

INSURANCE

INS CASE OWNER:

CC

/QBE18020129

Aebay

LKK

IDAC

Surveyor:

Adrian

DOI:

ASSIGNMENT

6/11/18

Date / Time:

6/11/18

Registered in Merit:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SCP 1806R

Name of Insured:

um Bony YEE

Insured Tel No.:

HP:

97778867

Excess Sec II :\$

D.O.A:

2/11/18

Is driver the owner?

(YES) / NO

Nature of Accident:

Claim No.:

VW11VU15

Policy No.:

2-W00978-NVB-R003

Make / Model:

TUGRA

Place of Accident:

some HVE TWS EPE

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

SVB W45E



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

proactive



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

14/11/18  
14/11/18

SVB W45E - x

SCP 1806R - x

STAGE

DATE / PIC

Non-Reporting 1st (1st):  
Non-Reporting 1st (2nd):  
Non-Reporting 1st (Final):  
Notification 1st (if non-pickup):

Call OI:

After call 1st to OI:

Documentation Check List: Handler Typist

Notification 1st (if non-pickup)

After call 1st to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

ITA / GIA:

Medical Bill:

PBR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by: 1v1p

Repair Cost:

PP

\$53,811.00

( 7 days) Reduction:

41 %

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28. Ass. Lia:

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

( 7 days)

Loss of Use (LOU):

\$5

(5 x days)

Loss of Income (LOI):

\$5

(5 x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/ITA Search

\$5

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost:

\$5

1) Claim status: Normal/Reject/Private Settle /Sp

2) Report Format:

T

3) Survey fee:

300

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT  
14/11/18

## ASSIGNMENT

Adrian

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

Sum Insured: \_\_\_\_\_

Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its  
repair at the time of inspection.

N/S	O/S

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_

Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_

Consistent? : Yes or No

Est. Repairs: \_\_\_\_\_

days

Res.: Yes or No

Lum Sum: \_\_\_\_\_

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

Veh No: SLB245SE

Yr Regn: 2016 March

Type: ☒ M.Car / ☐ M.Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /

Truck / Trailer or

Make: Honda

HRV

c.c 1497

Colour: Blue

A/C: Insured / Std / NI / NA

Sp. Reading: 37206

T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: MRHR41830FP000841

Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ BurntSteering: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt orBrake: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt orModi: Nil / ☒ SiRim / ☐ STD A/Rim or

Tyre Size: F: 25/55R17

R: 215/55R17

BS: ☒ BUN / ☐ EXNOVA / ☐ GY / ☐ FS / ☐ LIZA / ☐ MIC / ☐ OHTSU / ☐ PIR / ☐ SUMI /  
TOYO / YOKO or

Front

Rear

R/Bal. 06 mm

R/Bal. 06 mm

L/Bal. 06 mm

L/Bal. 06 mm

D.O.A. \_\_\_\_\_

D.O.I. 05/11/18

Survey held at

Progressive Cubi

Des. of Damages: Frt / ☒ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

TPQBE

PP: 43,816.00 (RED: 3,395.96 77%)

Date/Time, File Pass to?

Date/Time, File Return to?

1)

2)

3)

4)

5)

6)

Prel. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Date:

Basic &amp; Add.

S + RS, SI

Photos

Others

TOTAL



# 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

QBE INSURANCE (SINGAPORE) PTE LTD

Ref : CC4/QBE18020129/Aeb3

1 RAFFLES QUAY #29-10 SOUTH  
TOWERSINGAPORE 048583

Date : 07-11-2018



Code : QBE

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SCP 1806R	Veh. Inspected	SLB 2455E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	07/11/2018

## 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	02/11/2018	Inspection Date	05/11/2018
Survey held at	PROGRESSIVE AUTOMOTIVE PTE LTD BLK 3022A UBI ROAD 1 #01-45/46, SINGAPORE 048716		

## 5a. Remarks

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

# Progressive Car Care Pte Ltd

Bldg 3022A Ubi Road 1 #01-45/46 Singapore 408716  
 TEL: 6741 5336 FAX: 6741 7208 Email: claims@procarcare.com.sg  
 GST:201006949C RCB NO:201006949C

TPQBF  
 Asher.

