

INSURANCE

INS. CASE OWNER:

CS3  
CC 11180 1190 8, G p 23-2

LKK:  
IDAC:

ASSIGNMENT

Surveyor:

x612

DOI:

4/15/18

Date / Time:

4/15/18

Registered in Merimen:

Bluford

Pre-assign / CCU / FTE



Insured Vehicle No. : SM 6787m

Name of Insured : UTP

Insured Tel No. : HP:

Excess Sec II :SS D.O.A. : 4/16/18

Is driver the owner? ( YES / NO ) Nature of Accident :

If NO, Driver Name / Age : VON 28yr 450ms

Driver Tel No. : (V/L YES / NO )

Claim No. : M71506010

Policy No. : M1000015

Make / Model : HONDA

Place of Accident : UTE - 2nd flr WRPRT

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

Insured Liability: \* Final ? Yes / No



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Rhino  
Repairs



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time

\* Reopen Late / FILE REVIEW 15/11/18

14/12/18 - 3 veh cc O/D 2nd car.

26/1/19 - hv cut

8/2/19 - File -> Shutter for close

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	
LTA / GIA	
Medical Bill	
PIR	
Make/Reject Instruction	
LOD	
Payment Breakdown Form	
Post-Repair Photos	
Others	

<b>PRELIMINARY ADVICE</b>		Date/Time:	Sent By:
<b>FINALIZATION</b>		Date/Time:	Confirm with:
Repair Cost:	SS	days) Reduction:	%
<b>FINAL SETTLEMENT</b>		Date/Time:	Confirm with:
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	28 (2cc 012nd)
Repair Cost:	SS 1819.00		
Loss of Rental (LOR):	SS	(S 1W x 3 days)	
Loss of Use (LOU):	SS 30.00	(S 1W x 3 days)	
Loss of Income (LOI):	SS	(S x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	SS		
Medical:	SS		
Disbursement:	SS	(e.g. Tow/ Independent)	
Legal Cost:	SS		
Total:	SS 2119.00	Global Sum SS:	
<b>FINAL PAYMENT</b>		Date/Time:	Confirm with:
Payee 1:	SS 2119.00	Name 1:	Rhino Repairs Pte Ltd
Payee 2: (Strike if N.A.)	SS	Name 2:	
Payee 3: (Strike if N.A.)	SS	Name 3:	

COPY SENT  
4/2/19

1) Claim status: Normal/Reject/Private Settle  
2) Report Format: Cap  
3) Survey fee: #



CS3/ III 18011908 Gsd3-1

✓

Mr. Andrew Lim

III

06/08/2018

GU 1733T

SHB 7542B

Zhino Repairs

6254 8858

160 Sin Ming Drive #03-14

04/06/18

01/07/2018 @ after 10am

CA / REV / REP / REV 2THS (wp)

5:00pm 29/6/18

Dawn

Vehicle IN (OUT)

13/7/18 (X) Estimate

GU 1733T - MA (18011908)

SHB 7542B - 6254 8858

13/7/18 Confirmed L/S @ 1.700/- @ 3days with Guo Qiang.  
( \$14,209.00 Red - 89% )

RECEIVED 2018



14/7/2018

Model : : NISSAN CABSTAR  
 Vehicle No : GU1733T  
 Workshop : Rhino Repair Pte Ltd

List of Damaged Parts

S/No	Qty	Description	Repairer's Amount (\$\$)	Adjuster's Amount (\$\$)
1	1	Rear tailgate / <i>hnc</i>	1,700.00	
2	1	Rear floor panel <i>X</i>	5,000.00	
3	1	Rear end panel <i>X</i> <i>NN</i>	885.00	
4	1	Rear rh side gate <i>X</i>	3,000.00	
			10,585.00	0.00
			3,175.50	0.00
			7,409.50	0.00

*Disc 30%*

*1190*

Nett Item

S/No	Qty	Description	Repairer's Amount (\$\$)	Adjuster's Amount (\$\$)
5	1	Rear Tailgate "nissan" big red sticker <i>X</i>	100.00	
6	3	Rear tailgate hinge @60. each <i>X</i> <i>NN</i>	180.00	
7	1	Rear "nissan cab star" emblem sticker <i>X</i>	30.00	
8	2	Rear tail lamp (lh & rh) @250 <i>UH</i> <i>CPA</i> <i>MX</i> <i>NN</i>	500.00	148.7
9	2	Rear tail lamp holder (lh & rh) @ 5100 <i>X</i> <i>NN</i>	200.00	65.3
10	1	Rear no plate holder <i>/ BT</i>	180.00	
11	1	Rear no. plate lamp assy <i>X</i>	55.00	
12	3	Rear rh side gate hinge @60. each <i>X</i> <i>NN</i>	180.00	
13	1	Rear rh side gate lock <i>X</i>	200.00	
14	1	Rear rh lower tool box <i>X</i>	170.00	
15	1	Rear tow hock <i>X</i>	260.00	
			2,055.00	0.00
			205.50	0.00
			1,849.50	0.00

