreen moulding	Necessary	286.00	286.00 } NN X
				16,809.70	15,195.25
Less discount 10%				1,680.97	1,519.53
Total :				15,128.73	13,675.73
Special Nett Items					
30	1	Rear RH tyre	Cut	550.00	550.00 } NN
31	1 set	Rear windscreen sealant	Necessary	80.00	80.00 } NN
Total :				630.00	630.00
Total Spare Parts :				15,758.73	14,305.73

AUTO PERFORMANCE APPRAISAL

Vehicle Assessment Reports

Annex B

Ref No : 12/000051

Damage And Repair Cost Adjustment

<u>Items</u>	<u>Job Description</u>	<u>Workshop Estimate (\$)</u>	<u>Adjusted Costs (\$)</u>
1	To remove, cut out damage portion, jack out, straighten, panel beating, welding, align and renew replaced parts.	2,500.00	2,000.00 1000.00
2	To putty and respray painting on affected areas.	2,200.00	1,800.00 1000.00
3	To remove, refix rear windscreen glass.	180.00	150.00 NN X
4	To remove, refix reverse sensor.	120.00	80.00 60.00
5	To remove, refix roof linings, rear seats, carpet and trims.	250.00	200.00 100.00
6	To remove, refix fuel tank, fuel neck, fuel pipings/hoses, to facilitate repair.	140.00	100.00 X
7	To remove, refix door fittings to facilitate repair.	120.00	80.00 NN X
8	To apply undersealing.	200.00	150.00 60.00
Total Labour :		5,710.00	4,560.00
Total Spare Parts :		15,758.73	14,305.73
Total Labour :		5,710.00	4,560.00
Total Repair Costs :		21,468.73	18,865.73

Assessor's Recommendation

Repairer Estimate : 21,468.73
 Our Adjustment : 18,865.73

Remarks

The repairer has agreed to undertake the repair of \$18,865.73, with a repair period of 12 working days.

Surveyed By:



Lek Boon Hwee
Automobile Appraiser

Repair days 10/8

Police Station Of Origin:
 Traffic Police Division HQ
 10 Ubi Avenue 3 SINGAPORE 408865
 Tel No: 65470000



T/20121118/4076

1 of 3

Report No. T/20121118/4076

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 18/11/2012 18:06	Vide Report No.:	Station Diary No.:
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Informant's Particulars

Name of Informant: NG LAI HENG		Address: APT BLK 29 LI HWAN VIEW SINGAPORE 556916	
ID Type / ID No.: NRIC NO / S21942971		Contact No.: Home/Office: Mobile/Pager: 96799969	
Sex: Male	Age: 45	Date of Birth: 03/11/1967	Type of Informant: Driver
Race: Chinese		Language:	Institution / School Name:
Occupation: Self-Employed		Driving Licence Information: Class: 3,4	Date of Expiry:

General Information of the Accident

Type of Accident: Non-Injury	Drink Drive: No	Date/Time of Accident: 18/11/2012 15:35	Type of Location: Straight Road
Location: Along Road 1 SELETAR EXPRESSWAY CENTRAL EXPRESSWAY			
Weather: Raining	Road Surface: Wet	Road Speed Limit:	
Traffic Flow: One Way	Traffic Control: Not Controlled	Traffic Volume: Moderate	
Type of Collision: Between Moving Vehicles - Head To Rear			Anyone conveyed by ambulance: No

Details of Vehicle Involved

Vehicle No.	Type	Make	Color	Condition	No of Passenger	Insurance Company	Insurance No	Effective Date	Expiry Date
JGM6616	Car	TOYOTA	GOLD	Seriously Damaged	0				
SDV6X	Car	MERCEDES BENZ	WHITE	Seriously Damaged	0				

Details of Person Involved

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

Police Station Of Origin:
 Traffic Police Division HQ
 10 Ubi Avenue 3 SINGAPORE 408865
 Tel No: 65470000



T/20121118/4076

2 of 3

Report No. T/20121118/4076

CONTINUATION OF REPORT

Driver			
Name	MUHAMAD BIN SAIDIN	ID No.	7904130258710401
Related Vehicle	JGM6616 (Car)	Contact No.	0177067586
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave (MC)	NIL	Degree of Injury	NIL
Driver			
Name	NG LAI HENG	ID No.	S21942971
Related Vehicle	SDV6X (Car)	Contact No.	96799969
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: 3,4 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave (MC)	NIL	Degree of Injury	NIL

Brief Details. This report shall be signed by the informant.

