

Signature:

Tanfirh

Date:

9/11/18

Date / Time:

8/11/18

Registered in Mexico:

Pre-assign / CCU / FTE



Insured Vehicle No.

SKA 7992E

Name of Insured

Chonh CHA Hou

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A:

2/11/2018

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.

Policy No.

Make / Model

Place of Accident:

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

Insured Liability: % Final ? Yes / No

SKW 1746A



INSRS:

WSP:

Tel:

Liability:

RMKS:

Mova



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

8/11/18

SKW 1746A X: SKA 7992E X

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Tylist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

FIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time: 29/5/19

Confirm with Susan

Email

Call

Final Liability:

%

W

(Agreed / Assessed) BOLA S/N No.: 27

If NO or B 28, Ass. Lia:

Repair Cost: (w/o tax)

S\$ 6380.50

Loss of Rental (LOR):

S\$

-

(

days)

Loss of Use (LOU):

S\$ 560.00

(S 80 x 7 days)

Loss of Income (LOI):

S\$

-

(S

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

(Tick only one)

GIA/LTA Search

S\$ 200

Medical:

S\$

-

Disbursement:

S\$

-

(e.g. Tow/ Independent)

Legal Cost

S\$

-

Total:

S\$ 7142.50

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$ 7142.50

Name 1:

Mova Automotive Pte Ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Net/Total/Reject/Private Settle

2) Report Format: TP

3) Survey fee: \$400

3/6/19

ah 3/6/19



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: TBA
Our ref: CC4/EQ118020220/T1pa3

Date: 19/11/2018

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

PRELIMINARY ADVICE OF VEHICLE NO.

SKW 1246A

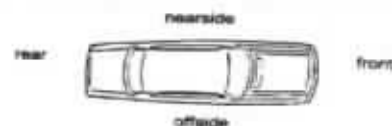
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 09/11/2018 at the premises of M/s Mova Automotive Pte Ltd have the following to report:-

Workshop Estimate Amount	: S\$	8,695.27
Revised Estimate Amount	: S\$	6,791.18
"Check" Items Amount	: S\$	1,084.10
Total (Including Check Items)	: S\$	7,875.28
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 5.0 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

Estimate

05/11/2018

EQ INSURANCE CO LTD
5 MAXWELL ROAD
#17-00 TOWER BLOCK MND COMPLEX
SINGAPORE 069110

 Attention :- **XA039**

Page # :- 1
 Veh # :- SKW1246A
 Veh Model :- VW TOURAN 1.6
 Estimate# :- CK418232
 Claim # :-
 ACC. Date :- 02/11/18
 Terms :- C.O.D Days
 Remarks :-

Main Office:
 Mova Building
 No. 22, Jalan Kilang,
 Singapore 159419
 Tel: (65) 6476 3333
 Fax: (65) 6271 5891
 www.mova.com.sg
Workshop Dept:
 Block 1008,
 Bukit Merah Lane 3,
 #01-04/06/08/94
 Singapore 159722
 Tel: (65) 6272 3892
 Fax: (65) 6270 8314
 Co. Reg. 198904033G
 GST Reg. M2-0088864-2