*Disc 10%*

*24*

*192.6*

Special Item

S/No	Qty	Description	Repairer's Amount (\$\$)	Adjuster's Amount (\$\$)
16	1	Rear reinforcement bar X	900.00	X
17	2	Rear reinforcement bar holder X	400.00	X
18	1	60 km/h sticker / MC	30.00	15
19	2	13 pax sticker X NH	30.00	X
20	2	Rear no plate / BT	40.00	15
			1,400.00	0.00
			1,400.00	0.00

10,659.00	0.00
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30

Vehicle No  
Workshop

GU1733T  
Rhino Repair Pte Ltd

Labour Details for front

S/No	Description	Repairer's Amount (\$\$)	Adjuster's Amount (\$\$)
1	Check wiring system	250.00	30
2	Anti rust	500.00	X NN
3	Labour charge	2,500.00	300
4	Spray painting	2,000.00	400
Total Lab		5,250.00	0.00

ANNEX C

Repair Cost

S/No	Description	Repairer's Amount (\$\$)	Adjuster's Amount (\$\$)
1	Total Part Cost	10,659.00	0.00
2	Total Repair and Labour Cost	5,250.00	0.00
Total Rep		15,909.00	0.00

Repair Cost	\$15,909.00
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LEK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after repair painting
- To supply damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Repairer's work is subject to final approval from Insurance Company

Acknowledged by Repairer:  
Signature:  
Date:

The repairs would require a period of 08 working days.

242.6  
20%: 1700  
3 Days

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Jul 2018 17:36	<b>Clim Veh Model Changed</b>	(201942) NISSAN CABSTAR 3.2 D (M).	[A] CATHERINE CHONG KAI LING
2	05 Jul 2018 17:36	<b>Clim Created</b>	Reg No: GU1733T. Acct Date: 2018/06/04. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Rhino Repairs Pte Ltd (HQ)	[A] CATHERINE CHONG KAI LING
3	05 Jul 2018 17:36	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] CATHERINE CHONG KAI LING
4	05 Jul 2018 17:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/07/16	[A] CATHERINE CHONG KAI LING
5	05 Jul 2018 17:36	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] CATHERINE CHONG KAI LING
6	05 Jul 2018 17:36	<b>Label Added</b>	(517):PRI.	[A] CATHERINE CHONG KAI LING
7	05 Jul 2018 17:36	<b>Adj Adjuster Assigned</b>	[None] -> XING GUO QIANG	[A] CATHERINE CHONG KAI LING
8	06 Jul 2018 08:47	<b>TP Ins Updated</b>	TPRegNo:SHB7542B -> SH6383M.	[I] Gabriel Wee
9	13 Jul 2018 08:53	<b>Adj Rpt Initiated</b>		[A] Elaine Kuan Hwa Meen
10	13 Jul 2018 08:53	<b>Clim Dtl Modified</b>	Insured Name: -> -.	[A] Elaine Kuan Hwa Meen
11	13 Jul 2018 08:53	<b>Clim Dtl Modified</b>	Claimant's Name: -> -. Claimant's ID: -> -.	[A] Elaine Kuan Hwa Meen
12	13 Jul 2018 08:53	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2001/02/06.	[A] Elaine Kuan Hwa Meen
13	13 Jul 2018 08:53	<b>Clim Details Notified</b>		[A] Elaine Kuan Hwa Meen
14	17 Jul 2018 11:00	<b>Adjuster Tax Invoice Issued</b>	Submitted Tax Invoice: -> AC1807255.	[A] CATHERINE CHONG KAI LING
15	17 Jul 2018 11:00	<b>Adj Rpt Submitted</b>	Amt:0.00. Late Remarks:	[A] CATHERINE CHONG KAI LING
16	17 Jul 2018 11:00	<b>Adj Invoice Submitted</b>		[A] CATHERINE CHONG KAI LING
17	04 Dec 2018 12:06	<b>Ins Send Back Adj Rpt</b>	TP agreed to do direct settlement. LKK wants to re-open the case as per its email dated 4.12.18	[I] Sundari Nagarajan
18	04 Dec 2018 12:06	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/12/06	[I] Merimen Administrator
19	04 Dec 2018 12:06	<b>Adj Mandate Set</b>	Maintained.	[I] Merimen Administrator
20	06 Dec 2018 11:19	<b>Label Removed</b>	(517):PRI.	[A] Lau Shu Pei
21	06 Dec 2018 11:19	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lau Shu Pei
22	06 Dec 2018 11:22	<b>Clim Dtl Modified</b>	Insured Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
23	06 Dec 2018 11:22	<b>Clim Dtl Modified</b>	Claimant's Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
24	14 Dec 2018 07:36	<b>Adj Mandate Request</b>	Cur.Reg:0.00:PODS Liability: 100% BOLA 28 Remarks: 3 vehicles chain collision. Insured driver was 2nd car.	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None

