

INS. CASE OWNER:

CC 4, FWD 180 21071, H 823

LKK:  
IDAC:

Surveyor:

DOI:

ASSIGNMENT

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

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



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

# 15

If NO or B 28, Ass. Lia:

Repair Cost: w/hy

SS

690.15

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

3w-00

(3w x 1 days)

Loss of Income (LOI):

SS

(\$

x days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

SS

2-w

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

992.15

Global Sum SS:

990.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

990.00

Name 1:

Tower Transit Singapore Pte Ltd.

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

(08/11/11)

Surveyor: P. P. P.

REF:

## ASSIGNMENT

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. \_\_\_\_\_

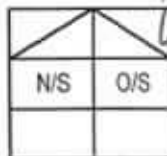
Claims No. \_\_\_\_\_

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

(Client's Record)

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

(Policy Condition)

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

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

IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: 01 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: SBS3334T Yr Regn: 2013 / MAXType: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: VOLVO B9TL 9.4L A40 c.c. 9368Colour: GREEN A/C: Insured / Std / NI / NASp. Reading: 33577 T/Radio: Insured / Std / NI / NA

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

C/No: 4V 3S4P9290A158915Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 275/70R22-5

R: \_\_\_\_\_

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 8 mm R/Bal. 2/8 mmL/Bal. 8 mm L/Bal. 8/8 mmD.O.A. 19/11/18 D.O.I. 21/11/18Survey held at POWER TRANS IT

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

O/S FR

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

Date / Time Action / Instruction

PIP #645 (Reel # 2675-90 / 8171)

Date/Time, File Pass to?

☐ : Preli. Report

Days Of Repair: \_\_\_\_\_

1) \_\_\_\_\_  
Date/Time, File Return to?☐ : Final Report

Resurvey No. of Trip: \_\_\_\_\_

2) \_\_\_\_\_

Add Fee: ☐ : Site Insp (\$ \_\_\_\_\_)☐ : Interview (\$ \_\_\_\_\_)☐ : Tech. Invs (\$ \_\_\_\_\_)☐ : Weekend (\$ \_\_\_\_\_)

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

Photos

Others

TOTAL

Report Format : \_\_\_\_\_

Lump Sum / I.B.I. (\$) \_\_\_\_\_

H143 TONG

# ESTIMATED ACCIDENT REPAIR COST



ACCIDENT TIME REPORTED	18:50HRS
ACCIDENT DATE	19-Nov-18
BUS CAPTAIN NAME	AARON ANG
THIRD PARTY CLAIM AGAINST	FWD Singapore Pte. Ltd.

BUS REGISTRATION NUMBER	SB53334T
BUS TYPE (SD/DD)	DD
BUS ROUTE NUMBER	
BUS ADVERTS (Y/N)	N

## SECTION 1: PARTS & CONSUMABLE ITEMS (MATERIAL COST)

NO.	Part or Item Description	Quantity	Total Cost
1	O/S/F CORNER BUMPER repair X	1	X \$160.00
2	O/S/F BEZEL LIGHT X3	1	X \$190.90
3	O/S/F DEFLECTOR repair X	1	X \$390.00
		7% GST	\$51.86
		PARTS TOTAL COST	\$792.76

## SECTION 2: ASSESSMENT / REPAIR / SPRAY PAINT (LABOUR COST)

LABOUR ITEM (PLEASE SPECIFY IF ITS ASSESSMENT, REPAIR OR SPRAY PAINT)	TOTAL COST
TO DISMANTLE & REPLACE DAMAGED PARTS 325	<del>\$1,300.00</del>
SPRAY PAINTING 320	<del>\$1,280.00</del>
	7% GST
	\$180.60
	LABOUR TOTAL COST
	\$2,760.60

SPRAY PAINTING \$640 PER PANEL  
LABOUR CHARGES \$650 PER DAY

645

3320.90

# ESTIMATED ACCIDENT REPAIR COST



## SECTION 3: REPAIRS TO BUS ADVERTISEMENT VINYL/PANELS (ADVERTISEMENT COST)

TOTAL ADVERTISEMENT REPAIR COST	-
---------------------------------	---

## SECTION 4: RECOVERY OF ACCIDENT BUS (TOWING COST)

TOTAL TOWING COST	-
-------------------	---

## SECTION 5: NUMBER OF DAYS UNDER ACCIDENT REPAIR (LOSS OF USE COST)

BUS TYPE (SD / DD)	DD	Number of Days Bus in Workshop	3
LOSS OF USE COST			\$1,200.00