ON THE DATE AND TIME MENTION ABOVE ON 18/11/12 AT 1535HRS I WAS DRIVING MY VEHICLE SDV6X ALONG SELETAR EXPRESSWAY TOWARDS CENTRAL EXPRESSWAY . MY VEHICLE TOTALLY STOPPED WHEN SUDDENLY A MALAYSIAN VEHICLE JGM6616 HIT ONTO MY REAR . NO ONE WAS INJURED .

Police Station Of Origin:
Traffic Police Division HQ
10 Ubi Avenue 3 SINGAPORE 408865
Tel No: 65470000



T/20121118/4076

3 of 3

Report No. T/20121118/4076

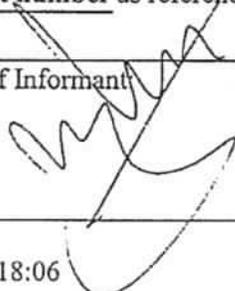
CONTINUATION OF REPORT

Sketch Plan

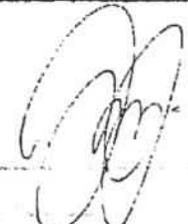
Informant is not able to provide sketch plan

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: TP / MUHD FADHLI
Signature Of Interpreter: /
Officer In Charge Of Case: TP / Contact No.:

Signature Of Informant 
Date: 18/11/2012 18:06
Classification Of Case:

Authentication Stamp
NP168



Catherine Chong (LKK Auto)

From: LILLIAN SIM BEE LIAN <lilliansim@lonpac.com>
Sent: Wednesday, 19 September, 2018 3:03 PM
To: 'Catherine Chong (LKK Auto)'
Cc: GERALD POH WEE BIN; 'assignments'
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245
Attachments: 152245 ADJ PHOTOS.PDF; 152245 ADJ PHOTOS1.pdf; 152245 ADJ PHOTOS2.pdf

Lonpac Confidential

Dear Catherine,

Refer to the above and our e-mail of 17/10/2017.

We are enclosed again all the documents as per your requested for your attention.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

From: Catherine Chong (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Wednesday, 19 September, 2018 2:47 PM
To: LILLIAN SIM BEE LIAN
Cc: GERALD POH WEE BIN; 'assignments'
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Kindly assist provide us the survey report, both party GIA report and colour photograph for SDV 6X.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 19 September 2018 11:18 AM
To: Admin A <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; LILLIAN SIM BEE LIAN <lilliansim@lonpac.com>
Subject: FW: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Catherine/Nivitha,

Kindly assist.

Best Regards
Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd
300, Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: LILLIAN SIM BEE LIAN
Sent: Wednesday, 19 September, 2018 11:08 AM
To: GERALD POH WEE BIN; assignments@lkkauto.com
Cc: MT_Claim_SG
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Lonpac Confidential

Dear Gerald,

Refer to the above.

Please let us know the outcome of paper survey report on urgent basis.

Thanks and regards,
LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

From: GERALD POH WEE BIN
Sent: Monday, 9 October, 2017 8:55 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG; LILLIAN SIM BEE LIAN
Subject: FW: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Catherine,

Kindly assist our Head Office in their request and furnish them with the paper survey report in due course.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: LILLIAN SIM BEE LIAN
Sent: Saturday, 7 October, 2017 12:34 PM
To: GERALD POH WEE BIN
Subject: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Gerald,

Would appreciate if you could help to get a second opinion from your panel adjusters on the reasonability of cost of repairs to the claimant's vehicle vis a vis the circumstances of accident as well as the **market value of the vehicle at the material time of accident.**

Attached please find the following:-

- 1) Claimant's survey report and photographs.
- 2) Vehicle registration details.
- 3) Police reports.

I will split into few emails as the size is too large.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 11 January 2019 1:36 PM
To: lilliansim@lonpac.com
Cc: GERALD POH WEE BIN; assignments; SUR
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lillian,

Refer to the email dated 26/09/2018.

Any news of SDV 6X's LTA rebate? If no LTA rebate provided, kindly advise us that whether we can submit the paper survey report without margin of repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 5 December 2018 10:25 AM
To: lilliansim@lonpac.com
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Lillian,

Kindly advise as below email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 14 November 2018 3:43 PM
To: lilliansim@lonpac.com
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245
Importance: High

Dear Lillian,

Kindly advise as below email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto)
Sent: Friday, 26 October 2018 12:08 PM
To: lilliansim@lonpac.com
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245
Importance: High

Dear Ms Lillian,

Refer to the email dated 26/09/2018.