Go

### ACTIVITY

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Jul 2018 17:36	Clim Veh Model Changed	(201942) NISSAN CABSTAR 3.2 D (M).	[A] CATHERINE CHONG KAI LING
2	05 Jul 2018 17:36	Clim Created	Reg No: GU1733T, Acct Date: 2018/06/04, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: Rhino Repairs Pte Ltd (HQ)	[A] CATHERINE CHONG KAI LING
3	05 Jul 2018 17:36	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] CATHERINE CHONG KAI LING
4	05 Jul 2018 17:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/07/16	[A] CATHERINE CHONG KAI LING
5	05 Jul 2018 17:36	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] CATHERINE CHONG KAI LING
6	05 Jul 2018 17:36	Label Added	(517):PRI.	[A] CATHERINE CHONG KAI LING
7	05 Jul 2018 17:36	Adj Adjuster Assigned	[None] -> XING GUO QIANG	[A] CATHERINE CHONG KAI LING
8	06 Jul 2018 08:47	TP Ins Updated	TPRegNo:SHB7542B -> SH6383M.	[I] Gabriel Wee
9	13 Jul 2018 08:53	Adj Rpt Initiated		[A] Elaine Kuan Hwa Meen
10	13 Jul 2018 08:53	Clim Dtl Modified	Insured Name: -> -.	[A] Elaine Kuan Hwa Meen
11	13 Jul 2018 08:53	Clim Dtl Modified	Claimant's Name: -> -, Claimant's ID: -> -.	[A] Elaine Kuan Hwa Meen
12	13 Jul 2018 08:53	Clim Dtl Modified	JPJ Reg. Date: -> 2001/02/06.	[A] Elaine Kuan Hwa Meen
13	13 Jul 2018 08:53	Clim Details Notified		[A] Elaine Kuan Hwa Meen
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22	06 Dec 2018 11:22	Clim Dtl Modified	Insured Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
23	06 Dec 2018 11:22	Clim Dtl Modified	Claimant's Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
24	14 Dec 2018 07:36	Adj Mandate Request	CurReq:0.00:PODS Liability: 100% BOLA 28 Remarks: 3 vehicles chain collision. Insured driver was 2nd car.	[A] CHEW HSIAO TONG
25	14 Dec 2018 09:55	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/12/06. Mandate Remarks: BOLA28/OID NAF.	[I] Zuhalidah Bte Samsuri
26	14 Dec 2018 09:55	Adj Mandate Set	Approved:0.00:BOLA28/OID NAF.	[I] Zuhalidah Bte Samsuri

Date From

Date To

Audit Type



## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 15 December 2018 8:14 AM  
**To:** Natalia Lim  
**Cc:** Admin-D (LKKAuto); Olivia Lau (LKKAuto); Joel Nah Shern Ern; CS A Team; Admin A; Mekavathanan Sarangapani; Sundari Nagarajan - III  
**Subject:** RE: MCT18060110

Hi Natalia,

Kindly assist to upload a copy of LOD from workshop in Merimen for our necessary action.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | 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:** Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>

**Sent:** Thursday, 6 December 2018 4:47 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Sundari Nagarajan - III <[sundari@iii.com.sg](mailto:sundari@iii.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Natalia Lim <[NataliaLim@iii.com.sg](mailto:NataliaLim@iii.com.sg)>

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Joel Nah Shern Ern <[JoelNah@iii.com.sg](mailto:JoelNah@iii.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: MCT18060110

Natalia - can assist

Best Regards,

Mekavathanan

HOD

**Motor Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street, #04/#05 IOB Building, Singapore 049711

DID: 6347 6105 Fax: 6224 4174



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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Thursday, December 06, 2018 11:35 AM  
**To:** Sundari Nagarajan - III <[sundari@iii.com.sg](mailto:sundari@iii.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>  
**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Joel Nah Shern Ern <[JoelNah@iii.com.sg](mailto:JoelNah@iii.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: MCT18060110

Hi Sundari,

Kindly assist to upload a copy of LOD from workshop in Merimen for our necessary action.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | 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)

---

**From:** Sundari Nagarajan - III <[sundari@iii.com.sg](mailto:sundari@iii.com.sg)>  
**Sent:** Tuesday, 4 December 2018 12:08 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Joel Nah Shern Ern <[JoelNah@iii.com.sg](mailto:JoelNah@iii.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: MCT18060110

Dear Sir

We have reopened the case in merimen. You may proceed to do the direct settlement.

Regards,

**Sundari Nagarajan**

---

**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Tuesday, 4 December, 2018 11:17 AM  
**To:** Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; natalie@iii.com.sg; Joel Nah Shern Ern <[JoelNah@iii.com.sg](mailto:JoelNah@iii.com.sg)>; Sundari Nagarajan - III <[sundari@iii.com.sg](mailto:sundari@iii.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: MCT18060110

Dear Meka,

We have spoken to repairer, they are willing to do D/S for this case.

Please assist to reopen the case in merimen.

Dear Hsiao Tong,

As spoken, Please assist.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Mekavathanan Sarangapani

**Sent:** Tuesday, 4 December 2018 9:36:10 AM (UTC+08:00) Kuala Lumpur, Singapore

**To:** Olivia Lau (LKKAuto)

**Cc:** Natalia Lim; Joel Nah Shern Ern; Sundari Nagarajan - III

**Subject:** MCT18060110

LOD from workshop for this case . Chain accident .

Recd LOD from Workshop . D/S for this yet ?