SUMMARY	
SECTION NO.	COST
1	\$792.76
2	\$2,760.60
3	-
4	-
5	\$1,200.00
<b>GRAND TOTAL</b>	<b>\$4,753.36</b>

*Passer*  
*#p 90010068*  
*1 days*  
*21/11/18 @ 16/15*  
*Recovery after repair*

**LKK Auto Consultants** hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

**Catherine Chong (LKK Auto)**

---

**From:** lionel.tan@fwd.com  
**Sent:** Tuesday, 20 November, 2018 5:34 PM  
**To:** assignments@lkkauto.com; sur@lkkauto.com  
**Cc:** AsherSng@lkkauto.com  
**Subject:** FW: Pre-Repair Inspection - Accident Involving SBS3334T & SGL8178Y D.O.A: 19/11/2018 Our Ref: PNPV2018-00012581/JL  
**Attachments:** GIA Report SBS3334T.PDF; GIA TP Search Fee SBS3334T.PDF

Hi

Please attend to PRS+DS.

Regards,  
Lionel

*Sharifah veh not in  
20.11.2018 @ 948am*

---

**From:** Sharifah Nusaybah Binte Syed Jamil Binshahab [<mailto:sharifah@towertransit.sg>]  
**Sent:** Tuesday, 20 November, 2018 4:34 PM  
**To:** Motor Claims SG - SG Common  
**Cc:** Subramanian Kasi; Wu Tzu Ying; Alvin Tan; Mohamed Hairi Bin Mohd Zais  
**Subject:** Pre-Repair Inspection - Accident Involving SBS3334T & SGL8178Y D.O.A: 19/11/2018 Our Ref: PNPV2018-00012581/JL

WITHOUT PREJUDICE

Dear Sir / Mdm,

**PRE-REPAIR INSPECTION**

**ACCIDENT INVOLVING SBS3334T & SGL8178Y ON 19<sup>TH</sup> NOVEMBER 2018 ALONG SCOTTS ROAD AT ABOUT 1850HRS**

We are instructed by Tower Transit Singapore Pte Ltd to notify you of a road accident on **19<sup>th</sup> November 2018** at about **1850hrs** along **Scotts Road** involving our bus, **SBS3334T** & your insured vehicle **SGL8178Y**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair inspection of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

Please contact us to arrange for an appointment to conduct the PRI.

**Tower Transit Singapore Pte Ltd**  
**21 Bulim Drive**  
**Bulim Bus Depot**  
**Singapore 648170**

**Contact Person:** Sharifah @ +65 9848 2243

Thank you.

**Sharifah Nusaybah (Ms)**

Claims Executive

E: [sharifah@towertransit.sg](mailto:sharifah@towertransit.sg) | T: +65 6817 1747 | M: +65 9848 2243



**Tower Transit Singapore Pte Ltd** | [www.towertransit.sg](http://www.towertransit.sg)

Registered in Singapore, Registration Number 201419417K

**Post & Registered Office** 21 Bulim Drive, Bulim Bus Depot, Singapore 648170

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Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Friday, 24 May 2019 12:31 PM  
**To:** Sharifah Nusaybah Binte Syed Jamil Binshahab  
**Subject:** RE: Pre-Repair Inspection - Accident Involving SBS3334T & SGL8178Y D.O.A: 19/11/2018 Our Ref: PNPV2018-00012581/JL  
**Attachments:** OI SKETCH PLAN.pdf

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Our insured driver reported that not aware of the accident. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Sharifah Nusaybah Binte Syed Jamil Binshahab [<mailto:sharifah@towertransit.sg>]  
**Sent:** Tuesday, 20 November, 2018 4:34 PM  
**To:** Motor Claims SG - SG Common  
**Cc:** Subramanian Kasi; Wu Tzu Ying; Alvin Tan; Mohamed Hairi Bin Mohd Zais  
**Subject:** Pre-Repair Inspection - Accident Involving SBS3334T & SGL8178Y D.O.A: 19/11/2018 Our Ref: PNPV2018-00012581/JL