Any news of SDV 6X's LTA rebate? If no LTA rebate provided, kindly advise us that whether we can submit the paper survey report without margin of repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 28 September, 2018 11:50 AM
To: 'LILLIAN SIM BEE LIAN' <lilliansim@lonpac.com>
Cc: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Kindly assist URGENTLY.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 26 September, 2018 3:37 PM
To: 'LILLIAN SIM BEE LIAN' <lilliansim@lonpac.com>
Cc: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Kindly provide us the LTA rebate of SDV 6X.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 19 September, 2018 4:07 PM
To: 'LILLIAN SIM BEE LIAN' <lilliansim@lonpac.com>
Cc: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Received with thanks.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: LILLIAN SIM BEE LIAN [<mailto:lilliansim@lonpac.com>]
Sent: Wednesday, 19 September, 2018 3:45 PM
To: 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Lonpac Confidential

Dear Catherine,

Refer to the above.

Attached herewith the documents for your attention.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 19 September, 2018 3:28 PM
To: LILLIAN SIM BEE LIAN
Cc: GERALD POH WEE BIN; 'assignments'
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Kindly also provide survey report and GIA report.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: LILLIAN SIM BEE LIAN [mailto:lilliansim@lonpac.com]
Sent: Wednesday, 19 September, 2018 3:03 PM
To: 'Catherine Chong (LKK Auto)' <admin-d@lkkauto.com>
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Lonpac Confidential

Dear Catherine,

Refer to the above and our e-mail of 17/10/2017.

We are enclosed again all the documents as per your requested for your attention.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

From: Catherine Chong (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Wednesday, 19 September, 2018 2:47 PM
To: LILLIAN SIM BEE LIAN
Cc: GERALD POH WEE BIN; 'assignments'
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Ms Lilian,

Kindly assist provide us the survey report, both party GIA report and colour photograph for SDV 6X.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 19 September 2018 11:18 AM
To: Admin A <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; LILLIAN SIM BEE LIAN <lilliansim@lonpac.com>
Subject: FW: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Catherine/Nivitha,

Kindly assist.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: LILLIAN SIM BEE LIAN
Sent: Wednesday, 19 September, 2018 11:08 AM
To: GERALD POH WEE BIN; assignments@lkkauto.com
Cc: MT_Claim_SG
Subject: RE: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Lonpac Confidential

Dear Gerald,

Refer to the above.

Please let us know the outcome of paper survey report on urgent basis.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

From: GERALD POH WEE BIN
Sent: Monday, 9 October, 2017 8:55 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG; LILLIAN SIM BEE LIAN
Subject: FW: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Catherine,

Kindly assist our Head Office in their request and furnish them with the paper survey report in due course.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: LILLIAN SIM BEE LIAN
Sent: Saturday, 7 October, 2017 12:34 PM
To: GERALD POH WEE BIN
Subject: Second opinion - SDV 6 X; DOL : 18/11/2012; 12/12/12/VP00/152245

Dear Gerald,

Would appreciate if you could help to get a second opinion from your panel adjusters on the reasonability of cost of repairs to the claimant's vehicle vis a vis the circumstances of accident as well as the **market value of the vehicle at the material time of accident**.

Attached please find the following:-

- 1) Claimant's survey report and photographs.
- 2) Vehicle registration details.
- 3) Police reports.

I will split into few emails as the size is too large.

Thanks and regards,

LILLIAN SIM

CLAIMS DEPARTMENT | LONPAC INSURANCE BHD

T : 03-27237716 F : 03-20342654 EMAIL : lilliansim@lonpac.com



Your Ref: 12/12/12/VP00/152245

Date: 22nd Jan 2019

Our Ref: CS1/LPC18017077/Bqbe2

M/s Lonpac Insurance Bhd

300 Beach Road

#17-04/07 The Concourse

Singapore 199555

(The Motor Claims Department)

Dear Sir / Madam,

EVALUATION REPORT (PAPER SURVEY) OF ACCIDENT VEHICLE NO: SDV 6X

INSURED VEHICLE: JGM 6616

ACCIDENT DATE: 18/11/2012

We thank you for your instruction on 19/09/2018.

We acknowledge receipt of the following documents:-

- a) Automobile Inspection Report of SDV 6X from M/s Auto Performance Appraisal.
- b) Police Report of Vehicles SDV 6X.
- c) Colour damaged vehicle photographs of SDV 6X.

Based on the documents received from you, we have evaluated the damages of the vehicle and have the following comments:-

1. Information Recorded: -

Registration Number	: SDV 6X
Make & Model	: Mercedes Benz S280
Year of Registration	: 2003
Chassis Number	: WDB2200632A354580

2. We recommend that the repairs of the entire damage require about 8 (Eight) working days to complete.
3. We hereby provide our recommendations on the cost of repair to the damaged vehicle as stated in the following page.