M/S: LKK Auto Consultants hence notify the Repairer of the following:  
 • To resurvey before repair work is carried out  
 • To supply and you work on the following:  
 • Part 167 SINGAPORE 550123  
 • Third party survey is on a "Without Prejudice" basis  
 • No illegal modifications to be allowed  
 • Supplementary items must be resurveyed and  
 • QBB to final approval from Insurance Company

ATTN: QBB

Acknowledged by Repairer

Signature:

Your Ref No: TP 1118-5290

Claim Type: Third Party

Accident Date: 02/11/2018

TP Veh Reg No: SCP 1806 R

Estimate No: EST1504229  
 Date: 03 Nov 2018  
 Policy No: PNPV2017-00002556  
 Veh Reg No: SLB2455E  
 Make/Model: HONDA HRV 1.5 LX  
 CVT ABS D/AIRBAG  
 2WD  
 Chassis No: MRHRU1830FP000841  
 Engine No: L15Z71001532  
 Reg. Date: 31/03/2016

## Estimate Repair Cost to Vehicle No :SLB2455E

Description	U/Price	Quantity	Price SS	Amount SS
<b>List Price</b>				
1 REAR BUMPER <i>Distorted</i>	508.50	1 PC	508.50	✓
2 REAR SIDE BUMPER - LH <i>2nd New</i>	195.00	1 PC	195.00	✓
3 REAR BUMPER SIDE HOLDER - LH RH <i>not damaged</i>	17.50	2 PCS	35.00	✓
4 REAR BUMPER CLIPS <i>new</i>	3.90	10 PC	39.00	✓
5 REAR BUMPER PARKING SENSOR <i>new</i>	191.60	4 PC	766.40	✓
6 REAR PANEL <i>Dented</i>	538.00	1 PC	538.00	✓
7 REAR PANEL GARNISH <i>new</i>	83.00	1 PC	83.00	✓
8 REAR FLOOR PANEL <i>Repair</i>	662.20	1 PC	662.20	✓
9 REAR FLOOR PANEL FOAM <i>3 new</i>	126.40	1 PC	126.40	✓
10 REAR FLOOR PANEL COVER <i>3 new</i>	190.50	1 PC	190.50	✓
11 REAR BOOT <i>Dented</i>	1,100.90	1 PC	1,100.90	✓
12 REAR BOOT LOCK <i>new</i>	151.90	1 PC	151.90	✓
13 REAR BOOT "HRV" LOGO <i>3 new</i>	43.10	1 PC	43.10	✓
14 REAR BOOT "I-VTEC" LOGO	20.10	1 PC	20.10	✓
15 REAR BOOT REFLECTOR - LH <i>new</i>	264.60	1 PC	264.60	✓
16 REAR BOOT INNER TRIM <i>2nd new</i>	153.40	1 PC	153.40	✓
17 REAR BOOT CENTRE GARNISH WITH LOGO <i>new</i>	189.80	1 PC	189.80	✓
18 PARKING SENSOR CAP <i>not new</i>	41.50	4 PCS	166.00	✓
			5,233.80	
		Less 20%	1,046.76	4,187.04
<b>Special Net</b>				
19 REAR NUMBER PLATE <i>new new</i>	35.00	1 PC	35.00	✓
			35.00	35.00
<b>Labour</b>				
20 TO REMOVE, REALIGN, REPAIR, CUT/WELD, KNOCK OUT DENTS & REPLACE ACCIDENT PARTS	1,400.00	1 JOB	1,400.00	900
21 TO RESPRAY PAINT ON ACCIDENT PORTIONS	1,000.00	1 JOB	1,000.00	600
22 TO TUFF-KOTE	120.00	1 JOB	120.00	50
23 TO TRANSFER REAR BOOT FITTINGS	100.00	1 JOB	100.00	80
24 TO REMOVE, REPLACE REAR BUMPER SENSOR	120.00	1 JOB	120.00	60
25 TO REMOVE, REFIX REAR WINDSCREEN TO FACILITATE REPLACEMENT OF REAR BOOT	200.00	1 JOB	200.00	120
26 TO REMOVE AND REFIT REAR END PANEL TO FACILITATE REPAIR	50.00	1 JOB	50.00	40
			2,990.00	2,990.00
			Supplementary: 138.40	
			Total: 3816.08	

**PROGRESSIVE CAR CARE PTE LTD**  
**3022A UBI ROAD 1 #01-45/46**  
**SINGAPORE 408716**

Prepared by WENDY  
 Vehicle No. SLB 2455 E  
 Make/Model HONDA HRV  
 Chassis No. MRHRU1830FP000841  
 Tyre/Size \_\_\_\_\_

Fax 6844 4802  
 Date 12.11.18  
 Supplier JAE - 6417 9799  
 Attention EDMUND  
 Insurer / Day QBE / 8 DAYS

SUPP ESTIMATE

S/n	Qty	Parts Description	Cost Price (Yes)	List Price (Yes)	Note
1	1 SET	REAR BOOT GLASS MOULDING <i>Neu</i>		\$98.00	✓
2					
3	1	SPONGE TAPE <i>2 Neu</i>		\$20.00	S/N ✓
4	2	SEALANT		<del>\$40.00</del> \$20.00	S/N ✓
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					

*Advice 12/11/18*

*List: 98 SN: 60.*

*Len 20%: 78.40.*

*Supplementary: 38.40*

**Catherine Chong (LKK Auto)**

---

**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Monday, 5 November, 2018 3:38 PM  
**To:** 'assignments'  
**Subject:** FW: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Our ref: V0009298

Dear Sir

Kindly assist to survey the third party claim:-

Insured : SCP1806R  
TP Veh : SLB2455E  
Date of accident 02/11/2018  
Contact : Below

Kindly acknowledge receipt.

regards

05.11.2018 @ 3:43pm

veh in.

Xiao Wei

Adrian

---

Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1225  
Email: [jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



---

**From:** Peiwen <peiwen@procarcare.com.sg> On Behalf Of Claims  
**Sent:** Monday, 5 November 2018 3:06 PM  
**To:** Jenny Toh <jenny.toh@qbe.com>  
**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Hi Jenny,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



*\*With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

---

**From:** Jenny Toh [<mailto:jenny.toh@qbe.com>]

**Sent:** Monday, November 05, 2018 3:03 PM

**To:** Peiwen

**Subject:** FW: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Our ref : V0009298

Dear Pei Wen

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Infiniti Appraisal Service
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1225  
Email: [jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



From: Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> On Behalf Of Claims  
Sent: Monday, 5 November 2018 2:07 PM  
To: Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
Cc: Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; Soo Leong Keat <[lksoo@procarcare.com.sg](mailto:lksoo@procarcare.com.sg)>  
Subject: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is IN workshop.

Kindly assist to assign OIC for this case.

Thank You.

Regards,

Pei Wen NG  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you



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-----  
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## Shu Pei (LKKAuto)

---

**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Wednesday, 12 December 2018 9:10 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** Jenny Toh  
**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04  
**Attachments:** SCP1806R.pdf

Our ref: VC012015

Dear Shu Pei

Please find attached as per requested.

regards

---

Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore  
  
QBE Insurance (Singapore) Pte Ltd  
Phone: +65 9477 1225  
Email: [jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



---

**From:** Shu Pei (LKKAuto) <shupeil@lkkauto.com>  
**Sent:** Monday, 10 December 2018 9:17 AM  
**To:** Jenny Toh <jenny.toh@qbe.com>; Joyce Foo <joyce.foo@qbe.com>  
**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

### WITHOUT PREJUDICE

Dear Sir /Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

**From:** Shu Pei (LKKAuto)

**Sent:** Tuesday, 20 November 2018 7:15 PM

**To:** 'Jenny Toh' <[jenny.toh@gbe.com](mailto:jenny.toh@gbe.com)>

**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

**WITHOUT PREJUDICE**

Dear Sir/Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 7 November 2018 6:32 PM

**To:** 'Jenny Toh' <[jenny.toh@gbe.com](mailto:jenny.toh@gbe.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

**WITHOUT PREJUDICE**

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle SLB 2455E at M/s Progressive Car Care Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

**From:** Admin-D (LKKAuto)

**Sent:** Monday, 5 November 2018 3:44 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Dear Jenny,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** Jenny Toh [<mailto:jenny.toh@qbe.com>]

**Sent:** Monday, 5 November, 2018 3:38 PM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** FW: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Our ref: V0009298

Dear Sir

Kindly assist to survey the third party claim:-

Insured : SCP1806R

TP Veh : SLB2455E

Date of accident 02/11/2018

Contact : Below

Kindly acknowledge receipt.

regards

Jenny Toh  
Senior Assistant Claims  
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1225  
Email: [jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> On Behalf Of Claims  
**Sent:** Monday, 5 November 2018 3:06 PM  
**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Hi Jenny,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

**Pei Wen NG**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Jenny Toh [<mailto:jenny.toh@qbe.com>]  
**Sent:** Monday, November 05, 2018 3:03 PM  
**To:** Peiwen  
**Subject:** FW: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Our ref : V0009298

Dear Pei Wen

We refer to the above captioned matter.

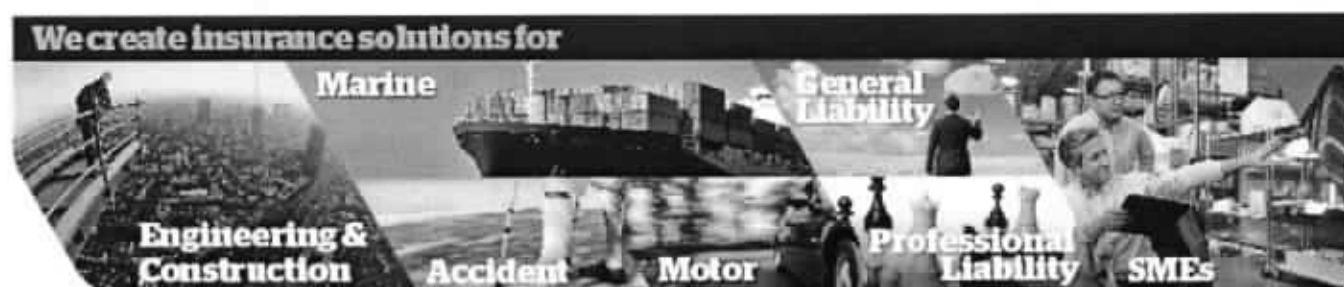
We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Infiniti Appraisal Service
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh  
Senior Assistant Claims  
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1225  
Email: [jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



From: Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> On Behalf Of Claims  
Sent: Monday, 5 November 2018 2:07 PM  
To: Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
Cc: Lily <[bhlhm@procarcare.com.sg](mailto:bhlhm@procarcare.com.sg)>; Soo Leong Keat <[lksoo@procarcare.com.sg](mailto:lksoo@procarcare.com.sg)>  
Subject: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is IN workshop.

Kindly assist to assign OIC for this case.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



*\*With effect from 1 Sep 2018, **Progressive Automotive Pte Ltd** has been rebranded as **Progressive Car Care Pte Ltd**. You may now reach us at our new email addresses ([@procarcare.com.sg](mailto:@procarcare.com.sg)). We look forward to your continued support.*

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## Asher Sng (LKKAUTO)

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**From:** Shu Pei (LKKAUTO)  
**Sent:** Friday, 1 March 2019 5:35 PM  
**To:** 'Jenny Toh'; Asher Sng (LKKAUTO)  
**Subject:** FW: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/QBE18020129/Aeb3	Asher

*To check availability of the case handler, you may contact the undersigned*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Sent:** Friday, 1 March 2019 4:26 PM  
**To:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Subject:** : PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04

Our ref: VC012015

Hi Shu Pei

Is the survey report ready? Workshop had submitted the LOD directly to us.

regards

---

**From:** Jenny Toh  
**Sent:** Wednesday, 12 December 2018 9:10 AM  
**To:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Subject:** RE: PROGRESSIVE/TP/SLB 2455 E(SCP 1806 R)/DOA 02.11.2018/EST \$7212.04