WITHOUT PREJUDICE

Dear Sir / Mdm,

**PRE-REPAIR INSPECTION**

## Hsiao Tong (LKKAUTO)

---

**From:** Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>  
**Sent:** Monday, 4 November 2019 12:33 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Wu Tzu Ying; Subramanian Kasi  
**Subject:** RE: Your Ref: SBS3334T \*Our Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]  
**Attachments:** SBS3334T.mp4; sbs3334.mp4

Dear Hsiao Tong

As requested, please find attached.

Thank You

Best Regards

**Lynn Ahmad (Ms)**

Senior Executive, Claims

Office +65 6248 0987

Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

[www.towertransit.sg](http://www.towertransit.sg)

---

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Saturday, 2 November, 2019 8:16 AM  
**To:** Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>  
**Subject:** Your Ref: SBS3334T \*Our Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

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Your Ref: **SBS3334T**  
Our Ref: CC4/FWD18021071/R1pa3

Without Prejudice

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018**

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.



As per FWD instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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## Hsiao Tong (LKKAUTO)

---

**From:** josey.loh@fwd.com  
**Sent:** Friday, 8 November 2019 4:07 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: Your Ref: 1201800015362 \*Our Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) & SBS 3334T ON 19/11/2018]

Hi Hsiao Tong,

Please proceed with DS.

Thank you.

Regards,  
Josey

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Friday, 8 November 2019 12:23 PM  
**To:** Josey Loh Kah Wai - SGUser  
**Cc:** Admin A  
**Subject:** Your Ref: 1201800015362 \*Our Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) & SBS 3334T ON 19/11/2018]

Your Ref: **1201800015362** **Without Prejudice**  
Our Ref: CC4/FWD18021071/R1pa3

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SGL 8178Y(FWD) & SBS 3334T ON 19/11/2018**

We refer to the above matter.

Attached here is a copy of video footage submitted by third party for your easy reference.

Kindly advise if we may proceed direct settlement with third party.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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## Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks	By	
1	21 Nov 2018 16:08	Cim Veh Model Changed	(202953) VOLVO B9TL 9.4 D (A).	[A] HOW MEI KWAN	
2	21 Nov 2018 16:08	Cim Created	Reg No: SBS3334T, Acct Date: 2018/11/19, Claim Type: TP, Insurer: FWD Singapore Pte. Ltd. (HQ), TP Insurer: MS First Capital Insurance Ltd (HQ), Workshop: Tower Transit Singapore Pte Ltd (HQ)	[A] HOW MEI KWAN	
3	21 Nov 2018 16:08	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ); RR Region: FWD - Ext Auto Adj Assignment: Suggested Adj. : Infiniti Appraisal Service.	[A] HOW MEI KWAN	
4	21 Nov 2018 16:08	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/11/30	[A] HOW MEI KWAN	
5	21 Nov 2018 16:08	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN	
6	21 Nov 2018 16:08	Label Added	(20005):Direct Settlement .	[A] HOW MEI KWAN	
7	21 Nov 2018 16:08	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN	
8	22 Nov 2018 12:23	Cim Registration Modified	Pol No:->PNPV2018-00012581.	[I] Lionel Tan	
9	23 Nov 2018 13:31	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN	
10	08 Nov 2019 12:26	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2018/11/30	[A] CHEW HSIAO TONG	
11	21 Nov 2019 17:03	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN	
12	21 Nov 2019 17:03	Cim Dtl Modified	JPJ Reg. Date: -> 2013/03/01.	[A] JOANNE LEE KHANG MIN	
13	21 Nov 2019 17:03	Cim Details Notified		[A] JOANNE LEE KHANG MIN	
14	28 Nov 2019 10:48	Adj Mandate Request	Cur.Req:1217.15:LIABILITY: 100%(BOLA 15) QUANTUM: (a) CORw/GST: \$690.15 + (b) LOU: \$525.00(1.5days x \$350) + (c) DISBURSEMENT: \$2.00 Total: a+b+c = \$1,217.15 *VEH MODEL: Volvo B9TL (9368cc). FOR YOUR APPROVAL/INSTRUCTION.	[A] CHEW HSIAO TONG	