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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SDV 6X

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	REAR BUMPER	DENTED	2,350.00	1,801.20
2	REAR BUMPER CORNER PROTECTOR	DISTORTED	543.60	543.60
1	REAR BUMPER CENTRE PROTECTOR	DISTORTED	319.60	319.60
1	REAR BUMPER TOW COVER	MISSING	52.00	52.00
4	REAR BUMPER REVERSE SENSOR	CUT-2PCS ONLY	1,297.30	648.65
2	REAR BUMPER SIDE RETAINER	NECESSARY-1PC ONLY	238.60	119.30
2	REAR BUMPER BRACKET	BENT-1PC ONLY	458.20	229.10
1	REAR BUMPER REINFORCEMENT	BENT	519.70	519.70
1	REAR BUMPER SPONGE	BROKEN	220.00	100.00
1	REAR BUMPER INNER PARTS	DISTORTED	422.00	422.00
1	SET REAR BUMPER CLIPS	NECESSARY	40.00	40.00
1	REAR BOOT LID	DENTED	2,910.00	1,910.00
1	REAR BOOT NUMBER PLATE GARNISH	NOT NECESSARY	310.00	-
1	REAR BOOT CENTRE LOGO	NECESSARY	91.00	91.00
1	REAR BOOT TOP LOCK	BENT	381.70	381.70
1	REAR BOOT LOWER LOCK CATCH	NOT NECESSARY	195.00	-
2	REAR BOOT DAMPER	NOT NECESSARY	727.60	-
1	REAR BOOT INNER TRIM	REUSE	372.90	-
1	SET REAR BOOT INNER TRIM CLIPS	NECESSARY	60.00	60.00
1	REAR BOOT WEATHERSTRIP	CUT	219.60	219.60
1	REAR RH TAILLAMP	BROKEN	1,583.20	1,266.00
1	REAR RH TAILLAMP PANEL	DENTED	325.00	325.00
1	REAR END PANEL	DENTED	745.60	745.60
1	REAR END PANEL TOP GARNISH	DISTORTED	276.10	276.10
1	REAR RH FENDER	TO REPAIR SEE LABOUR	1,560.00	-
1	REAR RH FENDER LOWER AIR DUCT	DENTED	75.00	75.00
1	REAR RH FENDER UNDER SHIELD	NOT NECESSARY	190.00	-
1	SET REAR RH FENDER UNDER SHIELD CLIPS	NOT NECESSARY	40.00	-
1	REAR WINDSCREEN MOULDING	NOT NECESSARY	286.00	-

Report Ref No. CS1/LPC18017077/Bqbe2



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Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	LESS 10% DISCOUNT		-1,680.97	-1,014.52
			15,128.73	9,130.63
	<u>SPECIAL NETT ITEMS</u>			
1	REAR RH TYRE (SN)	NOT NECESSARY	550.00	-
1	SET REAR WINDSCREEN SEALANT (SN)	NOT NECESSARY	80.00	-
			630.00	-
	<u>LABOUR</u>			
	TO REMOVE, CUT OUT DAMAGE PORTION, JACK OUT, STRAIGHTEN, PANEL BEATING, WELDING, ALIGN AND RENEW REPLACED PARTS. INCLUSIVE OF THE REPAIR OF REAR RH FENDER.		2,500.00	1,000.00
	TO PUTTY AND RESPRAY PAINTING ON AFFECTED AREAS.		2,200.00	1,000.00
	TO REMOVE, REFIX REAR WINDSCREEN GLASS.	NOT NECESSARY	180.00	-
	TO REMOVE, REFIX REVERSE SENSOR.		120.00	60.00
	TO REMOVE, REFIX ROOF LININGS, REAR SEATS, CARPET AND TRIMS.		250.00	100.00
	TO REMOVE, REFIX FUEL TANK, FUEL NECK, FUEL PIPINGS / HOSES, TO FACILITATE REPAIR.	NOT NECESSARY	140.00	-
	TO REMOVE, REFIX DOOR FITTINGS TO FACILITATE REPAIR.	NOT NECESSARY	120.00	-
	TO APPLY UNDERSEALING.		200.00	60.00
			5,710.00	2,220.00
	GRAND TOTAL		21,468.73	11,350.63
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			9,050.00

Report Ref No. CS1/LPC18017077/Bqbe2

LIM TEOW GUAN
Asst. Automotive Assessor

K.K.LAU CPT(RET)

BEng(Hons),B.Bus,MBA,PEng,PE,
MInstAEA,MASME,MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

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