

INS. CASE OWNER:

Latiffa

CS1
ce180/954
111150

1 Cp. 1/2

LKK:
IDAC

ASSIGNMENT

Surveyor:

Simun.

DOI:

Date / Time:

17/4/17

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKE 129CA

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II : \$5

D.O.A.:

29/8/15

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

MC2015/3322

Policy No.:

Make / Model:

Place of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

SJP2386X



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

URGENT
URGENT

Date/ Time

FOR CSO ONLY:

Is driver the owner? (YES / NO)

If NO, Driver Name / Age:

Driver's Own Vehicle Number:

Insurance Company:

- papers summary (CN)

29/10/18

- File pass to type report.

07/11/18

- PV sent

13/11/18

- File pass to close. (check by CN)

* Special case, to assign LKK to do
papers summary to DS.
* Non-mechanics case.

1495-W - Turque 5 Bodyworks pre used

STAGE

DATE / PIC

Finalisation:

Email AIG for OI GIA:

Apt letter to OI:

Call OI:

After call ltr to OI:

Type Report:

Prepare Invoice:

Others:

Documentation Check List: Handler Typist

OI Apt Ltr:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

LTA / GIA

Medical Bill:

Approval Email: 1

Payment Breakdown Form:

Others: LKK

| Handler | Typist |
|-------------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
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| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

FINAL SETTLEMENT

Date: 8/11/18

Confirm with Rachel

Repair Cost: 4/6h

\$5 9045-W

Final Liability:

W

% (Agreed / Assessed)

BOLA S/N No. 28

Loss of Rental:

\$5 11W-W (11 days)

X 1W

If NO or B 28, Ass: 100%

Loss of Use:

\$5 -

(\$ x days)

1) Claim status: Normal/Reject/Private Settle

Disbursement:

\$5 -

2) Report Format:

Legal Cost:

\$5 -

3) Survey fee:

\$ 6W-W

Total:

\$5 1495-W

Global S: \$5

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

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

ACCIDENT STATEMENT

| | |
|----------------------------|------------------------------------|
| Date Of Report | 31/08/2015 12:16 |
| Date Of Accident | 29/08/2015 15:30 |
| Exact Location Of Accident | PIE TOWARDS JURONG AFTER ADAM EXIT |
| Country/State of Loss | Singapore |

DETAILS OF OWN VEHICLE

| | |
|-----------------------------|----------------------|
| Vehicle Registration Number | SJP2386X |
| Insured/Policyholder | |
| Name Of Registered Owner | WONG CHUAN NING |
| NRIC No | S8517464I |
| Email Address | NOEMAIL |
| Mobile Phone No | (LOCAL) +65-81811826 |
| Alternative Phone No | Others-81811826 |

Vehicle Particulars

| | |
|--|---------------|
| Manufacturer | MERCEDES-BENZ |
| Model | C180K-1.6 (A) |
| Exact Purpose for which vehicle was being used at time of accident | PRIVATE USE |

Are you claiming under your own insurance policy for repair to your vehicle?

No

If No, Please state action to be taken

Third Party

Vehicle Category

Private Car

Insurance Company

| | |
|---------------------------|---------------------------------|
| Name of Insurance Company | AXA Insurance Singapore Pte Ltd |
| Type Of Coverage | Comprehensive |
| Fleet Policy | No |
| Policy Number | GA015344/1 |
| Cover Note Number | |

Driver

| | |
|----------------------|----------------------|
| Name of Driver | WONG CHUAN NING |
| NRIC No | S8517464I |
| Date Of Birth | 13/06/1985 |
| Occupation | Indoor |
| Date Of Driving Pass | 09/12/2011 |
| Driving Experience | 3 Years And 8 Months |
| Gender | Female |
| Mobile Number | (Local) +65-81811826 |
| Fax Number | |
| Contact Number | Others-81811826 |
| Email Address | NOEMAIL |

Address
Postcode
Was driver an employee of the Insured's Company No
If No, Relationship of the Driver with the Insured Owner
Vehicle Registration Number of Driver's Own Vehicle -
-
-
Insurance Company of Driver's Own Vehicle -
-
-

General information of the Accident

Type Of Accident Collision- Chain Collision
Weather Conditions Clear
Road Surface Dry

Other Information

Was any foreign vehicle involved in this accident? No
Was any body injured in the Accident? No
Was any other material or property damaged? Yes
Was there any video captured by Car Camera? No
Number of Passengers (Including Driver) 1

Details of Police Action

Was the accident reported to the police? No
If Yes, Please state which Police Station
Was notice of intended Prosecution given? No
If Yes, against whom?

