

15/02/2018

INS. CASE OWNER:

Tanya too

CC / QBE1802

2587, J. 52

LKK:

IDAC:

Surveyor:

Hwa NL

DOI:

11/11/18

Date / Time:

11/11/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

S4H 98T

Name of Insured:

Fanny RUYAN

Insured Tel No.:

HP: 8187022

Excess Sec II :SS

D.O.A: 11/11/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

ENG YONG CHYE

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

VL01240

Policy No.:

8-V01240-MIA-R002

Make / Model:

Hyundai

Place of Accident:

Banyan Rd

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

Insured Liability: % Final ? Yes / No

S4H 98T

INSRS:
WSP:
Tel:
Liability:
RMKS:

SMART

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time		STAGE	DATE / PIC
20/11/18	Changy-y-x	Non-Reporting ltr (1st):	
		Non-Reporting ltr (2nd):	
		Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
		Call OI:	
		After call ltr to OI:	7 10/11/18
		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:	Confirm by:
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	P/P \$5 2,353.05 (5 days) Reduction:	75 %	Email ☐ Call ☐
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email ☒ Call ☐
Final Liability:	% 100 (Agreed / Assessed) BOLA S/N No.:	21	If NO or B 28, Ass. Lia:
Repair Cost:	\$5 2,353.05		Front to rear
Loss of Rental (LOR):	\$5 924.45 (8 days) x \$115.56		
Loss of Use (LOU):	\$5 - (\$ - x - days)		
Loss of Income (LOI):	\$5 200 (\$ 50 x 4 days)		
LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☒	[Tick only one]		
GIA/LTA Search	\$5 7		
Medical:	\$5 -		
Disbursement:	\$5 -	(e.g. Tow/ Independent)	
Legal Cost	\$5 -		
Total:	\$5 3,484.53	Global Sum \$5:	3,484
FINAL PAYMENT	Date/Time:	Confirm with:	Email ☐ Call ☐
Payee 1:	\$5 3,484	Name 1:	SMART TAXIS PTELTD
Payee 2: (Strike if N.A.):	\$5 -	Name 2:	
Payee 3: (Strike if N.A.):	\$5 -	Name 3:	

COPY SENT 17/11/18

1) Claim status: Normal/Reject/Private Settle
2) Report Format: ☒ ☐
3) Survey fee: \$400

REF:

QBE

ASSIGNMENT

From:

Date: 13/12/18

Estimated Cost:

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

To Inspect Vehicle No:

SHB 5395Y

at Workshop n/s

SMRT

of

(Woodlands Depo)

Insured

Policy No.

Claims No.

Sum Insured:

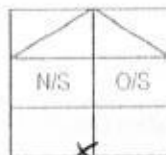
Excess:

(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 Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

5

days

Res.: Yes or No

Lump Sum:

P/R

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Lup

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SHB 5395Y

Yr Regn:

30 Nov 2017

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

Truck / Trailer or

Make:

Toyota Pains

C.C. 17A8

Colour:

maroon

A/C:

Insured / Std / NI / NA

Sp. Reading:

152917

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

JTDKB3FU103575527.

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

Tyre Size:

F: 195/65R17

R: -

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

TOYO / YOKO or

Falken

Front

Rear

R/Bal.

8

mm

R/Bal.

6

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

11/12/18

D.O.I.

13/12/18

Survey held at

Smrt

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

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

Date / Time

Action / Instruction

C/P/P \$2,353.05 / Red \$7,002.39 / 75%

12/18/20SD

SGH 981 T

5 days + 1 Sunday + 2 PRS = 8 days

Date/Time, File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

) \$ + RS \$

) Photos

) Others

TOTAL

Report Format :

Lump Sum / I.B.F. (\$

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech Invs (\$

☐

Weekend (\$



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

QBE INSURANCE (SINGAPORE) PTE LTD

Ref : CC3/QBE18022581/Jfb3

1 RAFFLES QUAY #29-10 SOUTH
TOWERSINGAPORE 048583

Date : 17-12-2018



Code : QBE

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SGH 981T	Veh. Inspected	SHB 5395Y
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	17/12/2018

2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

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5. General Information

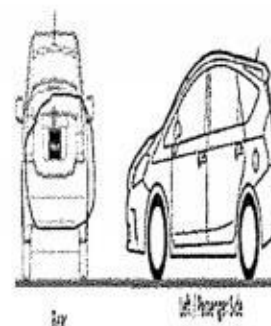
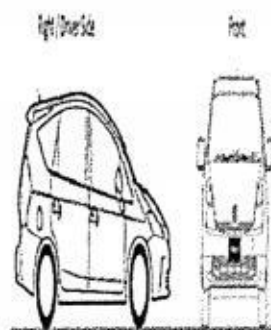
Accident Date	11/12/2018	Inspection Date	13/12/2018
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