No.	Description	Qty	U.Price	Amounts S\$
LIST ITEMS :				
1.	REAR BOOT	1 PC	2,455.15	2,455.15
2.	REAR BOOT LOGO	1 PC	184.20	184.20
3.	REAR BOOT EMBLEM "TOURAN"	1 PC	146.15	146.15
4.	REAR BOOT EMBLEM "TDI"	1 PC	98.35	98.35
5.	REAR BOOT EMBLEM "BLUEMOTION"	1 PC	101.15	101.15
6.	REAR BOOT LOCK	1 PC	283.35	283.35
7.	REAR BOOT LOCK INNER TRIM	1 PC	183.60	183.60
8.	REAR BOOT WINDSCREEN MOULDING	1 PC	289.60	289.60
9.	REAR BUMPER	1 PC	1,423.25	1,423.25
10.	REAR BUMPER LOWER	1 PC	668.75	668.75
11.	REAR BUMPER REFLECTOR LH	1 PC	86.10	86.10
12.	REAR BUMPER SPONGE	1 PC	84.35	84.35
13.	REAR BUMPER REINFORCEMENT	1 PC	668.65	668.65
14.	REAR BUMPER SIDE BRACKET L & R	2 PCS	41.05	82.10
15.	REAR BUMPER RIVET	10 PCS	4.00	40.00
LIST TOTAL S\$				6,794.75
10% DISCOUNT S\$				-679.48
				6,115.27
SPECIAL NET ITEMS :				
1.	REAR BOOT WINDSCREEN SEALANT	1 PC	80.00	80.00
2.	REVERSE SENSOR	1 PC	250.00	250.00
3.	REAR NUMBER PLATE	1 PC	80.00	80.00
SPECIAL NET TOTAL S\$				410.00
LABOUR :				
TO CUT WELD REAR PANEL, REAR FLOOR PANEL, TO REPAIR REAR FLOOR PANEL, REAR FENDER LH, REAR CHASSIS MEMBER, TO REMOVE AND REFIX DAMAGED PARTS, STRAIGHTEN AND RE-ALIGN AFFECTED AREAS				600 840.00
TO SPRAY AFFECTED AREAS				600 780.00
TO REMOVE AND REFIX REAR WINDSCREEN GLASS				120 180.00
TO REMOVE AND REFIX REAR BOOT MECHANISM, CHECK & TEST REAR WIPER MOTOR, AND CENTRE LOCKING SYSTEM				50 80.00
TO REMOVE AND REFIX THIRD ROLL CUSHION, SIDE COVER, SIDE GARNISH AND OTHER ATTACHMENT PARTS				50 180.00
TO INSTALL REVERSE SENSOR & CHECK WATER SEEPAGE				30 60.00
TO RUST PROOF AFFECTED AREAS				30 50.00

Estimate

05/11/2018

EQ INSURANCE CO LTD
5 MAXWELL ROAD
#17-00 TOWER BLOCK MND COMPLEX
SINGAPORE 069110

Attention :- **XA039**

Page # :- 1 133143

Veh # :- SKW1246A

Veh Model :- VW TOURAN 1.6

Estimate# :- CK418232

Claim # :-

ACC. Date :- 02/11/18

Terms :- C.O.D Days

Remarks :-

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

Workshop Dept:
 Block 1008,
 Bukit Merah Lane 3,
 #01-04/06/08/94
 Singapore 159722
 Tel: **(65) 6272 3892**
 Fax: (65) 6270 8314
 Co. Reg. 198904033G
 GST Reg. M2-0088864-2

No.	Description	Qty	U.Price	Amounts S\$
	LABOUR TOTAL S\$			2,170.00

E. & O.E

NON-TAX AMOUNT S

AMOUNT S\$ 8,695.27

GST @ 7 % 608.67

AMOUNT DUE S\$ 9,303.94

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

Tanpin 97895749
WP 1/11/18 @ 3pm
Resing after repair
05 days
840@/hkauto.com

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

Workshop Dept:
Block 1008,
Bukit Merah Lane 3,
#01-04/06/08/94
Singapore 159722

Tel: (65) 6272 3892
Fax: (65) 6270 8314

Co. Reg. 198904033G
GST Reg. M2-0088864-2

Estimate

05/11/2018

EQ INSURANCE CO LTD
5 MAXWELL ROAD
#17-00 TOWER BLOCK MND COMPLEX
SINGAPORE 069110

Attention :- XA03B

Page # :- 1

Veh # :- SKW1246A

Veh Model :- VW TOURAN 1.6

Estimate# :- CK418232

Claim # :-

ACC. Date :- 02/11/18

Terms :- C.O.D Days

Remarks :-

No.	Description	Qty	U.Price	Amounts S\$
-----	-------------	-----	---------	-------------

LIST ITEMS :

1.	REAR BOOT	1	PC	2,455.15	2,455.15
2.	REAR BOOT LOGO	1	PC	184.20	184.20
3.	REAR BOOT EMBLEM "TOURAN"	1	PC	146.15	146.15
4.	REAR BOOT EMBLEM "TDI"	1	PC	98.35	98.35
5.	REAR BOOT EMBLEM "BLUEMOTION"	1	PC	101.15	101.15
6.	REAR BOOT LOCK	1	PC	283.35	283.35
7.	REAR BOOT LOCK INNER TRIM	1	PC	183.60	183.60
8.	REAR BOOT WINDSCREEN MOULDING	1	PC	289.60	289.60
9.	REAR BUMPER	1	PC	1,423.25	1,423.25
10.	REAR BUMPER LOWER	1	PC	668.75	668.75
11.	REAR BUMPER REFLECTOR LH	1	PC	85.10	85.10
12.	REAR BUMPER SPONGE	1	PC	84.35	84.35
13.	REAR BUMPER REINFORCEMENT	1	PC	668.65	668.65
14.	REAR BUMPER SIDE BRACKET L & R	2	PCS	41.05	82.10
15.	REAR BUMPER RIVET	10	PCS	4.00	40.00