Circumstances of Accident

REFER TO SKETCH PLAN

Are accident photos available for attachment? Yes

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SKE1296A
Vehicle Make/Model/Colour
Details Of Properties
Name of Driver
NRIC/Passport Number
Contact Number
Address
Postcode
Insurance Company Name
Nature Of Damage
No. Of Passenger (Including Driver)

Details of Witness

Name
Phone Number
Email Address

DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number SCY1312B
Vehicle Make/Model/Colour
Details Of Properties
Name of Driver
NRIC/Passport Number
Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

Details of Witness

Name

Phone Number

Email Address

Sketch Plan

SKETCHPLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to report to the claims persons.
2. This form must be completed by the Policyholder and/or the Authorized Officer.
3. Information provided must be as truthful and accurate as possible. Any willful misstatement or concealment of material facts may cause insurance companies to suspend policy liability.
4. The driver and passengers of this Vehicle insurance companies or insurers collect and give a bill to the driver and passengers of the vehicle's companies.
5. Any false statement may be referred to the Police for investigation.
6. The report will be forwarded by the members of the CNA Accident Management Centre established by the General Insurance Association of Singapore (GIAS) for accident and full copies of this report will be a fee for made available upon application by interested parties.
7. By the foregoing of this report to the insurance companies, you hereby consent to the handling of this report at the expense and the expense of this report being made available where and
8. Consent under the Personal Data Protection Act (PDPA) to disclose and transfer the
- (a) My name, my workplace and the General Insurance Association of Singapore (GIAS) may have permission to collect, use, disclose and/or process my personal data (which information and details I have) and any other personal information provided by me or provided by my vehicle (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurance who have insured vehicle(s) involved in the accident (a "Insurer") or to have insured vehicle(s) involved in the accident shall be collectively referred to as the "Insurers". The Insurers (as yet I have, from, the Ministry of Transport of Singapore and the relevant government departments) (such as the police), for the purposes of
- (i) processing handling and/or dealing with my claim including the assessment of the claim and any necessary investigation relating to the claim.
- (ii) investigating the accident and/or my claim.
- (iii) carrying out and/or dealing with my vehicle(s) or transporting to any required by me.
- (iv) addressing my claim including the making of any payment, settlement, reduction, interest or other to me, which may involve disclosure of certain personal data about me to third party (other than the Insurers) and/or the disclosure of certain personal data (including the "Personal Information") and/or
- (v) complying with applicable law in administering processing handling and/or dealing with my claim (collectively the "Purposes").
- (i) all Insurer(s) with have insured vehicle(s) involved in the accident and the Insurers (as yet I have, from, the Ministry of Transport of Singapore and the relevant government departments) (such as the police), for the purposes of
- (ii) addressing my claim including the making of any payment, settlement, reduction, interest or other to me, which may involve disclosure of certain personal data about me to third party (other than the Insurers) and/or the disclosure of certain personal data (including the "Personal Information") and/or
- (iii) complying with applicable law in administering processing handling and/or dealing with my claim (collectively the "Purposes").