5a. Remarks

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

Poh Kin

Section A - Accident Details	
Registration Number	SHB5395Y
Case Reference Number	TAX/12/18/2050
Registration Date	30/11/2017
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS4
Name of Driver	CHAN NGIAN HEONG
Type of Accident	Head to Rear
Accident Date and Time	11/12/2018 1:45 PM
Accident Reported Date and Time	11/12/2018 3:28 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24099221
Special Instruction to ARC, if any	TP
Prepared Date and Time	12/12/2018 12:35 PM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



bottle

P/P \$2353.05/- Sclage

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,214.00	\$400.00
Total Spray Cost	\$1,856.00	\$560.00
Total Spare Part Cost	\$5,345.44	\$1,283.05
Total Other Cost	\$940.00	\$90.00
TOTAL COST	\$9,355.44	\$2,353.05 (P/P)
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	8.0	5.0
Prepared / Adjusted By	Zhi Yang Phua	Hwee Jie (LKK) / QBE
ARC / Surveyor Sign Off Date	12/12/2018 1:11 PM	13/12/2018 4:18 PM
Signature		
Remarks	Initial estimates = 6 days Request number of days to extend 2 days	P/P photo before paint. supplementary item pls send e-mail to: naz@lkkauto.com (91803151)

Section C - Quotation and Accident Invoice Details

Quotation Number	QN-1903-0229	Invoice Number	
Quotation Date	13.03.2019	Invoice Date	
Invoice Amount		Prepared Date	

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REPAIR REAR PORTION	\$1,014.00	\$300.00
TO REPAIR REAR END PANEL	\$200.00	\$100.00
Total Labour	\$1,214.00	\$400.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FILLER RR BUMPER RH	\$180.00	\$0.00
TO RESPRAY SPOILER	\$180.00	\$0.00
TO RESPRAY REAR BUMPER	\$378.00	\$200.00
TO RESPRAY FILLER RR BUMPER LH	\$180.00	\$0.00
TO RESPRAY TAILGATE OUTSIDE GARNISH	\$180.00	\$80.00
TO RESPRAY REAR PANEL	\$180.00	\$0.00
TO RESPRAY REAR PANEL	\$200.00	\$100.00
TO RESPRAY TAIL GATE	\$378.00	\$200.00
Total Spray Painting & Panel Beating	\$1,856.00	\$580.00

Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO APPLY RUST-PROOFING ON AFFECTED AREA	\$100.00	\$30.00
TO CHECK WIRING AND SYSTEM FUNCTION	\$80.00	\$30.00
TO INSPECT RR LIGHTING, MECHANISMS & WATER TEST RR LIGHTING FOR LEAKAGE	\$120.00	\$0.00
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR	\$120.00	\$0.00
TO REMOVE AND REFIX REAR WINDSCREEN	\$120.00	\$0.00
TO REPLACE SUNDRY PARTS	\$100.00	\$0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	\$120.00	\$30.00
TO TRANSFER REAR TAILGATE MECHANISM	\$120.00	\$0.00
TO WASH AND VACUUM	\$60.00	\$0.00
Total Other Costs	\$940.00	\$90.00

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
		52159479 13	COVER, RR BUMPER ASSY	1.00	\$423.90	25.00	\$317.93	Replace	Replace
		75571470 10	TAIL GATE MOULDING GLASS, BACK DOOR	0.00	\$29.70	0.00	\$0.00	Replace	Not Given
		58307470 90	END PANEL SUB-ASSY, BODY LOWER BACK	0.00	\$629.80	0.00	\$0.00	Replace	Check
			PIXEL STICKER	2.00	\$60.00	0.00	\$120.00	Replace	Replace

DO
UN
UN
X
NEC

SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655592
Estimator Telephone Number : 69662823
Accident Reporting Number : 86052672