Date From



Date To



Audit Type None

Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2339642	08 Nov 2019 12:26:19	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SBS3334T	SGL8178Y	11.77

## Print Received Message

This mail is associated with :

**\*SBS3334T (1201800015362)**  
**[SGL8178Y]**

TP

TOWER TRANSIT SINGAPORE PTE LTD

Nov 19 2018 6:00PM

[Anne Lim Siew Lan]

Tower Transit Singapore Pte Ltd

**From** FWD Singapore Pte. Ltd. (HQ) (FWD\_SG), sent on 06/12/2019 17:30 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1042.15) - SBS3334T - Claim Handler: Josey Loh

Approved:1042.15:Hi Please offer LOU at 1 day

## Hsiao Tong (LKKAuto)

---

**From:** Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>  
**Sent:** Monday, 23 December 2019 5:51 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Wu Tzu Ying; Subramanian Kasi; Rasul (LKKAuto); Admin A  
**Subject:** RE: LOD SETTLEMENT : TTS Ref: SBS3334T \*LKK Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

Dear Hsiao Tong

We accept your offer of \$990.00(all-in).

Please forward us your DV at soonest.

Thank You

Best Regards

**Lynn Ahmad (Ms)**

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

[www.towertransit.sg](http://www.towertransit.sg)



---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Monday, 23 December, 2019 9:04 AM  
**To:** Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>  
**Cc:** Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: LOD SETTLEMENT : TTS Ref: SBS3334T \*LKK Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

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Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

Thank you for your patience.

We propose settlement at a global sum of \$990.00(all-in).

Please confirm acceptance.

"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 Wishes for Merry Christmas, and Happy New Year 2020"*

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Sent:** Thursday, 28 November 2019 9:46 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Subramanian Kasi <[Subramanian.kasi@towertransit.sg](mailto:Subramanian.kasi@towertransit.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** LOD SETTLEMENT : TTS Ref: SBS3334T \*LKK Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

Dear Hsiao Tong

We refer to the above matter, please find attached for self-explanatory.

Thank You

Best Regards

**Lynn Ahmad (Ms)**

Senior Executive, Claims

Office +65 6248 0987

Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

[www.towertransit.sg](http://www.towertransit.sg)

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 27 November, 2019 10:40 AM  
**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>  
**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Subramanian Kasi <[Subramanian.kasi@towertransit.sg](mailto:Subramanian.kasi@towertransit.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: TTS Ref: SBS3334T \*LKK Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

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Without Prejudice

Hi Lynn,

Kindly forward LOD & Docs to us (LKK).

Thanks.

"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 (Ms) | Case Handler**

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>  
**Sent:** Monday, 25 November 2019 10:24 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Subramanian Kasi <[Subramanian.kasi@towertransit.sg](mailto:Subramanian.kasi@towertransit.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** TTS Ref: SBS3334T \*LKK Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

Dear Hsiao Tong



LOD to submit to your side of FWD direct ?

Please advise FWD officer in-charge name and email add.

Thank You

Best Regards

**Lynn Ahmad (Ms)**

Senior Executive, Claims

Office +65 6248 0987

Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

[www.towertransit.sg](http://www.towertransit.sg)

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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Saturday, 2 November, 2019 8:16 AM

**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Subject:** Your Ref: SBS3334T \*Our Ref: CC4/FWD18021071/R1pa3 [ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018]

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Your Ref: **SBS3334T**

Without Prejudice

Our Ref: CC4/FWD18021071/R1pa3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SGL 8178Y(FWD) AND SBS 3334T ON 19/11/2018**

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per FWD instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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# ESTIMATED ACCIDENT REPAIR COST



ACCIDENT TIME REPORTED	18:50HRS
ACCIDENT DATE	19-Nov-18
BUS CAPTAIN NAME	AARON ANG
THIRD PARTY CLAIM AGAINST	FWD Singapore Pte. Ltd.