Policyholder's Signature (Date:)
Time


Officer's Signature (If driver is not the policyholder, Date:)
Time


Witnessed by Witness (Date:)
Time

Sketch Plan

| | | |
|--------------------------|-------------------------|----------------------------|
| 1. Name of the vehicle | 2. Name of the driver | 3. Name of the passenger |
| 4. Name of the vehicle | 5. Name of the driver | 6. Name of the passenger |
| 7. Name of the vehicle | 8. Name of the driver | 9. Name of the passenger |
| 10. Name of the vehicle | 11. Name of the driver | 12. Name of the passenger |
| 13. Name of the vehicle | 14. Name of the driver | 15. Name of the passenger |
| 16. Name of the vehicle | 17. Name of the driver | 18. Name of the passenger |
| 19. Name of the vehicle | 20. Name of the driver | 21. Name of the passenger |
| 22. Name of the vehicle | 23. Name of the driver | 24. Name of the passenger |
| 25. Name of the vehicle | 26. Name of the driver | 27. Name of the passenger |
| 28. Name of the vehicle | 29. Name of the driver | 30. Name of the passenger |
| 31. Name of the vehicle | 32. Name of the driver | 33. Name of the passenger |
| 34. Name of the vehicle | 35. Name of the driver | 36. Name of the passenger |
| 37. Name of the vehicle | 38. Name of the driver | 39. Name of the passenger |
| 40. Name of the vehicle | 41. Name of the driver | 42. Name of the passenger |
| 43. Name of the vehicle | 44. Name of the driver | 45. Name of the passenger |
| 46. Name of the vehicle | 47. Name of the driver | 48. Name of the passenger |
| 49. Name of the vehicle | 50. Name of the driver | 51. Name of the passenger |
| 52. Name of the vehicle | 53. Name of the driver | 54. Name of the passenger |
| 55. Name of the vehicle | 56. Name of the driver | 57. Name of the passenger |
| 58. Name of the vehicle | 59. Name of the driver | 60. Name of the passenger |
| 61. Name of the vehicle | 62. Name of the driver | 63. Name of the passenger |
| 64. Name of the vehicle | 65. Name of the driver | 66. Name of the passenger |
| 67. Name of the vehicle | 68. Name of the driver | 69. Name of the passenger |
| 70. Name of the vehicle | 71. Name of the driver | 72. Name of the passenger |
| 73. Name of the vehicle | 74. Name of the driver | 75. Name of the passenger |
| 76. Name of the vehicle | 77. Name of the driver | 78. Name of the passenger |
| 79. Name of the vehicle | 80. Name of the driver | 81. Name of the passenger |
| 82. Name of the vehicle | 83. Name of the driver | 84. Name of the passenger |
| 85. Name of the vehicle | 86. Name of the driver | 87. Name of the passenger |
| 88. Name of the vehicle | 89. Name of the driver | 90. Name of the passenger |
| 91. Name of the vehicle | 92. Name of the driver | 93. Name of the passenger |
| 94. Name of the vehicle | 95. Name of the driver | 96. Name of the passenger |
| 97. Name of the vehicle | 98. Name of the driver | 99. Name of the passenger |
| 100. Name of the vehicle | 101. Name of the driver | 102. Name of the passenger |

TORQUE 5 BODYWORKS PTE LTD

11/9 Sin Ming Industrial Estate Sector C #01-44 Singapore 575644 Email: Torque5bodyworks@gmail.com Tel: 63850475 Fax: 64524584

TECH NUMBER : SJP2386X

MAKE & MODEL : MERCEDES C180

| ITEM | DESCRIPTION | Qty |
|------|---|-----------|
| 1 | Bonnet <i>comp</i> <i>Buckled</i> | 1 1608.90 |
| 2 | Bonnet lock <i>R</i> | 1 189.50 |
| 3 | Bonnet catch <i>R</i> | 1 137.50 |
| 4 | Bonnet insulator <i>X</i> | 1 399.50 |
| 5 | Bonnet insulator clips <i>10</i> | 10 50.00 |
| 6 | Bonnet seal <i>1</i> | 1 119.60 |
| 7 | Bonnet seal clips <i>10</i> | 10 50.00 |
| 8 | Bonnet logo <i>1</i> | 1 95.90 |
| 9 | Front bumper grille <i>cut</i> | 1 970.80 |
| 10 | Front bumper grille clips <i>10</i> | 10 119.60 |
| 11 | Front bumper grille logo <i>1</i> | 1 119.60 |
| 12 | Front bumper grille chrome moulding - RH top | 1 119.60 |
| 13 | Front bumper grille chrome moulding - RH center | 1 119.60 |
| 14 | Front bumper grille chrome moulding - LH top | 1 119.60 |
| 15 | Front bumper grille chrome moulding - LH center | 1 119.60 |
| 16 | Front bumper grille chrome moulding - lower | 1 119.60 |
| 17 | Front bumper <i>del</i> | 1 1331.90 |
| 18 | Front bumper clips <i>10</i> | 10 50.00 |
| 19 | Front bumper side retainer LH <i>1</i> | 1 46.25 |
| 20 | Front bumper side retainer RH <i>1</i> | 1 46.25 |
| 21 | Front bumper bracket LH <i>X</i> | 1 61.70 |
| 22 | Front bumper bracket RH <i>X</i> | 1 61.70 |
| 23 | Front bumper sponge <i>cut</i> | 1 255.75 |
| 24 | Front bumper reinforcement <i>R</i> | 1 478.70 |
| 25 | Front support panel <i>R</i> | 1 897.50 |
| 26 | Front support panel trim <i>X</i> | 1 198.20 |
| 27 | Front support panel trim clips <i>10</i> | 10 50.00 |
| 28 | Front brace panel <i>X</i> | 1 131.70 |