LIST TOTAL S\$

10% DISCOUNT S\$

SPECIAL NET ITEMS :

1.	REAR BOOT WINDSCREEN SEALANT	1	PC	80.00	80.00
2.	REVERSE SENSOR	1	PC	250.00	250.00
3.	REAR NUMBER PLATE	1	PC	80.00	80.00

SPECIAL NET TOTAL S\$

LABOUR :

TO CUT WELD REAR PANEL, REAR FLOOR PANEL TO
REPAIR REAR FLOOR PANEL, REAR FENDER LH, REAR
CHASSIS MEMBER. TO REMOVE AND REFIX DAMAGED
PARTS, STRAIGHTEN AND RE-ALIGN AFFECTED AREAS

TO SPRAY AFFECTED AREAS

TO REMOVE AND REFIX REAR WINDSCREEN GLASS

TO REMOVE AND REFIX REAR BOOT MECHANISM,
CHECK & TEST REAR WIPER MOTOR, AND CENTRE
LOCKING SYSTEM

TO REMOVE AND REFIX THIRD ROLL CUSHION, SIDE
COVER, SIDE GARNISH AND OTHER ATTACHMENT
PARTS

TO INSTALL REVERSE SENSOR & CHECK WATER
SEEPAGE

TO RUST PROOF AFFECTED AREAS

6624.30
662.43
5961.87
280.00 - SN
1480.00 - LB
\$7721.87
LS\$6150/-
(5 days)

600 840.00

600 780.00

120 180.00

50 80.00

50 180.00

30 60.00

30 50.00

Estimate

05/11/2018

EQ INSURANCE CO LTD
5 MAXWELL ROAD
#17-00 TOWER BLOCK MND COMPLEX
SINGAPORE 069110

Attention: XA039

Page # :- 1 133143
Veh # :- SKW1246A
Veh Model :- VW TOURAN 1.6
Estimate# :- CK418232
Claim # :-
ACC. Date :- 02/11/18
Terms :- C.O.D Days
Remarks :-

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

Workshop Dept:
Block 1008,
Bldg Merah Lane 3,
#01-04/06/08/94
Singapore 159722
Tel: (65) 6272 3892
Fax: (65) 6270 8314
Co. Reg. 198904033G
GST Reg. M2-0088864-2

No.	Description	Qty	U.Price	Amounts S\$
	LABOUR TOTAL S\$			14.80 / 2,170.00

E. & O.E

NON-TAX AMOUNT S
AMOUNT S\$ 8,695.27
GST @ 7 % 608.67
AMOUNT DUE S\$ 9,303.94

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

Tanpin 9/11/18 3pm
wp' 1/11/18 3pm
Resurvey after repair
05 days
sue@lkkauto.com

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey & advise after survey painting
- To display damaged parts during resurvey
- Parts priced are subject to confirmation
- Estimate survey is on a "Without Prejudice" basis
- Final quotation is allowed
- Survey (if any) must be resurveyed and approved by Insurance Company

Acknowledged by Repairer
Signature:
Date:

Hsiao Tong (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 14 March 2019 9:24 AM
To: Hsiao Tong (LKKAUTO)
Subject: FW: SKW1246A Ready For Finalise
Attachments: IMG_0465.jpg; IMG_0466.jpg; IMG_0467.jpg; IMG_0468.jpg; IMG_0469.jpg; IMG_0470.jpg; IMG_0471.jpg; IMG_0472.jpg; IMG_0473.jpg; IMG_0474.jpg; IMG_0475.jpg; IMG_0476.jpg; IMG_0477.jpg; IMG_0478.jpg; IMG_0479.jpg; IMG_0480.jpg; IMG_1979.JPG; IMG_1980.JPG; IMG_1981.JPG; IMG_1982.JPG; IMG_1983.JPG; IMG_1984.JPG; IMG_1985.JPG; IMG_3932.JPG; IMG_3933.JPG; IMG_3934.JPG; 13032019185137-0001.pdf

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: Keong <keong@nova.com.sg>
Sent: Wednesday, 13 March 2019 7:09 PM
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: SKW1246A Ready For Finalise

Dear Taufikh

Attach finalise report and photo. Lump sum \$6150.00 and 5 days. Thank you.



IMG_0465



IMG_0466



IMG_0467



IMG_0468



IMG_0469



IMG_0470



IMG_0471



IMG_0472



IMG_0473



IMG_0474



IMG_0475

IMG_0476



IMG_0477

IMG_0478



IMG_0479

IMG_0480



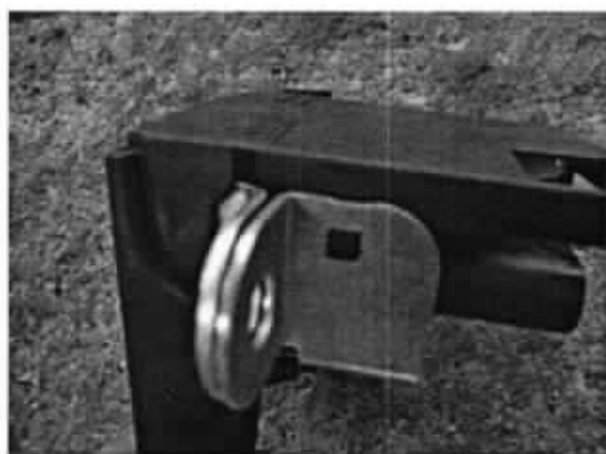
IMG_1979



IMG_1980



IMG_1981



IMG_1982



IMG_1983



IMG_1984



IMG_1985



IMG_3933

IMG_3932



IMG_3934

Best Regards,
Goh Chai Hock (Keong)
Claims Estimator
Mova Automotive Pte Ltd
HP : 96510098
Tel: 6272 3892 Fax: 6270 8314



This message is confidential and is for the use of the intended recipient only. If you have received this message in error, please do not copy, disclose or use its content. We would be grateful if you would notify us by email and delete the original transmission and any attachment from your system. Any attachment to this e-mail may contain software viruses that could damage your computer system. Although we will take reasonable precaution to minimize this risk, we do not accept any liability resulting from software viruses. Please carry out your own virus checks before opening any attachment.

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	4033G

Vehicle Details

Vehicle No.:	SKW1246A
Vehicle to be Exported:	Yes
Intended Deregistration Date:	05 Nov 2018
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	TOURAN 1.6 TDI AT 1T332Z
Primary Colour:	Gold
Manufacturing Year:	2014
Engine No.:	CAYZ35328
Chassis No.:	WVGZZZ1TZEW082318
Maximum Power Output:	77.0kW (103 bhp)
Open Market Value:	\$25,095.00
Original Registration Date:	13 Jun 2014
First Registration Date:	13 Jun 2014
Transfer Count:	1
Actual ARF Paid:	\$17,133.00

Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	12 Jun 2024
PARF Rebate Amount:	\$12,849.00

Intended COE Rebate Details

COE Expiry Date:	12 Jun 2024
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$65,689.00
COE Rebate Amount:	\$36,804.00
Total Rebate Amount:	\$49,653.00

The information contained herein is correct as at 05 Nov 2018

OK

Notify Insurance Company to Conduct Inspection

Date: 05/11/2018
From: Mova Automotive Pte Ltd
To: EQ Insurance Company Ltd

Dear Sir / Madam

MOTOR ACCIDENT ON 02/11/2018 ALONG Pottsdown Avenue
INVOLVING SKW1246A & SKA7992E

I am registered owner of motor-vehicle registration no SKW1246A which was involved in an accident with motor-vehicle registration no SKA7992E insured by you.

As the accident was cause solely by the negligence of your insured's driver, I am holding you full responsible for the damage to my vehicle.

Herewith, I enclose the estimate and GIA report from the repairer, M/s MOVA AUTOMOTIVE PTE LTD at Blk 1008 Bukit Merah Lane 3 #01-04/06/08 Singapore 159722 for your perusal and kindly arrange your surveyor to survey my vehicle at MOVA Automotive Pte Ltd. Any doubt or queries, please contact MOVA Automotive Pte Ltd at Tel: 6272 3892.

Kindly arrange to have my vehicle surveyed by your appointed motor assessor within 48 hours on receipt of my letter at the above mentioned workshop, failing which I will proceed to appoint my own independent motor assessor to inspect my vehicle and authorize the repair without further notice to you.

Please let me hear from you soon.

Date the 05 day of November 2018

Signed by:


Name: Nabilah

cc. MOVA Automotive Pte Ltd

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 12 November 2018 3:15 PM
To: 'AVRIL HO'
Cc: Admin A; assignments
Subject: Your Ref: SKW 1246A *Our Ref: CC4/EQ118020220/pa3 [ACCIDENT INVOLVING SKA 7992E(EQ) & SKW 1246A ON 02/11/2018]

Your Ref: **SKW 1246A**
Our Ref: CC4/EQ118020220/pa3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SKA 7992E(EQ) & SKW 1246A ON 02/11/2018

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Wednesday, 29 May 2019 13:26
To: Suann
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: RE: SKW1246A & SKA7992E on 2/11/18, TP EQ

Without Prejudice

Dear Sir/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 6,580.50
2. Loss of Use (7days x \$80)	\$ 560.00
3. LTA/GIA Search Fee	\$ 2.00
TOTAL	\$ 7,142.50

Please confirm acceptance.

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

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Suann <suann@moval.com.sg>
Sent: Monday, 6 May 2019 3:21 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: SKW1246A & SKA7992E on 2/11/18, TP EQ

Dear Hsiao Tong

Attached is our letter of demand.
Please look into it & let us have your offer.

Thank you.

Best Regards

Suanne Chiu



Claims Asst. Manager

MOVA Automotive Pte Ltd

Tel: +65 6272 3892

Fax: +65 6270 8314



Connect with us on  

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Jia Le (LKK Auto)

From: Suann <suann@mov.com.sg>
Sent: Wednesday, 29 May 2019 2:45 PM
To: Jia Le (LKK Auto)
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: RE: SKW1246A & SKA7992E on 2/11/18, TP EQ
Attachments: 29052019143753.pdf

Dear Jia Le

Attached is the Power Of Attorney for your action.

Thank you

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



Connect with us on  

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From: Suann [mailto:suann@mov.com.sg]
Sent: Wednesday, 29 May 2019 14:29
To: 'Jia Le (LKK Auto)'
Cc: 'Hsiao Tong (LKKAuto)'; 'Admin A'
Subject: RE: SKW1246A & SKA7992E on 2/11/18, TP EQ



Dear Jia Le

We accept your offer.

Thank you

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



Connect with us on  

Catherine Chong (LKK Auto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Thursday, 8 November, 2018 10:22 AM
To: 'assignments'
Cc: Admin A
Subject: RE: oUR REF: SKA7992E: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue
Attachments: EST.PDF; RPT.PDF; SAS2499379.pdf

Dear Catherine

Please arrange to attend to the said PRS.

Liability is cleared. Proceed to direct settle if possible.

Regards,

Janet Tan
Senior Executive | Claims

08-11-2018 @ 1025am.
Avril veh not in



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

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From: AVRIL HO [mailto:avril@nova.com.sg]
Sent: Thursday, November 8, 2018 10:18 AM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: keong@nova.com.sg
Subject: RE: oUR REF: SKA7992E: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Dear Janet,

I tried to arrange survey with LKK. However, LKK has yet received any assignment from EQ. Please kindly assist.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.
Nova Automotive Pte Ltd
Email: avril@nova.com.sg
Address: Blk 1008 Bt Merah Lane 3
#01-04/06/08
Singapore 150722



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From: AVRIL HO [<mailto:avril@movacom.sg>]
Sent: Monday, 5 November 2018 5:51 PM
To: 'Janet Tan'; 'Nabilah'
Cc: 'keong@movacom.sg'
Subject: RE: oUR REF: SKA7992E: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Dear Janet,

Received with thanks. Please kindly assign LKK Auto Consultants Pte Ltd.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@movacom.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]
Sent: Monday, 5 November 2018 5:35 PM
To: Nabilah
Cc: avril@movacom.sg; keong@movacom.sg
Subject: oUR REF: SKA7992E: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Without Prejudice
Save As To Costs

Dear Sir/Madam,

For pre repair survey request, please email to eqiprs@eqinsurance.com.sg

Liability is cleared. We can agree on direct settlement, if possible.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	10) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
11) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Regards,

Janet Tan
 Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



A Member of Citystate



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From: Nabilah [<mailto:nabilah@nova.com.sg>]

Sent: Monday, November 5, 2018 5:22 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Cc: avril@nova.com.sg; keong@nova.com.sg

Subject: RE: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Dear Janet,

Kindly assist to advise on the liability of accident.

Thank you.

Best Regards

Nabilah Senin

Claims Officer

NOVA Automotive Pte Ltd

Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Rose Koh [<mailto:rose.koh@eqinsurance.com.sg>]

Sent: Monday, November 5, 2018 4:53 PM

To: Nabilah

Cc: avril@nova.com.sg; keong@nova.com.sg; Adeline Chua

Subject: RE: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Dear Nabilah

Thank you for your email.

We had forward it to our claims executive - Ms Janet Tan

You may contact her at DID: 64969032 or at her email: janet.tan@eqinsurance.com.sg

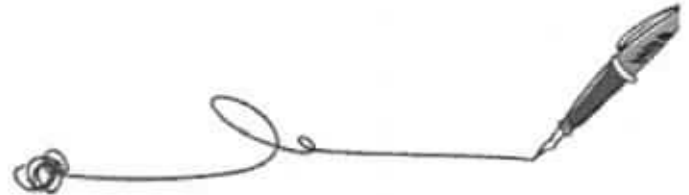
Regards,

Rose Koh
Customer Service



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
tel 65 6223 9433 | fax 65 6224 3903
www.eqinsurance.com.sg



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From: Nabilah [<mailto:nabilah@mova.com.sg>]
Sent: Monday, November 05, 2018 4:37 PM
To: Marketing
Cc: avril@mova.com.sg; keong@mova.com.sg
Subject: TP Claim - SKW1246A - DOA : 02/11/2018 - Portsdown Avenue

Dear Sir/Mdm,

Kindly assist to advise on the officer-in-charge and revert on the liability of accident.

We've faxed the survey request on 4:36PM today (05/11/2018).

Thank you.

Best Regards
Nabilah Senin
Claims Officer
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314



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Our Ref : SKW1246A / T401118
Your Ref : SKA7992E
Date : 3 May 2019

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

WITHOUT PREJUDICE

EQ INSURANCE CO LTD
5 Maxwell Road
#17-00 Tower Block MND Complex
Singapore 069110.

Workshop Dept:
Block 1008,
Bukit Merah Lane 3,
#01-04/06/08/04
Singapore 159722

Tel: (65) 6272 3892
Fax: (65) 6270 8314

Co. Reg. 198904033G
GST Reg. M2-0088854-2

ATTN : MOTOR CLAIMS DEPT

Dear Sir/Mdm

ACCIDENT INVOLVING: SKW1246A & SKA7992E

DATE OF ACCIDENT: 02 NOVEMBER 2018

ALONG: PORTSDOWN AVENUE

We refer to the above.

We are claiming as per below:

Cost of Repairs	\$ 6,580.50
Loss of Use (\$ 80.00 x 09 days)	\$ 720.00
Loss of Rental (\$ __ x __ days) + 7%	\$
Towing Fees	\$
Medical Fee	\$
LTA /GIA Search Fee	\$ 2.00
E-Day License	\$
Loss of Income (\$ __ x __ days)	\$
Grand Total	\$ 7,302.50

Documents enclosed:

Car date in: 07.03.2019 Car date out: 15.03.2019

Authorized Repair Days: 05 (TP/OD/WS/Recovery of Incidental Costs)

<input checked="" type="checkbox"/>	Invoice	<input type="checkbox"/>	Certificate of Insurance
<input type="checkbox"/>	Excess Invoice	<input checked="" type="checkbox"/>	LTA/GIA Search Bill
<input type="checkbox"/>	Power of Attorney	<input type="checkbox"/>	Taxi Bill
<input checked="" type="checkbox"/>	Police Investigation Report/GIA	<input type="checkbox"/>	Medical Bill (photocopy)
<input type="checkbox"/>	Copies of NRIC/License of Owner/Driver	<input type="checkbox"/>	Income Statement
<input type="checkbox"/>	Rental Bill/Rental Agreement	<input type="checkbox"/>	E-Day License receipt (photocopy)
<input type="checkbox"/>	Survey Report with Photographs	<input checked="" type="checkbox"/>	Towing Fee (photocopy)
<input type="checkbox"/>	Vehicle Registration Card/COE	<input type="checkbox"/>	Witness Statement
<input type="checkbox"/>	Letter from Supplier	<input type="checkbox"/>	Traffic Police Investigation Result

Please issue the payment of **S\$ 7,302.50** in favor of **MOVA AUTOMOTIVE PTE LTD.**

If you have any enquires, please call or email **Suann Chiu – suann@moval.com.sg**

Thank you.
Yours faithfully,
For Claims Manager
Claims Department

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

Workshop Dept:
Block 100B,
Bukit Merah Lane 3,
#01-04/06/08/14
Singapore 159722

NOTE: # Please note that the Loss of Use/Rental will be paid based on negotiation and on the NIMA Protocol (Court Guideline).
As of 01.06.08 all claims scenario will be based on the BOLA, Barometer Of Liability, set by GIA, General Insurance Association of Singapore.

Tel: **(65) 6272 3892**
Fax: (65) 6270 8314
Co. Reg. 198904033G
GST Reg. M2-0088864-2



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAVA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Our Ref: CC4/EQ118020220/pa3

14 NOV 2018

CHONG CHIA HOU
APT BLK 1 JALAN KUKOH
#13-187
SINGAPORE 161001

Dear Sir/Madam,

ACCIDENT INVOLVING SKA 7992E AND SKW 1246A ON 02/11/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SKW 1246A against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

c.c. *EQ INSURANCE COMPANY LIMITED*
(Motor Claims Dept)



*delete as appropriate.



Automotive Pte Ltd

Tax Invoice

30/05/2019

EQ INSURANCE CO LTD
5 MAXWELL ROAD
#17-00 TOWER BLOCK MND COMPLEX
SINGAPORE 069110

Attention :- XA039

Page # :- 1 133143

Veh # :- SKW1246A

Veh Model :- VW TOURAN 1.6

Tax # :- CK630382

JOB # :- T401118

ACC. Date :- 02/11/18

Terms :- C.O.D

Remarks :-

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

Workshop Dept:
Block 1008,
Bukit Merah Lane 3,
#01-04/06/08/94
Singapore 159722

Tel: (65) 6272 3892
Fax: (65) 6270 8314

Co. Reg. 198904033G
GST Reg. M2-0088864-2

No.	Description	Qty	U.Price	Amounts S\$
	Lump Sum Amount			6,150.00

E. & O.E

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

AMOUNT S\$ 6,150.00

GST @ 7 % 430.50

AMOUNT DUE S\$ 6,580.50

Third Party Insurer Enquiry

Our Ref No: GR-18-170672
Date of Request: 03/11/2018

Your Ref No: Online Purchase

Mova Automotive Pte Ltd
Blk 1008, #01-04/06/08/94
Bukit Merah Lane 3
Singapore 159722

Dear Sir/Madam,

Enquiry Date: 03/11/2018
Enquiry By: Ho Kerl Shin
TP Vehicle No: SKA7992E
Accident Date: 02/11/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKA7992E	EQ Insurance Company Ltd	09/07/2018-08/07/2019	6223 9433

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

TAX INVOICE

Our Ref No: GR-18-170672
Date of Request: 03/11/2018

Your Ref No: Online Purchase

Mova Automotive Pte Ltd
Blk 1008, #01-04/06/08/04
Bukit Merah Lane 3
Singapore 159722

Dear Sir/Madam,

Enquiry Date: 03/11/2018
Enquiry By: Ho Karl Shin
TP Vehicle No: SKA7992E
Accident Date: 02/11/2018

DESCRIPTION	AMOUNT (\$S)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To : M/s EQ INSURANCE COMPANY LTD

Date: 18/06/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	SKA 7992E (Insd Veh)	Your Ref. No. : DMPPHQ18-004675
	SKW 1246A (TP Veh)	Our Ref. No. : CC4/EQI18020220/T1pa3q2
Date of Accident	2/11/2018	

Liability	100%	
Final Repair Cost	: \$ 6,580.50	
Loss of Use	: \$ 560.00	7 days
Rental (If any)	: \$	days
Others:	: \$ 2.00	
	: \$	
	7,142.50	
Final Settlement Sum	: \$ 7,142.50	
Remarks	:	

Payment Instruction: Payee's Breakdown		
1)	MOVA AUTOMOTIVE PTE LTD	: \$ 7,142.50
		: \$

JOANNE LEE
LKK Auto Consultants Pte Ltd



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				
EQ INSURANCE COMPANY LTD			Ref : CC4/EQ18020220/T1pa3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 18-06-2019	
			Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKA 7992E	Veh. Inspected	SKW 1246A	
Policy No.	DMPPHQ18-004675	Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From	JANET	Assign Date	08/11/2018	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN TOURAN	c.c	1598	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	WVGZZZ1TZEW082318	Colour	SILVER	
Odometer	211229	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	225/45 R17	GITI	6 mm	
L/H Front Tyre	225/45 R17	GITI	6 mm	
R/H Rear Tyre	225/45 R17	GITI	6 mm	
L/H Rear Tyre	225/45 R17	GITI	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS				
5. General Information				
Accident Date	02/11/2018	Inspection Date	09/11/2018	
Survey held at	MOVA AUTOMOTIVE PTE LTD BLK 1008 BUKIT MERAH LANE 3 #01-04/06/08 SINGAPORE 159722			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		5 Working Days		



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKW 1246A

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	REAR BOOT	BENT	2,455.15	2,455.15
1	REAR BOOT LOGO	NECESSARY	184.20	184.20
1	REAR BOOT EMBLEM 'TOURAN'	NECESSARY	146.15	146.15
1	REAR BOOT EMBLEM 'TDI'	NECESSARY	98.35	98.35
1	REAR BOOT EMBLEM 'BLUEMOTION'	NECESSARY	101.15	101.15
1	REAR BOOT LOCK	BENT	283.35	283.35
1	REAR BOOT LOCK INNER TRIM	CUT	183.60	183.60
1	REAR BOOT WINDSCREEN MOULDING	NECESSARY	289.60	289.60
1	REAR BUMPER	DEFORMED	1,423.25	1,423.25
1	REAR BUMPER LOWER	DEFORMED	668.75	668.75
1	REAR BUMPER RELECTOR LH	NOT NECESSARY	86.10	-
1	REAR BUMPER SPONGE	NOT NECESSARY	84.35	-
1	REAR BUMPER REINFORCEMENT	DEFORMED	668.65	668.65
2	REAR BUMPER SIDE BRACKET L+R @\$41.05	NECESSARY	82.10	82.10
10	REAR BUMPER RIVET @\$4.00	NECESSARY	40.00	40.00
	LESS 10% DISCOUNT		-679.48	-662.43
			6,115.27	5,961.87
<u>SPECIAL NETT ITEMS</u>				
1	REAR BOOT WINDSCREEN SEALANT (SN)	NECESSARY	80.00	80.00
1	REVERSE SENSOR (SN)	NOT WORKING	250.00	200.00
1	REAR NUMBER PLATE (SN)	NOT NECESSARY	80.00	-
			410.00	280.00
<u>LABOUR</u>				
	TO CUT WELD REAR PANEL,REAR FLOOR PANEL TO REPAIR REAR FLOOR PANEL ,REAR FENDER LH ,REAR CHASSIS MEMBER .TO REMOVE AND REFIX DAMAGED PARTS .STRAIGHTEN AND RE-ALIGN AFFECTED AREAS.		840.00	600.00
	TO SPRAY AFFECTED AREAS.		780.00	600.00
	TO REMOVE AND REFIX REAR WINDSCREEN GLASS.		180.00	120.00
	TO REMOVE AND REFIX REAR BOOT MECHANISM ,CHECK & TEST REAR WIPER MOTOR ,AND CENTRE LOCKING SYSTEM.		80.00	50.00

Report Ref No. CC4/EQ118020220/T1pa3q2



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TO REMOVE AND REFIX THIRD ROLL CUSHION ,SIDE COVER,SIDE GARNISH AND OTHER ATTACHMENT PARTS.		180.00	50.00
	TO INSTALL REVERSE SENSOR & CHECK WATER SEEPAGE.		60.00	30.00
	TO RUST PROOF AFFECTED AREAS.		50.00	30.00
			2,170.00	1,480.00
GRAND TOTAL			8,695.27	7,721.87
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				6,150.00

Report Ref No. CC4/EQ18020220/T1pa3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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Joanne Lee (LKK Auto)

From: Joanne Lee (LKK Auto) <report@lkkauto.com>
Sent: Thursday, 20 June 2019 3:15 PM
To: 'janet.tan@eqinsurance.com.sg'
Cc: 'chewht@lkkauto.com'
Subject: TP Direct Settlement - Accident Involving SKA 7992E (OI) and SKW 1246A (TP) on 02/11/2018
Attachments: LKK REPORT & PHOTO.pdf; TP DS SUPPORTING DOCUMENT.pdf

Dear Sir/Madam,

Please be informed that the above-mentioned case had been settled.

Enclose herewith final report & relevant documents for your necessary action please.

Thank you.

Best Regards,

JOANNE | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

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