Fwd LOD to LKK please. Natalia , Joel  
Meka

Claim Audit	History Checking	Activity Log	Documents	TP
Edit/Assign Claim	Assign Solicitor	File Review	Adj Market Value	Tr
Send Back Adj Rpt	Wait for Documents	Revert for Inhouse Survey	Send RI/Rpt-for-Repairer	Ch
Make Offer >>				

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted	Ins A
Main	06 Jul 2018		29 Jun 2018 00:00	17 Jul 2018 11:00 S\$0.00 (S\$181.90)	

Main	Offer Processing	Claim Details	Adjuster's Details
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## CLAIM SUBFOLDER DETAILS

[Created by adju]

Insured:	-	Co. Reg. No.:	-
Main Claimant:	-		
Vehicle Reg. No.:	GU1733T	Date of Loss:	04/06/2018 00:00 [207 Months and 2
Claim Type:	TP / MCT18060110	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SH6383M	Policy No. (Claimant):	
		Excess:	
Repairer:	Rhino Repairs Pte Ltd (HQ) <b>PROFILE</b> 160 SIN MING DRIVE #03-14, SIN MING AUTOCITY, 575722 Sin		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sundari Nagarajan - 634		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final R		

## CLAIM REGISTERED

Clm. No (Clm Reg Date)	MCT18060110 (20/07/2018)	Intimation (Notify Date)	Fr
Registration Type	[Manually registered]	Claim Status	O
Incurred	TP		



## 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 (\$)
	ANTI RUST.	NOT NECESSARY	500.00	-
	LABOUR CHARGE.		2,500.00	300.00
	SPRAY PAINTING.		2,000.00	400.00
			5,250.00	730.00
GRAND TOTAL			15,909.00	2,142.60
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				1,700.00

Report Ref No. CS3/III18011908/Gsd3e2-1

Best Regards,

Mekavathanan

HOD  
Motor Claims Department  
India International Insurance Pte Ltd  
64 Cecil Street, #04/#05 IOB Building, Singapore 049711  
DID: 6347 6105 Fax: 6224 4174



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

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Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.  
Registration No. 198703792-K

## Hsiao Tong (LKKAUTO)

---

**From:** rhinorepairsg@gmail.com  
**Sent:** Thursday, 3 January 2019 12:29 PM  
**To:** 'Motor Claim - III'; SUR; Hsiao Tong (LKKAUTO)  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]  
**Attachments:** GIA REPORT.PDF; Invoice\_INV1810023- RHINO RENTAL PTE LTD-GU1733T - REPAIRS.pdf; RR-LOD - GU1733T.pdf; CI - GU1733T.pdf  
**Importance:** High

Hi All,

Please find attachment documents for your attention.

Thank you.

Best Regards,  
*Dawn Sim*



### Rhino Repairs Pte Ltd

160 Sin Ming Drive #03-14, Sin Ming Autocity Singapore 575722  
Tel: 8666 4445 Fax: 6250 9702 Email: rhinorepairsg@gmail.com  
Company Reg. No. 201600994N

---

**From:** rhinorepairsg@gmail.com <rhinorepairsg@gmail.com>  
**Sent:** Friday, 30 November 2018 12:37 PM  
**To:** 'Motor Claim - III' <motorclaim@iii.com.sg>; 'Ruby Ong' <ruby@htapartners.com.sg>  
**Cc:** sur@lkkauto.com  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Hi Gabriel,

Sure, will mail it out this evening.

Thank you.

Best Regards,  
*Dawn Sim*



### Rhino Repairs Pte Ltd

160 Sin Ming Drive #03-14, Sin Ming Autocity Singapore 575722  
Tel: 8666 4445 Fax: 6250 9702 Email: rhinorepairsg@gmail.com  
Company Reg. No. 201600994N

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Thursday, 29 November 2018 2:21 PM  
**To:** [rhinorepairssg@gmail.com](mailto:rhinorepairssg@gmail.com); 'Ruby Ong' <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Dear Sirs,

We would prefer the repair cost invoices to be sent to us by mail.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

---

**From:** [rhinorepairssg@gmail.com](mailto:rhinorepairssg@gmail.com) [<mailto:rhinorepairssg@gmail.com>]  
**Sent:** 29 November, 2018 12:09 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; 'Ruby Ong' <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Hi Gabriel,

The repair cost invoices for this claims

Best Regards,

*Dawn Sim*



**Rhino Repairs Pte Ltd**

160 Sin Ming Drive #03-14, Sin Ming Autocity Singapore 575722

Tel: 8666 4445 Fax: 6250 9702 Email: [rhinorepairssg@gmail.com](mailto:rhinorepairssg@gmail.com)

Company Reg. No. 201600994N

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Thursday, 29 November 2018 9:35 AM  
**To:** [rhinorepairssg@gmail.com](mailto:rhinorepairssg@gmail.com); 'Ruby Ong' <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Dear Sirs,

We would like to know what kind of documents are you referring to?

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248



---

**From:** rhinorepairsg@gmail.com [mailto:rhinorepairsg@gmail.com]  
**Sent:** 28 November, 2018 5:30 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>; 'Ruby Ong' <ruby@htapartners.com.sg>  
**Cc:** sur@lkkauto.com; Sherini Pillai <sherini@iii.com.sg>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Hi Andrew,

Will like to if I can email you a copy of the documents related to this case via email or post?

Please advise.

Thank you.

Best Regards,  
*Dawn Sim*



## **Rhino Repairs Pte Ltd**

160 Sin Ming Drive #03-14, Sin Ming Autocity Singapore 575722  
Tel: 8666 4445 Fax: 6250 9702 Email: rhinorepairsg@gmail.com  
Company Reg. No. 201600994N

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Friday, 29 June 2018 4:00 PM  
**To:** Ruby Ong <ruby@htapartners.com.sg>  
**Cc:** rhinorepairsg@gmail.com; 'sur@lkkauto.com' <sur@lkkauto.com>; Sherini Pillai <sherini@iii.com.sg>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Dear Sir / Mdm

**This Pre-Repair Survey is on Without Prejudice Basis.**

THIRD PARTY VEHICLE NO.	:	GU1733T
III INSURED VEHICLE NO.	:	SHB7542B
DATE OF LOSS	:	04.06.2018

We acknowledge receipt of your email.

**In compliance to Pre-Action Protocol for NIMA cases, we note that**

We disagree to the list of motor surveyors that you have proposed.

Therefore, we have appointed our surveyor **LKK AUTO CONSULTANTS** to conduct the pre-repair survey.

This claim is handled by **PRIYA**.

Please let us have your client's accident report and repair estimate for our appointed surveyor to conclude his report.

**\*\*We would like to conduct a re-survey after spray painting. Please contact our surveyor to arrange.**

**\*\*Surveyor kindly upload this assignment to Merimen.**

Thank You.

*Best Regards,*

**ANDREW LIM**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 227

**S&P 'A-' (stable) rated Company**

---

**From:** Ruby Ong [mailto:[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)]

**Sent:** Friday, 29 June, 2018 9:56 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** [rhinorepairsg@gmail.com](mailto:rhinorepairsg@gmail.com)

**Subject:** REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

**Importance:** High

Your ref: SH 6383M

**WITHOUT PREJUDICE**

Our ref: TCL.MH.ro.50234.18.rr

29 June 2018

**India International Insurance Pte Ltd**

**By Email Only**

Motor Claims Department

64 Cecil Street

#04-02 IOB Building

Singapore 069428

**VERY URGENT**

Dear Sirs

**CLAIMANT: RHINO RENTAL PTE LTD**

**ACCIDENT INVOLVING GU 1733T, SH 6383M & SHB 7542B ALONG CTE ON 4 JUNE 2018 @ ABOUT 0930HRS**

We are instructed by Rhino Rental Pte Ltd to notify you of a road traffic accident on 4 June 2018 at about 0930hrs along CTE involving our client's vehicle registration number GU 1733T and vehicle registration number SH 6383M driven by you/your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, our client propose to appoint **Victor Png of Appraisal VP Pte Ltd** as the single joint expert to carry out the pre-repair survey for GU 1733T.

Kindly make the necessary arrangements with the contact person. The details are as follows :

Venue : **Rhino Repairs Pte Ltd**  
160 Sin Ming Drive  
#03-14 Sin Ming Autocity  
Singapore 575722

Contact Person : **Ms Dawn Sim (Tel: 6254 8858)**

In the event that the pre-repair survey was not conducted during the prescribed time or already conducted at your end previously, we reserve our client's right to claim for compensation for loss of use for your current request for re-survey.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

**Tel : 6533 0212 ext 278**

**Fax : 6338 3536 / 6533 0313**

[www.htapartners.com.sg](http://www.htapartners.com.sg)

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

## Certificate of Insurance

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) ACT (CHAPTER 189)  
MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) RULES, 1960  
ROAD TRANSPORT ACT, 1987 (MALAYSIA)  
MOTOR VEHICLES (THIRD PARTY RISKS) RULES, 1959 (MALAYSIA)

Certificate Number : 5098479312

Cover : Third Party, Fire & Theft

1. Index mark and Registration Number of Vehicle

: GU1733T

Chassis Number

: JN1SF4F23Z0843020

2. Name of Policyholder

: RHINO RENTAL PTE. LTD.

3. Effective Date of Insurance

: 01 Mar 2018

4. Expiry Date of Insurance

: 28 Feb 2019

5. Persons or Classes of Persons entitled to drive:

(a) The Policyholder.

(b) Any other person who is driving on the Policyholder's order or with his/her permission.

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to Use#

(a) Use for social domestic and pleasure purposes and in connection with the Policyholder's or Hirer's business.

(b) Use for the carriage of passengers or goods in connection with the Policyholder's or Hirer's business.

This Policy does not cover

(a) Use for racing, pace-making, reliability trial or speed-testing.

(b) Use whilst drawing a trailer except the towing of any one disabled mechanically propelled vehicle.

# Limitations rendered inoperative by Section 8 of the Motor Vehicle (Third Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings

EXCESS (SECTION 1)

: N/A

EXCESS (SECTION 2)

: S\$1,500

INSURE WITH COE

: YES

HIRE PURCHASE COMPANY

: TECK WEI CREDIT PTE LTD

SUM INSURED

: MARKET VALUE OF INSURED VEHICLE AT TIME OF LOSS

[We hereby Certify that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia)]

Agency

: SININS AGENCY PTE. LTD. (00000615123)

Date of Issue

: 28 Feb 2018 09:23 hrs

For NTUC INCOME INSURANCE CO-OPERATIVE LIMITED

Countersigned By:

Authorised Officer

Chief Executive

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Jul 2018 17:36	<b>Cim Veh Model Changed</b>	(201942) NISSAN CABSTAR 3.2 D (M).	[A] CATHERINE CHONG KAI LING
2	05 Jul 2018 17:36	<b>Cim Created</b>	Reg No: GU1733T, Acct Date: 2018/06/04, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: Rhino Repairs Pte Ltd (HQ)	[A] CATHERINE CHONG KAI LING
3	05 Jul 2018 17:36	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] CATHERINE CHONG KAI LING
4	05 Jul 2018 17:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/07/16	[A] CATHERINE CHONG KAI LING
5	05 Jul 2018 17:36	<b>Adj Mandate Set</b>	Approved:0.00,Reinsp:Adj decides.	[A] CATHERINE CHONG KAI LING
6	05 Jul 2018 17:36	<b>Label Added</b>	(517):PRI.	[A] CATHERINE CHONG KAI LING
7	05 Jul 2018 17:36	<b>Adj Adjuster Assigned</b>	[None] -> XING GUO QIANG	[A] CATHERINE CHONG KAI LING
8	06 Jul 2018 08:47	<b>TP Ins Updated</b>	TPRegNo:SHB7542B -> SH6383M.	[I] Gabriel Wee
9	13 Jul 2018 08:53	<b>Adj Rpt Initiated</b>		[A] Elaine Kuan Hwa Meen
10	13 Jul 2018 08:53	<b>Cim Dtl Modified</b>	Insured Name: -> -.	[A] Elaine Kuan Hwa Meen
11	13 Jul 2018 08:53	<b>Cim Dtl Modified</b>	Claimant's Name: -> -. Claimant's ID: -> -.	[A] Elaine Kuan Hwa Meen
12	13 Jul 2018 08:53	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2001/02/06.	[A] Elaine Kuan Hwa Meen
13	13 Jul 2018 08:53	<b>Cim Details Notified</b>		[A] Elaine Kuan Hwa Meen
14	17 Jul 2018 11:00	<b>Adjuster Tax Invoice Issued</b>	Submitted Tax Invoice: -> AC1807255.	[A] CATHERINE CHONG KAI LING
15	17 Jul 2018 11:00	<b>Adj Rpt Submitted</b>	Amt:0.00, Late Remarks:	[A] CATHERINE CHONG KAI LING
16	17 Jul 2018 11:00	<b>Adj Invoice Submitted</b>		[A] CATHERINE CHONG KAI LING
17	04 Dec 2018 12:06	<b>Ins Send Back Adj Rpt</b>	TP agreed to do direct settlement. LKK wants to re-open the case as per its email d	[I] Sundari Nagarajan
18	04 Dec 2018 12:06	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/12/06	[I] Merimen Administrator
19	04 Dec 2018 12:06	<b>Adj Mandate Set</b>	Maintained.	[I] Merimen Administrator
20	06 Dec 2018 11:19	<b>Label Removed</b>	(517):PRI.	[A] Lau Shu Pei
21	06 Dec 2018 11:19	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lau Shu Pei
22	06 Dec 2018 11:22	<b>Cim Dtl Modified</b>	Insured Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
23	06 Dec 2018 11:22	<b>Cim Dtl Modified</b>	Claimant's Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
24	14 Dec 2018 07:36	<b>Adj Mandate Request</b>	Cur.Reg:0.00:PODS Liability: 100% BOLA 28 Remarks: 3 vehicles chain collision. Insured driver was 2nd car.	[A] CHEW HSIAO TONG
25	14 Dec 2018 09:55	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/12/06, Mandate Remarks: BOLA28/OID NAF.	[I] Zuhaidah Bte Samsuri
26	14 Dec 2018 09:55	<b>Adj Mandate Set</b>	Approved:0.00:BOLA28/OID NAF.	[I] Zuhaidah Bte Samsuri

## Print Received Message

This mail is associated with :

**\*GU1733T (MCT18060110)**  
**[SH6383M]**

TP

RHINO RENTAL PTE LTD

Jun 4 2018 12:00AM

[COMFORT TRANSPORTATION PTE LTD]

Rhino Repairs Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 07/01/2019 10:42 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$2119.00) - GU1733T - Claim Handler: Sundari Nagarajan

Approved:2119.00.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 19 January 2019 12:47 PM  
**To:** 'rhinorepairssg@gmail.com'  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows :-

1. Cost of Repair (w/GST)	\$ 1,819.00
2. Loss of Use (3days x \$100.00)	\$ 300.00
<b>Total</b>	<b><u>\$ 2,119.00</u></b>

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 Regards,

**Hsiao Tong, Chew** | 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)

---

**From:** rhinorepairssg@gmail.com <rhinorepairssg@gmail.com>  
**Sent:** Thursday, 3 January 2019 12:29 PM  
**To:** 'Motor Claim - III' <motorclaim@iii.com.sg>; SUR <sur@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]  
**Importance:** High

Hi All,

Please find attachment documents for your attention.

Thank you.

Best Regards,



## Hsiao Tong (LKKAUTO)

---

**From:** rhinorepairsg@gmail.com  
**Sent:** Monday, 21 January 2019 11:39 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

Hi Hsiao Tong,

Confirm and accept.

Thank you.

Best Regards,  
Dawn Sim



### Rhino Rental Pte Ltd

160 Sin Ming Drive #03-14, Sin Ming Autocity Singapore 575722  
Office: 6254 8858 Fax: 6250 9702 Email: sales@rhinorental.sg  
Company/GST Registration No. 201325388E

*Note: This is an original invoice and no hardcopy will be mailed out with effect as we are going paperless billing*

---

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Saturday, 19 January 2019 12:47 PM  
**To:** rhinorepairsg@gmail.com  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GU1733T [OUR REF. TCL.MH.RO.50234.18.RR]

#### Without Prejudice

Dear Sirs/Mdm,

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**Rhino Repairs Pte Ltd**

160 Sin Ming Drive #03-14  
Singapore 575722  
Office: 6254 8858 Fax: 6250 9702  
Company/GST Reg. No.: 201600994N

Date: 02<sup>nd</sup> Jan 2019

Our Reference: GU1733T / DOA 04062018

Your Reference: TCL.MH.RO.50234.18.RR

INDIA INTERNATIONAL INSURANCE PTE LTD  
64 CEIL STREET  
#05 IOB BUILDING  
SINGAPORE 049711

ATTN: MOTOR CLAIMS DEPARTMENT

Dear Sir / Mdm,

**ACCIDENT INVOLVING VEHICLE NO.GU1733T & SH6383M ALONG CENTRAL EXPRESSWAY (CTE) ON  
04/06/2018 @ 09:30HRS.**

On behalf of Rhino Rental Pte Ltd, the owner of motor vehicle no. GU1733T respectively for the above accident. We are instructed that the accident was caused by negligence of your insured driver of motor vehicle no. SH6383M at the material time.

As a result of the said collision, our client's vehicle has been damaged and our clients have been put up to loss and expenses, particulars of which are as follows;

- |                                      |           |
|--------------------------------------|-----------|
| 1. Cost of repair at Lump Sum Repair | \$1819.00 |
| 2. Loss of use (3 Days at \$100/Day) | \$300.00  |
| 3. LTA Search Fee                    | NA        |

We enclosed herewith the following for your retention :-

1. Copy of Invoice – INV1810023
2. Copy of Singapore Accident Statement by "our vehicle no"
3. Copy of Certificate of Insurance from NTUC Income Pte Ltd and

Appreciate to have future correspondences via e-mail.

Thank you.

Regards,

Tan Guan Yu  
Claims Department


## AUTHORIZATION TO ACT


I, RHINO RENTAL PTE LTD (the third party claimant") of 160 Sin Ming Drive #03-14 <sup>Sin Ming Advocacy S(57572)</sup> (address), owner of GU 1733T (vehicle no.) hereby authorize RHINO REPAIRS PTE LTD ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no GU 1733T that was damaged pursuant to the accident which occurred on 04/06/2018 (date) along CTE (location) involving vehicle no/s SH 6383M ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 31 (day) of 01 (month) 2019 (year)

  
Signed by "the third party claimant"  
(with chop if applicable)

  
Signed by "the workshop"  
(with chop)

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT18060110  
Claimant Ref: GU1733T/DOA 04062018

We/I, Rhino Repairs Pte Ltd ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 1,819.00 (repair cost), S\$ 300.00 (loss of use/~~rental~~), S\$        (search fee), vehicle no. GU1733T that was damaged pursuant to the accident which occurred on 04/06/2018 (date) at CTE (location) involving vehicle no. SH6383M (insured vehicle). This is pursuant to the inspection conducted on 04/07/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner RHINO RENTAL PTE LTD ("the third party claimant") of vehicle no. GU1733T to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement, lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to GU1733T (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 2,119.00 to Rhino Repairs Pte Ltd

Dated this 31 day of 01 20 19

#### CLAIMANT:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

NRIC: \_\_\_\_\_

Address: \_\_\_\_\_

Nationality: \_\_\_\_\_

Occupation: \_\_\_\_\_

Signed by "the workshop" (with shop)

Rhino Repairs Pte Ltd

201600994N

160 Sin Ming Drive S(575722)

#03-14 Sin Ming Autocity

#### WITNESS:

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

NRIC: \_\_\_\_\_

Address: \_\_\_\_\_

Nationality: \_\_\_\_\_

Occupation: \_\_\_\_\_

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

**Rhino Repairs Pte Ltd**

160 Sin Ming Drive #03-14

Singapore 575722

Office: 62548858 Fax: 62509702

**RHINO RENTAL PTE LTD**

160 SIN MING DRIVE #03-14

SIN MING AUTOCITY SINGAPORE 545750

Tel: 8858 0588

Attn: MR TAN

	<b>Tax Invoice</b>
<b>Inv No.</b>	: INV1810023
<b>Date</b>	: 23 NOV 2018
<b>Ref</b>	: WJ1807053
<b>Terms</b>	: COD
<b>Veh. No.</b>	: GU1733T

#	Description	Qty	UOM	U/P	Disc	Amt
1	LUMP SUM REPAIR	1.00		1700.00	0.00	1700.00
2	3 DAYS LOSS OF USE	1.00		300	0.00	300.00

Name : \_\_\_\_\_

Subtotal : S\$ 2000.00

NRIC No. : \_\_\_\_\_

GST 7.0% : S\$ 119.00

**Total : S\$ 2119.00**

Signature : \_\_\_\_\_

For bank transfer, please transfer payment to the following account: *For Rhino Repairs Pte Ltd*  
Rhino Repairs Pte Ltd

OCBC 695-316547-001

Thank you for supporting us!