| | | | | | |
|----|--------------------------------------|----------|----|---------|--------|
| 29 | Air duct inlet ✓ | NH | 1 | 151.90 | X |
| 30 | Compressor intercooler X | NH | 1 | 280.55 | X |
| 33 | Front bumper chrome moulding LH - no | NH | 1 | 151.90 | ✓ |
| 34 | Front bumper chrome moulding RH - no | NH | 1 | 151.90 | ✓ |
| 35 | Front bumper tow cover ✓ | NH | 1 | 100.75 | X |
| 37 | Fog lamp chrome moulding LH ✓ | NH | 1 | 176.70 | X |
| 38 | Fog lamp cover LH ✓ | NH | 1 | 69.15 | X |
| 40 | Fog lamp chrome moulding RH ✓ | NH | 1 | 176.70 | X |
| 41 | Fog lamp cover RH ✓ | NH | 1 | 69.15 | X |
| 42 | Headlamp LH - new photo | CRH | 1 | 1157.20 | ✓ |
| 43 | Headlamp seal LH - new | NH | 1 | 159.90 | ✓ |
| 44 | Headlamp trim X | NH | 1 | 47.70 | X |
| 45 | Headlamp trim clips X | NH | 5 | 20.00 | X |
| 46 | Headlamp lower bracket LH X | NH | 1 | 85.40 | X |
| 47 | Headlamp RH ✓ | CRH | 1 | 1157.20 | ✓ |
| 48 | Headlamp seal RH - new | NH | 1 | 159.90 | ✓ |
| 49 | Headlamp trim X | NH | 1 | 47.70 | ✓ |
| 50 | Headlamp trim clips X | NH | 5 | 20.00 | X |
| 51 | Headlamp lower bracket RH X | NH | 1 | 85.40 | X |
| 52 | Front number plate garnish - new | CRH | 1 | 206.70 | ✓ |
| 55 | Bootlid - new | Butter | 1 | 1678.50 | ✓ |
| 56 | Bootlid lock - new / auto | Tom | 1 | 312.70 | ✓ |
| 58 | Bootlid weatherstrip X | Wet | 1 | 211.70 | X |
| 59 | Bootlid emblem "C180" ✓ | NH | 1 | 25.90 | ✓ |
| 60 | Bootlid emblem "KOMPRESSOR" ✓ | NH | 1 | 141.70 | ✓ |
| 61 | Bootlid logo ✓ | NH | 1 | 96.80 | ✓ |
| 62 | Bootlid garnish X | NH | 1 | NH | X |
| 63 | Bootlid garnish clips X | NH | 10 | NH | X |
| 64 | Bootlid trim - auto / rubber | CNT | 1 | 278.70 | ✓ |
| 65 | Bootlid trim clips - auto | NH | 10 | 50.00 | ✓ |
| 66 | Rear bumper - defunct | Referral | 1 | 422.90 | ✓ |
| 67 | Rear bumper clips - new | NH | 10 | 50.00 | ✓ |
| 68 | Rear bumper side retainer LH - new | CRH | 1 | 78.90 | ✓ |
| 69 | Rear bumper side retainer RH - new | CRH | 1 | 78.90 | ✓ |
| 70 | Rear bumper bracket LH X | NH | 1 | 67.70 | X |
| 71 | Rear bumper bracket RH X | NH | 1 | 67.70 | X |
| 72 | Reverse sensor set - shock | shock | 1 | 250.00 | 250.00 |
| 73 | Rear bumper center chrome moulding ✓ | NH | 1 | 179.20 | ✓ |
| 74 | Rear bumper chrome moulding LH ✓ | NH | 1 | 139.70 | ✓ |