BUS REGISTRATION NUMBER	S853334T
BUS TYPE (SD/DD)	DD
BUS ROUTE NUMBER	
BUS ADVERTS (Y/N)	N

## SECTION 1: SURVEYOR'S FINALISED COST OF REPAIR

NO.	Part or Item Description	Quantity	Total Cost
	FINALISED COR		\$645.00
		7% GST	\$45.15
		PARTS TOTAL COST	\$690.15

## SECTION 2: NUMBER OF DAYS BUS IN WORKSHOP FOR SURVEY & REPAIRS

BUS TYPE (SD / DD)	DD	Number of Days Bus in Workshop	2
LOSS OF USE COST			\$800.00

SUMMARY	
SECTION NO.	COST
1	\$690.15
2	\$800.00
GRAND TOTAL	\$1,490.15

	P		SN		L	
\$	395.00	\$	145.00	\$	80.00	
\$	148.00			\$	30.00	
\$	24.00			\$	400.00	
\$	830.00			\$	400.00	
\$	70.00					
\$	45.00					
\$	1,512.00					
	x80%					
\$	1,209.60	\$	145.00	\$	910.00	\$ 2,264.60
						x80%
						\$ 1,811.68
				<u>L/sum</u>	<u>\$</u>	<u>1,800.00</u>

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

Direct Settlement

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Nov 2018 <a href="#">Edit Reg</a>		20 Nov 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$645.00</b> <a href="#">Edit Estimates</a>	<b>\$645.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	Anne Lim Siew Lan, ID: S1610233D								
Main Claimant:	TOWER TRANSIT SINGAPORE PTE LTD, Co. Reg. No.: 201419417K								
Vehicle Reg. No.:	SBS3334T	Date of Loss:	19/11/2018 18:00 - :59 [68 Months and 18 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 1201800015362	Policy/Cover Note No.:	PNPV2018-00012581						
Vehicle Reg. No. (Insured):	SGL8178Y	Policy No. (Claimant):	D-18092210MFBP						
		Excess:							
Repairer:	Tower Transit Singapore Pte Ltd (HQ) 21 Bulim Drive, Bulim Bus Depot, 648170 Jurong West - Tel: 81688950								
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Josey Loh]								
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 30/11/2018]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>FWD_SG (06/12/2019): Alert - Adj Mandate Approved (\$1042.15) - SBS3334T - Claim Handler: Josey Loh</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SB53334T (1201800015362)  
[SGL8178Y]  
TP  
TOWER TRANSIT SINGAPORE PTE LTD  
Nov 19 2018 6:00PM  
[Anne Lim Siew Lan]  
Tower Transit Singapore Pte Ltd

[Upload Documents](#) | [Upload Photos](#) | [Compose New Letter](#)

**View** View in Browser

Letters/Correspondences				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown		Edit	

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	08/11/19 12:26	Adjuster Immediate Advice		Load HTM	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	10/12/18 11:55	Odometer Reading		Load JPG	<input checked="" type="checkbox"/>
2	10/12/18 11:55	Chassis Number		Load JPG	<input checked="" type="checkbox"/>
3	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
4	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
5	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
6	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
7	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
8	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
9	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
10	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
11	10/12/18 11:55	General View		Load JPG	<input checked="" type="checkbox"/>
12	28/11/19 10:44	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
13	28/11/19 10:44	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
14	28/11/19 10:44	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
15	28/11/19 10:44	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	21/11/18 16:16	ACKNOWLEDGEMENT EMAIL TO FWD DD 21.11.2018		Load PDF	
2	21/11/18 16:16	TP GIA REPORT		Load PDF	
3	21/11/18 16:16	TP Search		Load PDF	
4	08/11/19 12:24	TP-ESTIMATE_MARKED		Load PDF	
5	09/01/20 10:05	WORKSHOP INVOICE		Load PDF	
6	09/01/20 10:05	Release Voucher		Load PDF	
7	09/01/20 10:05	GIA SEARCH		Load PDF	
8	09/01/20 10:05	LOD		Load PDF	
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)		Thumbnail	Print
1	22/11/18 12:24	INSURED GIA		Load PDF	
2	27/11/19 16:24	LOD		Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

## Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: ☐ Handling InsurerNote: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SGL8178Y (Insd veh)	Model:	VOLVO B9TL 9.4 D (A)
	SBS3334T (TP veh)		
Date of Accident:	19/11/2018		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	3,553.36
Final Repair Cost	:	\$	990.00
Loss of Use	:	\$	1.00 days at \$300.00 per day
Rental (if any)	:	\$	days
LTA / GIA Search Fee	:	\$	
Others:	:	\$	
	:	\$	
Final Settlement Sum (Global Sum)	:	\$	990.00
Is Third Party Workshop GIA Registered? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (Kindly indicate below)			
A) For <u>Non GIA Registered Workshop</u> : Agreed Liability _____ 100 _____ (%)			
B) For <u>GIA Registered Workshop</u> : BOLA Applicable: Yes/ No BOLA Scenario No: _____			
BOLA Liability: _____ (%) Assessed Liability (*): _____ (%)			
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks _____			

Payment Instruction: Payee's Breakdown			
1)	Tower Transit Singapore Pte Ltd	:	\$ 990.00
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

09 Jan  
2020

LKK Auto Consultants Pte Ltd

Date

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



## LKK Auto Consultants Pte Ltd (Co. Reg No: 199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/FWD18021071/R1PA3Q2

Date: 09/01/2020

## REFERENCE

Handling Insurer: FWD Singapore Pte. Ltd. Policy No: PNPV2018-00012581

Claimant: SBS3334T Insured Vehicle No: SGL8178Y

Vehicle No: SBS3334T Nature of Claim: TP Claim No: 1201800015362

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SBS3334T Engine No: D9189026  
 Make & Model: VOLVO B9TL, 9.4 D (A) Chassis No: YV3S4P929DA158915  
 Reg. Date: 01/03/2013 (Man. Year: 2012) Odometer: 335777 km  
 Colour: Green  
 Engine Capacity: 9368 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

## CONDITION OF TYRES

Front Tyre Size: 275/70 R22.5 Rear Tyre Size: 275/70 R22.5 (D)  
 Front Left Side: Dunlop 8 mm Rear Left Side: Dunlop 8/8 mm  
 Front Right Side: Dunlop 8 mm Rear Right Side: Dunlop 8/8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	740.90	0.00	740.90	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,580.00	645.00	1,935.00	75.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>3,320.90</b>	<b>645.00</b>	<b>2,675.90</b>	<b>80.58</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>232.46</b>	<b>45.15</b>	<b>187.31</b>	<b>80.58</b>
<b>Nett Amount (S\$)</b>	<b>3,553.36</b>	<b>690.15</b>	<b>2,863.21</b>	<b>80.58</b>
<b>+ Loss of Use (1.0 x S\$300.00/day) (S\$)</b>		<b>300.00</b>		
<b>+ Doc/Search Fee (S\$)</b>		<b>2.00</b>		
<b>Nett Liability (S\$)</b>		<b>992.15</b>		
<b>Global Sum Settlement (S\$)</b>		<b>990.00</b>		

## INSPECTION

Date of Assignment: 20/11/2018

Date Inspected: 21/11/2018 Inspected At:

Tower Transit Singapore Pte Ltd (HQ)  
21 Bulim Drive, Bulim Bus Depot  
Singapore 648170

Estimated Period of Repair: 1.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Reference

<b>Part Source:</b>	(Last Synchronised: 22 Nov 2019)	
<b>Parts:</b>	N/A	VOLVO B9TL 9.4 D (A) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SBS3334T)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*O/S/F CORNER BUMPER	Repair	160.00 F	*- F
2	1		*O/S/F BEZEL LIGHT	Serviceable	190.90 F	*- F
3	1		*O/S/F DEFLECTOR	Repair	390.00 F	*- F
F=Franchise part.						
<b>Total Parts (S\$)</b>					<b>740.90</b>	<b>0.00</b>

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO DISMANTLE & REPLACE DAMAGED PARTS	New	1,300.00	325.00
2	SPRAY PAINTING	New	1,280.00	320.00
Gross Labour Cost (\$\$)			<b>2,580.00</b>	<b>645.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >