

INS. CASE OWNER:

CC 3, EOL 180

22085, R1003 4/

LKK:
IDAC

Survivor:

RASM

DOI:

ASSIGNMENT

6-12-18

Date / Time:

6-12-18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SJU 8018T

Claim No.:

Name of Insured:

Kong Khan (Kong)

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A:

2/12/2018

Place of Accident:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: % Final ? Yes / No

SMB 94P



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMB 7.02



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: 12/3/19 CECADA (No answer)

After call ltr to OI: 20/3/19 CECADA (No answer)

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher: (NO NEED)

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: MGS

Repair Cost:

43

SS2,900

(3 days)

Reduction:

13 %

Email ☒ Call ☐

FINAL SETTLEMENT

Date/Time: 20-11-19

Confirm with: PTHWICE

Email ☒ Call ☐

Final Liability:

100%

% 50

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

30

If NO or B 28, Ass. Lia:

Repair Cost:

+2,900.00

SS 1,250.00

BOTH PARTY TUCHING

Loss of Rental (LOR):

-

SS -

(days)

Loss of Use (LOU):

+750.00

SS 315.00

(5250 x 3 days)

Loss of Income (LOI):

-

SS -

(5 x days)

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

[Tick only one]

GIA/LTA Search:

+1.00

SS1.00

Medical:

-

SS -

1) Claim status: Normal/Reject/Private Settle

Disbursement:

-

SS -

(e.g. Tow/ Independent)

2) Report Format:

TP

Legal Cost:

-

SS -

3) Survey fee:

+400

Total: +3351.00

SS 1,650.00

Global Sum SS: 1,650.00

FINAL PAYMENT

Date/Time: 20-11-19

Confirm with: PWT

Email ☒ Call ☐

Payee 1:

SS 1,650.00

Name 1:

SMBT BUCS LTD

Payee 2: (Strike if N/A)

SS

Name 2:

/

Payee 3: (Strike if N/A)

SS

Name 3:

/

COPY SENT 27/11/19

016
28/11
016

REF:

ASSIGNMENT

Front:

Date:

Veh No:

SMB 94P

Yr Regn:

2009 Juny

Estimated Cost:

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

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

Truck / Trailer or

To inspect Vehicle No:

Make:

MERCEDES Benz 0500LE

C.C. 11967

at Workshop m/s:

Colour:

MULTI

A/C:

Insured / Std / NI / NA

of

Sp. Reading:

739835

T/Radio:

Insured / Std / NI / NA

Insured

Eng/No:

Policy No:

C.No:

Web6344 2021 600 224

Claims No:

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured:

Excess:

Steering: In order / Jammed / Leaked / Burnt or

(Client's Record)

Brake: In order / Jammed / Leaked / Burnt or

Make of Veh:

Mod: Nil / S/Rim / STD A/Rim or

(Policy Condition)

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

N/S	O/S

Tyre Size:

F:

275/70R22.5

R:

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

TOYO / YOKO or

Continental

Bal. or Market Value:

Front:

Rear:

IDAC Accident Report:

Consistent? : Yes or No

R/Bal:

8

mm

R/Bal:

8/8

mm

GIA / PR Seen:

Consistent? : Yes or No

L/Bal:

8

mm

L/Bal:

8/8

mm

Est. Repairs:

3 days

Res:

Yes or No

D.O.A:

02/12/18

D.O.I:

06/12/18

Lump Sum:

20 %

3 Val:

Yes or No

Survey held at:

SMART

CA / REV / REP. / 24 HRS

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

6/5 FRT

Date:

Person Contacted:

Vehicle: IN / OUT

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

Date / Time

Action / Instruction

4/5: +2,500 (Red: +358.08 13%)

Date/Time, File Pass to:

☐

Prel. Report

Days Of Repair:

(1)

☐

Final Report

Resurvey No. of Trip:

Survey Fee

Date/Time, File Return to:

Transportation

(2)

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Recd. time (\$

☐

Workload (\$

1. 3-PT. 3.

2. Pairs

3. Cases

4. 1.

Total

Report Format:

Lump Sum / I.B. / IS



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: CC3/EQI18022085/R1pa3

Date: 10/12/2018

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

PRELIMINARY ADVICE OF VEHICLE NO.

SMB 94P

We refer to the above matter.

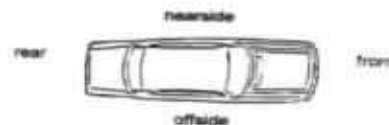
Please be informed that we had conducted the inspection of the above mentioned vehicle on 06/12/2018 at the premises of M/s SMRT Automotive Services Pte Ltd (Woodlands) have the following to report:-

Workshop Estimate Amount	: S\$	2,858.08
Revised Estimate Amount	: S\$	2,734.35
"Check" Items Amount	: S\$	-
Total (Including Check Items)	: S\$	2,734.35

Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
O/S Front portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3.0 days

Yours faithfully,

MOHD. RASUL
Licensed Appraiser



Case Details

Case Reference Number : BUS/12/18/1005
 Type of Repair : Accident Repair
 Vehicle Registration Number : SMB94P

Company Type : SMRT Buses Ltd
 Estimation ID : EST-4841-ID
 Assigned By : Claiming Case Owner Team

Insurance Company Name : EQ Insurance Company Ltd
 Accident Date and Time : 02/12/2018 08:35 AM
 Vehicle Age(In Months) : -

Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

SMRT Recommendation											Surveyor Approval		
BOM Type	Costing Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace
Standard	Main	GLASS	8009353	WINDSCREEN,FRT:R/H,FOR MB OC500 BUS	1	931.50	931.50	10.00	838.35	Replace	1	838.35	Replace *
Standard	Main	CONSUMABLE	4006315	ACTIVATOR	1	80.00	80.00	0.00	80.00	Replace	1	80.00	Replace *
Standard	Main	CONSUMABLE	4006314	ADHESIVE-DIRECT GLAZING	4	37.00	148.00	0.00	148.00	Replace	4	148.00	Replace *
Standard	Main	CONSUMABLE	4006313	PRIMER (SIKA 206 G+P)	1	80.00	80.00	0.00	80.00	Replace	1	80.00	Replace *
Total Spare Part Cost									1,146.35		Surveyor Total	1,146.35	
Lump Sum Discount (%)									20.00		Lump Sum Dis (%)	0	
Final Spare Part Cost									917.08		Final Sur Total	1,146.35	

Labour's Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1,325.00	1,060	
Total:		1,325.00	1,060.00	

Spray Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	616.00	528	
Total:		616.00	528.00	

LHK 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:

Other Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
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Mei Kwan (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Wednesday, 20 February, 2019 3:40 PM
To: Mei Kwan (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Admin A
Subject: FW: Direct Settlement - Accident Involving SJU8018T (OI : EQI - DM18HO03332/JT) AND SMB94P (TP : LKK REF - CC3/EQI18022085/R1pa3) on 02/12/2018
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf; TP GIA REPORT.pdf; img-219092421-0001.pdf; SAS2514439.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Mei Kwan

OI report and LOD from SMRT as attached.

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



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Wednesday, February 20, 2019 2:22 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Joel Goh <joel.goh@eqinsurance.com.sg>; Janet Tan <janet.tan@eqinsurance.com.sg>
Subject: RE: Direct Settlement - Accident Involving SJU8018T (OI : EQI - TBA) AND SMB94P (TP : LKK REF - CC3/EQI18022085/R1pa3) on 02/12/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Monday, 1 April 2019 12:02 PM
To: Janet Tan
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: : <SEEK INSTRUCTION> Your ref: DM18HO03332/JT *Our Ref: CC3/EQ18022085/R1pa3 [ACCIDENT INVOLVING SJU 8018T(OI) & SMB 94P(TP) ON 02/12/2018]

Your ref: **DM18HO03332/JT**
Our Ref: CC3/EQ18022085/R1pa3

Dear Sirs,

ACCIDENT INVOLVING SJU 8018T(OI) & SMB 94P(TP) ON 02/12/2018

We refer to the above matter.

Third party driver reported that he was about to move off from stationary position at the traffic light junction of Thomson Road, a private car from middle lane suddenly encroached into his lane and thus collided onto him.

Our insured driver reported that he stop his vehicle at the traffic junction of Thomson Road on the second lane from the right(only turning right lane) waiting to turn right to Newton Road. When the traffic light turn green, he just started to move off. Suddenly third party on his left lane make an early right turn and cut into his lane and resulted collision.

We have requested Accident video footage from Third Party for further review, however third party replied that the camera was faulty thus no video footage available for this case. BOLA S30 applies.

We proposed to settle the matter at best.

Kindly let us have your comments/ instruction if we may proceed to settle the matter at best or else advise further instruction.

Thank you.

Best Regards,
Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 15 November 2019 5:51 PM
To: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: Your Ref: BUS/12/18/1005, ACCIDENT INVOLVING SMB 94P AND SJU 8018T ON 02/12/2018
Attachments: OI SKETCH PLAN.pdf

Your Ref: BUS/12/18/1005

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

ACCIDENT INVOLVING SMB 94P AND SJU 8018T ON 02/12/2018

On a without prejudice, for a quick and amicable settlement, we propose the settlement at Global Sum S\$1,650.00 (all-in).

Please kindly let us have your acceptance.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5408933



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: 11/12/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	SJU 8018T (Insd Veh)	Your Ref. No. : DM18HO03332/JT
	SMB 94P (TP Veh)	Our Ref. No. : CC3/EQ118022085/R1ea3q2
Date of Accident	2/12/2018	

Liability	50%	
Final Repair Cost	: \$ 1,250.00	
Loss of Use	: \$ 375.00	3 days
Rental (If any)	: \$	days
Others:	: \$ 7.00	
	: \$	
	1,632.00	
Final Settlement Sum	: \$ 1,650.00	GLOBAL SUM
Remarks	:	

Payment Instruction: Payee's Breakdown

1)	SMRT BUSES LTD	: \$ 1,650.00
		: \$

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 : CC3/EQ18022085/R1ea3q2

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEXSINGAPORE 069110

Date : 11-12-2019



Code : EQI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SJU 8018T	Veh. Inspected	SMB 94P
Policy No.	DMPPHQ18-007305	Coverage (\$)	0.00
Claim No.	DM18HO03332/JT	Excess (\$)	0.00
Assign From		Assign Date	06/12/2018

2. Vehicle Particulars & Condition

Make & Model	MERCEDES BENZ OC500LE	c.c	11967
Engine No.	HIDDEN	Year of Reg.	2009
Chassis No.	WEB63442021000224	Colour	MULTI
Odometer	739835	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	275/70 R22.5	CONTINENTAL	8 mm
L/H Front Tyre	275/70 R22.5	CONTINENTAL	8 mm
R/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	8/8 mm
L/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	8/8 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.

5. General Information

Accident Date	02/12/2018	Inspection Date	06/12/2018
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
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**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 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 94P

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	WINDSCREEN ,FRT:R/H,FOR MB OC500 BUS	BROKEN	931.50	931.50
	LESS 10% DISCOUNT		-	-93.15
			931.50	838.35
	<u>SPECIAL NETT ITEMS</u>			
1	ACTIVATOR (SN)	NECESSARY	80.00	80.00
4	ADHESIVE:DIRECT GLAZING @\$37.00 (SN)	NECESSARY	148.00	148.00
1	PRIMER (SIKA 206 G+P) (SN)	NECESSARY	80.00	80.00
			308.00	308.00
	<u>LABOUR</u>			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		1,325.00	1,060.00
	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS.		616.00	528.00
			1,941.00	1,588.00
GRAND TOTAL			3,180.50	2,734.35

RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			2,500.00
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Report Ref No. CC3/EQ18022085/R1ea3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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