| | | | | | | |
|---------------------|---|------|------|----|----------------|----------|
| 75 | Rear bumper chrome moulding RH | del | del | 1 | 125.70 | X |
| 77 | Rear bumper sponge X | | nn | 1 | NA | X |
| 78 | Rear bumper reinforcement R | | R | 1 | 728.90 | X |
| 79 | Rear end panel L | | R | 1 | 1,213.50 | X |
| 80 | Rear end panel top garnish / hole / bar | huyt | huyt | 1 | 212.70 | X |
| 81 | Rear end panel top garnish clips | | nee | 10 | 50.00 | X |
| 82 | LH rear fender inner trim X | | nn | 1 | 201.70 | X |
| 83 | LH rear fender inner trim clips | | nee | 10 | 30.00 | X |
| 84 | RH rear fender inner trim X | | nn | 1 | 201.70 | X |
| 85 | RH rear fender inner trim clips | | nee | 10 | 30.00 | X |
| 86 | LH taillamp / cut X 2 | | svl | 1 | 751.70 | X |
| 88 | LH taillamp clips | | nee | 1 | 10.90 | X |
| 89 | RH taillamp / cut X 3 | | svl | 1 | 751.70 | X |
| 91 | RH taillamp clips | | nee | 1 | 10.90 | X |
| 92 | Exhaust pipe R | | R | 1 | 1,872.90 | X |
| 93 | Exhaust pipe mounting R | | R | 1 | 101.70 | X |
| 94 | Exhaust pipe gasket X | | nn | 1 | NA | X |
| 95 | Exhaust pipe bracket X | | nn | 1 | 79.40 | X |
| 96 | Exhaust pipe heat shield X | | nn | 1 | 99.70 | X |
| Parts Sub Total | | | | | \$0.00 2282.10 | |
| Discount 10% | | | | | \$0.00 | |
| Parts Total | | | | | \$0.00 | 20107.07 |
| Special Nett | | | | | | |
| 1 | Front number plate | huyt | huyt | 1 | \$50.00 | 45 |
| X 2 | Rear number plate | | svl | 1 | \$50.00 | 100 svl |
| 3 | Bootlid emblem "cycle&carraige" | | nee | 1 | \$150.00 | 120 |
| 4 | End panel sealant | | nee | 1 | \$50.00 | 30 |
| Special Nett Total: | | | | | \$300.00 | |
| Labour | | | | | | |
| 1 | To R&R accident damage parts, to cut/weld, knock and realign accident affected area. (Front portion) | | 47 | | \$1,000.00 | 700 |
| 2 | To R&R accident damage parts, to cut/weld, knock and realign accident affected area. (Rear portion) | | | | \$1,000.00 | 700 |
| 3 | To putty and respray accident affected area. (Front portion) | | | | \$800.00 | 1200 |
| 4 | To putty and respray accident affected area. (Rear portion) | | | | \$800.00 | |

3

| | | | |
|---------------------|--|------------|------------|
| 5 | To rust proof accident affected area. | \$120.00 | 80 |
| 6 | To check wiring layout and headlamp focus and tailamp function | \$160.00 | 80 |
| 7 | To R&R reverse sensor and check function | \$150.00 | 120 |
| 8 | To R&R intercooler to assist work load | \$150.00 | X |
| 9 | To R&R exhaust pipe to assist work load | \$200.00 | X |
| 10 | To R&R bootlid trim, lock, grille to assist work load | \$200.00 | 120 |
| 11 | To R&R upholstery to facilitate repair | \$150.00 | 120 |
| Labour Total | | \$4,730.00 | |
| Parts Total | | \$0.00 | |
| Special Nett Total: | | \$300.00 | |
| Labour Total | | \$4,730.00 | |
| Grand Total | | \$5,030.00 | 27,000 3/4 |

Parts - 12,519.00
 5-107 - 1,265.00

11,384.20

SN - 445.00

Labour - 3,120.00

14,949.20

- 600

HS = \$11,950.00

LS

9 days

10/01/15
 \$2K 2 days

3/9/2015

1st Zulu

Tr/Up

965535740

4

26536.02

Hsiao Tong (LKKAuto)

From: Torque 5 Claims <claims@torque5.com>
Sent: Thursday, 23 February, 2017 3:41 PM
To: Lalitha Krishnan - III; Mekavathanan Sarangapani; Motor Claim - III; C Meenachi - III
Cc: claims@torque5.com
Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322
Attachments: 20170223154736458.pdf; SJP2386X - 290815.pdf

Dear Lalitha,

As spoken, attached is the estimate report.



Total lump sum before gst : \$11950

Thank you!

Warmest Regards,
Peach Ang
Claims Officer | Motor Claims Department

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [mailto:claims@torque5.com]

Sent: Friday, 17 February, 2017 11:50 AM

To: 'Lalitha Krishnan - III' ; mekavathanan@iii.com.sg; motorclaim@iii.com.sg; 'C Meenachi - III'

Cc: claims@torque5.com

Subject: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

REMINDER

Dear Lalitha,

Good day.

It's been 2 Months since we had withdrawn this case dated 15 December 2016.

As per your advice, you will revert us with an offer in due course, however till date we have yet to received and replies from your end.

Kindly advise what is the status or any documents you requires from our end in order to expedite on this case and close it?



Thank you!

Warmest Regards,

Peach Ang

Claims Officer | Motor Claims Department

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Saturday, 21 January, 2017 3:33 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

Any update for this case?

Kindly let us know your offer soon.

Look forward to hear from you soon.



Thank you.

Warmest Regards,

Jocelyn Chan

Claims Officer | Motor Claims Department

Hotline (65) 6452 4457 EXT 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 07 January, 2017 4:29 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

Any update for this case?

Kindly let us know your offer soon.



TORQUE 5
GROUP



Look forward to hear from you soon.

Thank you.

Warmest Regards,

Jocelyn Chan

Claims Officer | Motor Claims Department

Hotline (65) 6452 4457 EXT 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 30 December, 2016 4:41 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; mekavathanan@iii.com.sg; motorclaim@iii.com.sg

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

This case has already been withdraw, we are pending for your offer.



Kindly revert soonest with thanks.



Warmest Regards,
Peach Ang
Claims Officer | Motor Claims
Department

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, 15 December, 2016 2:46 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.

As spoken, we will withdraw this case and absorb the legal cost in view of our good relationship.

If we have any difficulties in future, we will contact you directly.

We hope to receive your respond soon for this case as well as other cases.

Warmest Regards,

Peach Ang



TORQUE 5

Hotline

(65) 6452 4457 EXT 113 | Fax (65) 6452 4584

Address

8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
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your car
needs,
we can
help.

From: Torque 5 Claims (<mailto:claims@torque5.com>)

Sent: Monday, 12 December, 2016 2:25 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.

Tried calling you several minutes ago but unable to reach. Appreciate if you could return us a call once available.

Meanwhile, we manage to get Vision Law LLC to reduce their legal cost to \$900.00

We hope to seek your understanding.



**Warmest
Regards,
Peach Ang
Admin |
Motor Claims**



Department

Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Lalitha Krishnan - III [<mailto:lalitha@iii.com.sg>]

Sent: Wednesday, 7 December, 2016 4:30 PM

To: 'Torque 5 Claims'

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Sam and Peach

We refer to the above matter.

We apologise for any inconvenience on this matter.

Kindly discharge your solicitors in this matter without any additional cost payable by us in view of our good relationship.

We will direct settle this matter with you.

Best Regards,



Lalitha Krishnan
Motor Claims Department
India International Insurance
Pte Ltd

DID : 63476139



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Wednesday, 7 December, 2016 2:56 PM

To: Mekavathanan Sarangapani; Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day,

As per tele-conversation on 5th December, we will withdraw this case if India International agreed to pay the legal cost of \$1391.00

We hope to have your kind understanding in this matter as reminder had been sent several times but we did not receive any updates.



Warmest Regards,

Peach Ang

Admin | Motor Claims Department

Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Friday, 11 November, 2016 5:29 PM

To: 'Mekavathanan Sarangapani'; 'Lalitha Krishnan - III'; 'Motor Claim - III'; 'C Meenachi - III'

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

We regret that despite reasonable effort and repeated email reminders from our end to settle our client's claim, there does not appear to be any reasonable offer of settlement.

Our LOD was submitted to you on 07-03-2016, it is 11-11-2016 today. This case had been 8 month plus.



We hereby inform you of our client's decision to either receive an offer from your side within 10 days or we will pass this case over to his legal advisor for further assistance.