## 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

<b>Affiliated to Federation Internationale Des Experts En Automobile</b>				
QBE INSURANCE (SINGAPORE) PTE LTD			Ref : CC4/QBE18020129/Aeb3q2	
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583			Date : 19-03-2019	
			Code : QBE	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SCP 1806R	Veh. Inspected	SLB 2455E	
Policy No.	8-V0009298-MVZ-R003	Coverage (\$)	0.00	
Claim No.	VC012015	Excess (\$)	0.00	
Assign From	JENNY	Assign Date	05/11/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	HONDA HRV	c.c	1497	
Engine No.	HIDDEN	Year of Reg.	2016	
Chassis No.	MRHRU1830FP000841	Colour	BLUE	
Odometer	37206	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	215/55 R17	DUNLOP	6 mm	
L/H Front Tyre	215/55 R17	DUNLOP	6 mm	
R/H Rear Tyre	215/55 R17	DUNLOP	6 mm	
L/H Rear Tyre	215/55 R17	DUNLOP	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.				
DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	02/11/2018	Inspection Date	05/11/2018	
Survey held at	PROGRESSIVE AUTOMOTIVE PTE LTD BLK 3022A UBI ROAD 1 #01-45/46, SINGAPORE 048716			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>7 Working Days</b>		



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## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLB 2455E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b><u>REPLACEMENT OF PARTS</u></b>				
1	REAR BUMPER	DISTORTED	508.50	508.50
1	REAR SIDE BUMPER -LH	NOT NECESSARY	195.00	-
2	REAR BUMPER SIDE HOLDER -LH ,RH @\$17.50	DAMAGED	35.00	35.00
10	REAR BUMPER CLIPS @\$3.90	NECESSARY	39.00	39.00
1	REAR BUMPER PARKING SENSOR	NOT NECESSARY	766.40	-
1	REAR PANEL	DENTED	538.00	538.00
1	REAR PANEL GARNISH	NOT NECESSARY	83.00	-
1	REAR FLOOR PANEL	TO REPAIR SEE LABOUR	662.20	-
1	REAR FLOOR PANEL FOAM	NOT NECESSARY	126.40	-
1	REAR FLOOR PANEL COVER	NOT NECESSARY	190.50	-
1	REAR BOOT	DENTED	1,100.90	1,100.90
1	REAR BOOT LOCK	NOT NECESSARY	151.90	-
1	REAR BOOT 'HRV' LOGO	NECESSARY	43.10	43.10
1	REAR BOOT 'I-VTEC' LOGO	NECESSARY	20.10	20.10
1	REAR BOOT REFLECTOR -LH	NOT NECESSARY	264.60	-
1	REAR BOOT INNER TRIM	NOT NECESSARY	153.40	-
1	REAR BOOT CENTRE GARNISH WITH LOGO	NOT NECESSARY	189.80	-
4	PARKING SENSOR CAP @\$41.50	NOT NECESSARY	166.00	-
1	SET REAR BOOT GLASS MOULDING (ADDITIONAL)	NECESSARY	98.00	98.00
	LESS 20% DISCOUNT		-1,066.36	-476.52
			4,265.44	1,906.08
<b><u>SPECIAL NETT ITEMS</u></b>				
1	REAR NUMBER PLATE (SN)	NOT NECESSARY	35.00	-
1	SPONGE TAPE (SN)(ADDITIONAL)	NECESSARY	20.00	20.00
2	SEALANT @\$20.00 (SN) (ADDITIONAL)	NECESSARY	40.00	40.00
			95.00	60.00
<b><u>LABOUR</u></b>				
	TO REMOVE, REALIGN ,REPAIR ,CUT/WELD ,KNOCK OUT DENTD & REPLACE ACCIDENT PARTS.INCLUSIVE OF THE REPAIR OF REAR FLOOR PANEL .		1,400.00	900.00

Report Ref No. CC4/QBE18020129/Aeb3q2



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TEL: 6256 3561 FAX: 6256 4315

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Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TO RESPRAY PAINT ON AFFECTED PORTIONS.		1,000.00	600.00
	TO TUFF-KOTE .		120.00	50.00
	TO TRANSFER REAR BOOT FITTINGS.		100.00	80.00
	TO REMOVE ,REPLACE REAR BUMPER SENSOR.		120.00	60.00
	TO REMOVE,REFIX REAR WINDSCREEN TO FACILITATE REPLACEMENT OF REAR BOOT .		200.00	120.00
	TO REMOVE AND REFIT REAR END PANEL TO FACILITATE REPAIR .		50.00	40.00
			2,990.00	1,850.00
<b>GRAND TOTAL</b>			<b>7,350.44</b>	<b>3,816.08</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>3,816.08</b>

Report Ref No. CC4/QBE18020129/Aeb3q2

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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