(Authorised Signature)



## ...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	06 Jul 2018 <a href="#">Edit Reg</a>		29 Jun 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$1,700.00</b> <a href="#">Edit Estimates</a>	<b>S\$1,700.00</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:	<b>COMFORT TRANSPORTATION PTE LTD</b> , Co. Reg. No.: -								
Main Claimant:	<b>RHINO RENTAL PTE LTD</b> , Co. Reg. No.: 201325388E								
Vehicle Reg. No.:	<b>GU1733T</b>	Date of Loss:	04/06/2018 00:00 - :59 [207 Months and 29 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / MCT18060110</b>	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	<b>SH6383M</b>	Policy No. (Claimant):	5098479312						
		Excess:							
Repairer:	<b>Rhino Repairs Pte Ltd (HQ)</b> 160 SIN MING DRIVE #03-14, SIN MING AUTOCITY, 575722 Sin Ming - Tel:								
Handling Insurer:	<b>India International Insurance Pte Ltd (HQ)</b> - Tel: 63476100 ... [Handled by <b>Sundari Nagarajan</b> - 6347 6071]								
Claimant's Insurer:	<b>NTUC Income Insurance Co-operative Ltd (HQ)</b> - Tel:								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>XING GUO QIANG</b> ] ... [Final Rpt due 06/12/2018]								
<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>III_SG (07/01/2019): Alert - Adj Mandate Approved (S\$2119.00) - GU1733T - Claim Handler: Sundari Naga...</li> <li>III_SG (14/12/2018): Alert - Adj Mandate Approved (S\$0.00) - GU1733T - Claim Handler: Sundari Nagara...</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

\*GU1733T (MCT18060110)  
[SH6383M]  
TP  
RHINO RENTAL PTE LTD  
Jun 4 2018 12:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Rhino Repairs Pte Ltd

Upload Documents

Upload Photos

Compose New Letter

View

View in Browser

Documentation

1 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	11/07/18 19:49	LKKPhotosIn6-1.pdf	Load PDF	
2	11/07/18 19:49	LKKPhotosIn6-2.pdf	Load PDF	
3	21/11/18 12:15	LKKInvoice	Load PDF	
4	21/11/18 12:15	LKKInspection	Load PDF	
5	21/11/18 12:15	LKKAdjustment	Load PDF	
6	06/12/18 11:21	TP GIA REPORT	Load PDF	
7	06/12/18 11:29	EMAIL FROM III DD 29062018	Load PDF	
8	06/01/19 08:19	TP LOD	Load PDF	
9	05/03/19 16:55	WORKSHOP INVOICE	Load PDF	
10	05/03/19 16:55	AUTHORISATION TO ACT FORM	Load PDF	
11	05/03/19 16:55	DISCHARGE VOUCHER	Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	06/07/18 08:48	Singapore Accident Statement	Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

# 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: [sun@lkkauto.com](mailto:sun@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CS3/III18011908/GPB3Q2-2

Date: 05/03/2019

### REFERENCE

Handling Insurer: India International Insurance Pte Ltd

Policy No: MCOM0015

Claimant Vehicle No: GU1733T

Insured Vehicle No: SH6383M

Date of Loss: 04/06/2018

Nature of Claim: TP

Claim No: MCT18060110

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: GU1733T

Make & Model: NISSAN CABSTAR, 3.2 D (M)

Engine No: QD32139410

Reg. Date: 06/02/2001 (Man. Year: 2000)

Chassis No: JN1SF4F23Z0843020

Colour: Silver

Odometer: 502621 km

Engine Capacity: 3153 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: 195 R15

Rear Tyre Size: 155 R12

Front Left Side: Sumitomo 5 mm

Rear Left Side: Yokohama 5 mm

Front Right Side: Sumitomo 5 mm

Rear Right Side: Yokohama 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	0.00	0.00	0.00	
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
<b>Approved Total (Overridden) (S\$)</b>		<b>1,700.00</b>		
(S\$)	0.00	1,700.00	-1,700.00	
<b>+ GST 7.00/7.00% (S\$)</b>	0.00	119.00	-119.00	
<b>Nett Amount (S\$)</b>	<b>0.00</b>	<b>1,819.00</b>	<b>-1,819.00</b>	
<b>+ Loss of Use (3.0 x S\$100.00/day) (S\$)</b>		300.00		
<b>Nett Liability (S\$)</b>		<b>2,119.00</b>		

### INSPECTION

Date of Assignment: 29/06/2018

Date Inspected: 04/07/2018 Inspected At:

160 Sin Ming Drive #03-14

Repairer: Rhino Repairs Pte Ltd (HQ)

Estimated Period of Repair: 0.0 days



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**Adjuster:** XING GUO QIANG**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.*

- A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.
- B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION.  
THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE.
- C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS.

## REPAIR DETAILS

### Reference

<b>Part Source:</b>	(Last Synchronised: 13 Jul 2018)	
<b>Parts:</b>	N/A	NISSAN CABSTAR 3.2 D (M) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for GU1733T)	
<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

There are no new parts selected.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

There are no labour items selected.

Report was unsubmitted during this print-out.
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< END OF ESTIMATES >