Warmest Regards,

Rachel Wu

Claims Officer | Motor Claims Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: 10 October, 2016 2:19 PM

To: 'Mekavathanan Sarangapani' <mekavathanan@iii.com.sg>; 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>; 'C Meenachi - III' <Meenachi@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Team,



Any updates?



Warmest Regards,
Peach Ang
Admin | Motor Claims
Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Mekavathanan Sarangapani [<mailto:mekavathanan@iii.com.sg>]

Sent: Sunday, 25 September, 2016 7:58 PM

To: 'Torque 5 Claims'; Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

TORQUE5

TORQUE5
BODYWORKS

TORQUE5
SPRAYWORKS

TORQUE5

Please look into this case
urgently and revert to TP
immediately please.

Meka

16 2016
29/08/15

Policyholder's Signature / Date &
Time

Driver's Signature (If driver is not the policyholder) / Date
& Time

Witnessed by f
Personnel

Sketch Plan



From: Torque 5 Claims [mailto:claims@torque5.com]

Sent: Saturday, 24 September, 2016 1:24 PM

To: Lalitha Krishnan - III; Motor Claim - III; C Meenachi - III

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,



Reminder please.

Warmest Regards,

Peach Ang

Admin | Motor Claims Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-
49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Tuesday, 23 August, 2016 4:58 PM

To: 'Lalitha Krishnan - III'; 'Motor Claim - III'

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Reminder for below.

Kindly let us have your offer to close the case ASAP.



**Warmest Regards,
Peach**

Hotline (65) 6452 4457 DID 108 | Fax (65) 6452 4584

Mobile (65) 8468 2089

Email suanne.tan@torque5.com

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



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

Sent: Thursday, 28 July, 2016 1:41 PM

To: Torque 5 Claims <claims@torque5.com>

Cc: Lalitha Krishnan - III <lalitha@iii.com.sg>

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER

Dear Sir/Mdm,

III REF: MC2015/3322

This claim is handled by Ms Lalitha

You can direct future correspondence to her

Isabelle Tan

Motor Claims Department

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building



Singapore 049711
Tel : 63476100, Ext-243, Fax :
62244174
E-mail: isabelle@iii.com.sg

MC2015/3322

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Thursday, July 28, 2016 12:02 PM

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

Cc: claims@torque5.com

Subject: RE: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER

WITHOUT PREJUDICE,

Dear officer,

We regret that despite reasonable effort having been made to settle our client's claim, there does not appear to be any reasonable prospects of settlement.

We hereby give you 10 clear days' notice that our client intends to proceed with the issue of a writ of summons against you/your insured. In this regards, please let us know if you are instructing solicitors to accept service of process on you/your insured's behalf.

Thank you

Warmest Regards,

Rachel



Hotline (65) 6452 4457 DND 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
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can help.

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SPRAYWORKS

TORQUE 5
LEASING

From: Torque 5 Claims [<mailto:claims@torque5.com>]
Sent: 13 July, 2016 4:35 PM
To: motorclaim@iii.com.sg
Cc: claims@torque5.com
Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - 2ND REMINDER

WITHOUT PREJUDICE,

Dear Officer,

Is there any updates on the case?
Kindly let us have your offer to close the case.
As our aging shows that the case is 128 days old,
since submission of LOD.

Thank you

*Warmest Regards,
Rachel*



Hotline (65) 6452 4457 DND 112 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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needs, we
can help.



From: Torque 5 Claims [<mailto:claims@torque5.com>]
Sent: Monday, 6 June, 2016 5:25 PM
To: jacl.ispmg@gmail.com

Cc: claims@torque5.com

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

Without Prejudice

Dear Jacintha,
I tried calling you but to no avail.
Kindly advise on this case regarding the survey report.
Thank you.

Warmest Regards,
Kit Wong



Hotline (65) 6452 4457 DND 107 | Fax (65) 64584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

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needs,
we can
help.

From: Neo Wei Min Mike [<mailto:mike@iii.com.sg>]

Sent: Friday, 3 June, 2016 10:15 AM

To: claims@torque5.com; jaci.ispmg@gmail.com

Cc: Motor Claim - III



Subject: RE:
ACCIDENT
INVOLVING

SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

MC20153322

From: Motor Claim - III

Sent: Friday, 3 June, 2016 8:49 AM

To: Neo Wei Min Mike <mike@iii.com.sg>

Subject: FW: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

MC20153322

Dear sir,

Please refer to attached email.

We had previously appointed ISP.

Dear Jacintha,

Please assist.

Regards

Mike

From: Torque 5 Claims [mailto:claims@torque5.com]

Sent: Thursday, June 02, 2016 7:16 PM

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

Cc: claims@torque5.com

Subject: ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - REMINDER

Dear Officer,

Without prejudice

Kindly note that the LOD has been sent out since 07/03/2016.

The case is already 87 days old.

Kindly let us have your offer to close this case.

Thank you.

Warmest Regards,

Jae Tan



Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



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Whatever y



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

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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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.

Print this email only if it is absolutely necessary and help in preservation of environment.
India International Insurance Pte Ltd.
Registration No. 198703792-K

Hsiao Tong (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 18 April 2017 9:13 AM
To: Lalitha Krishnan - III; Hsiao Tong (LKKAUTO)
Cc: CS A Team; Admin A; KKLau; SUR
Subject: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322
Attachments: image017.wmz; image013.wmz; image022.wmz; RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322; SJP2386X - 290815.pdf
Importance: High

Dear Ms Lalitha,

Thank you for the email.

Dear Hsiao Tong,

FYNA.

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: Lalitha Krishnan - III [mailto:lalitha@iii.com.sg]
Sent: Monday, 17 April, 2017 5:00 PM
To: SUR
Cc: KKLau ; Claims (claims@torque5.com)
Subject: FW: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322
Importance: High

URGENT

Dear Sirs,

We forward email from Torque 5 on above matter.

The TP vehicle was surveyed by ISP but no survey reports were put up on same by the surveyors.

We request you to kindly vet the documents and do an express settlement with Torque 5 in this matter after taking our approval on same.

Best Regards

Lalitha Krishnan



India International Insurance Pte Ltd

64 Cecil Street #04/#05/#06

IOB Building, Singapore 049711

Main Line: 6347 6100 Extn: 318

Fax: 6225 7743 / 6224 4174

Web: www.iii.com.sg

From: Torque 5 Claims [<mailto:claims@torque5.com>]

Sent: Monday, 13 March, 2017 11:02 AM

To: Lalitha Krishnan - III <lalitha@iii.com.sg>; Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>; C Meenachi - III <Meenachi@iii.com.sg>

Cc: claims@torque5.com

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

WITHOUT PREJUDICE

Dear Lalitha,

As per our tele-conversation earlier on, please refer to the previous email that we had sent.

Attached with the estimation report, it's been almost 3 Months since we had withdrawn this case dated 15 December 2016.

Kindly revert us with your offer soon as our aging shows that the case is 371 days old,

since submission of LOD.



Look forward to your favourable reply.

Thank you

Warmest Regards,

Rachel Wu

Claims Officer | Motor Claims Department

Hotline (65) 6452 4457 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [mailto:claims@torque5.com]

Sent: Monday, 27 February, 2017 9:44 AM

To: 'Lalitha Krishnan - III'; mekavathanan@iii.com.sg; motorclaim@iii.com.sg; 'C Meenachi - III'

Cc: claims@torque5.com

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

Good day.



Kindly confirm upon receipt of below and if we can close this case as per LOD amount submitted.

Thank you!



Warmest Regards,
Peach Ang
Claims Officer | Motor Claims
Department

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com





From: Torque 5 Claims [mailto:claims@torque5.com]

Sent: Thursday, 23 February, 2017 3:41 PM

To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>; 'mekavathanan@iii.com.sg' <mekavathanan@iii.com.sg>; 'motorclaim@iii.com.sg' <motorclaim@iii.com.sg>; 'C Meenachi - III' <Meenachi@iii.com.sg>

Cc: 'claims@torque5.com' <claims@torque5.com>

Subject: RE: REMINDER ON ACCIDENT INVOLVING SJP2386X & SKE1296A ON 29/8/2015 - FINAL REMINDER III REF: MC2015/3322

Dear Lalitha,

As spoken, attached is the estimate report.



Total lump sum before gst :
\$11950

Thank you!

Warmest Regards,

Peach Ang

Claims Officer | Motor Claims Department

Hotline (65) 6455 1607 EXT 107 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
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