Date Generated : 14/03/2019

User ID : PehSuan

5202347030	REAR BUMPER REINFORCEMENT	0.00	\$318.80	0.00	\$0.00	Replace	Check	X	nn
7557347110	TAIL GATE MOULDING LOWER GLASS, BACK	0.00	\$29.90	0.00	\$0.00	Replace	Not Given	X	nn
5259247040	SEAL, RR BUMPER, LH	0.00	\$85.20	0.00	\$0.00	Replace	Not Given	X	nn
7680147110A1	TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-	1.00	\$891.20	100.00	\$0.00	Replace	Repair	R	nn
6700547440	TAIL GATE PANEL SUB-ASSY, BACK DOOR	1.00	\$929.60	100.00	\$0.00	Replace	Repair	R	nn
	SEALANT W/SCREEN	0.00	\$37.00	0.00	\$0.00	Replace	Not Given	X	nn
5216947020	COVER, GUARD RR BUMPER LOWER	1.00	\$14.80	25.00	\$11.10	Replace	Replace	X	nn
	SEALANT SIKAFLEX	0.00	\$37.00	0.00	\$0.00	Replace	Not Given	X	nn
	STICKER SMRT LOGO	1.00	\$7.80	0.00	\$7.80	Replace	Replace	X	nn
7540348010	EMBLEM SUB-ASSY REAR	1.00	\$46.30	25.00	\$34.73	Replace	Replace	X	nn
7557547051	TAIL GATE MOULDING LOWER GLASS, BACK	0.00	\$19.70	0.00	\$0.00	Replace	Not Given	X	nn
5256547900	FILLER, RR BUMPER, RH	0.00	\$119.90	0.00	\$0.00	Replace	Not Given	X	nn
5256647900	FILLER, RR BUMPER, LH	0.00	\$119.90	0.00	\$0.00	Replace	Not Given	X	nn
5246247010	PAD, RR BUMPER, RH & LH, 3	2.00	\$3.80	25.00	\$5.70	Replace	Replace	X	nn
7544247130	NAME PLATE (PRIUS), LUGGAGE COMPARTMENT	1.00	\$52.30	25.00	\$39.23	Replace	Replace	X	nn
	STICKER DECAL 6555 8888	1.00	\$21.60	0.00	\$21.60	Replace	Replace	X	nn
8999730100	ANTENNA, ELECTRICAL KEY	0.00	\$60.30	0.00	\$0.00	Replace	Check	X	nn
7557447040	TAIL GATE MOULDING LOWER GLASS, BACK	0.00	\$29.90	0.00	\$0.00	Replace	Not Given	X	nn
5257647040	RETAINER, RR BUMPER, LH	0.00	\$111.50	0.00	\$0.00	Replace	Check	X	nn
5611750140	TAIL GATE DAM, BACK DOOR GLASS UPPER	0.00	\$27.90	0.00	\$0.00	Replace	Not Given	X	nn
5259147050	SEAL, RR BUMPER, RH	0.00	\$85.20	0.00	\$0.00	Replace	Not Given	X	nn
5245347010	GUARD, RR BUMPER, LOWER	1.00	\$558.30	25.00	\$418.73	Replace	Replace	X	nn
5257547040	RETAINER, RR BUMPER, RH	0.00	\$112.70	0.00	\$0.00	Replace	Not Given	X	nn
	NUMBER PLATE FRAME	0.00	\$12.00	0.00	\$0.00	Replace	Not Given	X	nn
7608547916	SPOILER SUB-ASSY, REAR	0.00	\$1,322.10	0.00	\$0.00	Replace	Not Given	X	nn
5246247030	PAD, RR BUMPER, RH & LH, 1	2.00	\$3.80	25.00	\$5.70	Replace	Replace	X	nn
	SENSOR REVERSE	0.00	\$180.00	0.00	\$0.00	Replace	Not Given	X	nn
5246247020	PAD, RR BUMPER, RH & LH, 2	2.00	\$3.80	25.00	\$5.70	Replace	Replace	X	nn
5219147030	SEAL, RR BUMPER ARM, RH & LH	2.00	\$11.00	25.00	\$16.50	Replace	Replace	X	nn
7544147090	NAME PLATE (HYBRID), LUGGAGE COMPARTMENT	1.00	\$52.30	25.00	\$39.23	Replace	Replace	X	nn
Total			\$6,449.00		\$1,043.95				

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
		5202347030	REAR BUMPER REINFORCEMENT	1.00	\$318.80	25.00	\$239.10	Replace	Replace
Total					318.80		239.10		

1283.05
+ 400.00
+ 670.00

2353.05

5646.80

10860.20



Case Details

Case Reference Number : TAX/12/18/2050
 Type of Repair : Accident Repair
 Vehicle Registration Number : SHB5395Y

Company Type : SMRT Taxis Pte Ltd
 Estimation ID : EST-4935-ID
 Assigned By : Kok Wah Wong

Insurance Company Name : OBE Insurance (International) Ltd
 Accident Date and Time : 11/12/2018 05:45 AM
 Vehicle Age(In Months) : 13

Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

BOM Type	Costing Type	Portion	Material Number	SMRT Recommendation							Surveyor Approval			
				Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	
One Time Key In	Main			COVER, RR BUMPER ASSY	1	423.90	423.90	25.00	317.92	Replace	1	317.92	Replace	00
One Time Key In	Main			REAR BUMPER REINFORCEMENT	1	318.80	318.80	25.00	239.10	Replace	0	0	Check	
One Time Key In	Main			PAD, RR BUMPER, RH & LH, 1	2	3.80	7.60	25.00	5.70	Replace	2	5.70	Replace	NEC
One Time Key In	Main			PAD, RR BUMPER, RH & LH, 2	2	3.80	7.60	25.00	5.70	Replace	2	5.70	Replace	NEC
One Time Key In	Main			PAD, RR BUMPER, RH & LH, 3	2	3.80	7.60	25.00	5.70	Replace	2	5.70	Replace	NEC
One Time Key In	Main			SEAL, RR BUMPER ARM, RH & LH	2	11.00	22.00	25.00	16.50	Replace	2	16.50	Replace	NEC
One Time Key In	Main			RETAINER, RR BUMPER, RH	1	112.70	112.70	25.00	84.53	Replace	0	0	Not Give	
One Time Key In	Main			RETAINER, RR BUMPER, LH	1	111.50	111.50	25.00	83.63	Replace	0	0	Check	
One Time Key In	Main			SEAL, RR BUMPER, RH	1	85.20	85.20	25.00	63.90	Replace	0	0	Not Give	

Total Spare Part Cost 5,106.34

Surveyor Total 1,043.90

Lump Sum Discount (%) 0.00

Lump Sum Dis (%) 0

Final Spare Part Cost 5,106.34

Final Sur Total 1,043.90

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
One Time Key In	Main			SEAL, RR BUMPER , LH	1	85.20	85.20	25.00	63.90	Replace	0	0	Not Give ▾
One Time Key In	Main			GUARD, RR BUMPER, LOWER	1	558.30	558.30	25.00	418.72	Replace	1	418.72	Replace ▾ CUT
One Time Key In	Main			COVER, GUARD RR BUMPER LOWER	1	14.80	14.80	25.00	11.10	Replace	1	11.10	Replace ▾ DO
One Time Key In	Main			FILLER, RR BUMPER , RH	1	119.90	119.90	25.00	89.93	Replace	0	0	Not Give ▾
One Time Key In	Main			FILLER, RR BUMPER , LH	1	119.90	119.90	25.00	89.93	Replace	0	0	Not Give ▾
One Time Key In	Main			PIXEL STICKER	2	60.00	120.00	0.00	120.00	Replace	2	120.00	Replace ▾ NEL
One Time Key In	Main			SENSOR REVERSE	1	180.00	180.00	0.00	180.00	Replace	0	0	Not Give ▾
One Time Key In	Main			END PANEL SUB-ASSY, BODY LOWER BACK	1	629.80	629.80	25.00	472.35	Replace	0	0	Check ▾
One Time Key In	Main			SEALANT SIKAFLEX	1	37.00	37.00	0.00	37.00	Replace	0	0	Not Give ▾
One Time Key In	Main			TAIL GATE PANEL SUB-ASSY, BACK DOOR	1	929.60	929.60	25.00	697.20	Replace	1	0	Repair ▾
One Time Key In	Main			TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY	1	891.20	891.20	25.00	668.40	Replace	1	0	Repair ▾
One Time Key In	Main			NAME PLATE (HYBRID) , LUGGAGE COMPARTMENT DOOR	1	52.30	52.30	25.00	39.22	Replace	1	39.22	Replace ▾ NEL
One Time Key In	Main			NAME PLATE (PRIUS) , LUGGAGE COMPARTMENT DOOR	1	52.30	52.30	25.00	39.22	Replace	1	39.22	Replace ▾ NEL
One Time Key In	Main			EMBLEM SUB-ASSY REAR	1	46.30	46.30	25.00	34.72	Replace	1	34.72	Replace ▾ NEL
Total Spare Part Cost									5,106.34		Surveyor Total	1,043.90	
Lump Sum Discount (%)									0.00		Lump Sum Dis (%)	0	
Final Spare Part Cost									5,106.34		Final Sur Total	1,043.90	

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
One Time Key In	Main			STICKER SMRT LOGO	1	7.80	7.80	0.00	7.80	Replace	1	7.80	Replace ▾ NEL
One Time Key In	Main			STICKER DECAL 6555 8888	1	21.60	21.60	0.00	21.60	Replace	1	21.60	Replace ▾ NEL
One Time Key In	Main			TAIL GATE MOULDING GLASS, BACK DOOR	1	29.70	29.70	25.00	22.27	Replace	0	0	Not Give ▾
One Time Key In	Main			TAIL GATE DAM, BACK DOOR GLASS UPPER ADHESIVE	2	27.90	55.80	25.00	41.85	Replace	0	0	Not Give ▾
One Time Key In	Main			TAIL GATE MOULDING LOWER GLASS , BACK DOOR	1	19.70	19.70	25.00	14.77	Replace	0	0	Not Give ▾
One Time Key In	Main			TAIL GATE MOULDING LOWER GLASS , BACK DOOR , LH	1	29.90	29.90	25.00	22.42	Replace	0	0	Not Give ▾
One Time Key In	Main			TAIL GATE MOULDING LOWER GLASS , BACK DOOR , RH	1	29.90	29.90	25.00	22.42	Replace	0	0	Not Give ▾
One Time Key In	Main			SEALANT W/SCREEN	3	37.00	111.00	0.00	111.00	Replace	0	0	Not Give ▾
One Time Key In	Main			ANTENNA, ELECTRICAL KEY	1	60.30	60.30	10.00	54.27	Replace	0	0	Check ▾
One Time Key In	Main			SPOILER SUB-ASSY, REAR	1	1,322.10	1,322.10	25.00	991.57	Replace	0	0	Not Give ▾
One Time Key In	Main			NUMBER PLATE FRAME	1	12.00	12.00	0.00	12.00	Replace	0	0	Not Give ▾
Total Spare Part Cost									5,106.34		Surveyor Total	1,043.90	
Lump Sum Discount (%)									0.00		Lump Sum Dis (%)	0	
Final Spare Part Cost									5,106.34		Final Sur Total	1,043.90	

Labour's Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TO REPAIR REAR PORTION	1,014.00	300	
Total:		1,014.00	300.00	

Spray Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TO REPSRAY REAR BUMPER	378.00	200	
2	TO RESPRAY FILLER RR BUMPER LH	180.00	0	
3	TO RESPRAY FILLER RR BUMPER RH	180.00	0	
4	TO RESPRAY REAR PANEL	180.00	0	
5	TO RESPRAY TAIL GATE	378.00	200	
6	TO RESPRAY TAILGATE OUTSIDE GARNISH	180.00	80	
7	TO RESPRAY SPOILER	180.00	0	
Total:		1,656.00	480.00	

Other Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TO CHECK WIRING AND SYSTEM FUNCTION	80.00	30	
2	TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	30	
3	TO TRANSFER REAR TAILGATE MECHANISM	120.00	0	
4	TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	30	
5	TO REMOVE AND REFIX REAR WINDSCREEN	120.00	0	
6	TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	120.00	0	
7	TO INSPECT RR LIGHTING, MECHANISMS & WATER TEST RR LIGHTING FOR LEAKAGE	120.00	0	
8	TO WASH AND VACUUM	60.00	0	
9	TO REPLACE SUNDRY PARTS	100.00	0	
Total:		940.00	90.00	

Summary

	Estimator Assesment(\$)	Surveyor Assesment(\$)
Total Spare Part Detail	5,106.34	1,043.90
Total Labour Cost	1,014.00	300.00

	Estimator Assesment(\$)	Surveyor Assesment(\$)
Total Spray Painting	1,656.00	480.00
Other	940.00	90.00
Overall Total	8,716.34	1,913.90
Lump Sum Repair Option		
Lump Sum Total	0.00	1,913.90
Surveyor Approved Amount		1,913.90
No of Repair Days*	6	4
Remarks		P/P photo before paint. supplementary item pls send e-mail to : naz@lkkauto.com (91803151)
Surveyor Name		Hwee Jie
Signature		

Survey Date 13/12/2018

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:

Shu Pei (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Tuesday, 18 December 2018 8:35 AM
To: Shu Pei (LKKAuto)
Cc: Poh Kin (LKKAuto); Admin A
Subject: RE: Direct Settlement - Accident Involving SGH981T (OI : QBE - TBA) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018
Attachments: SGH981T.pdf

Our Ref. VC012140

Hi Shu Pei

Attached GIA report for your attention.

Please proceed with direct settlement.

Thanks & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific - Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg



From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Monday, 17 December 2018 7:12 PM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SGH981T (OI : QBE - TBA) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018

WITHOUT PREJUDICE

Dear Joyce,

We refer to the above matter.

We have inspected TP vehicle SHB 5395Y at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report

Please be informed that preliminary advice is not ready yet.

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

Kindly take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841-2132.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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Khanchna (LKK Auto)

From: Janice Goh Siew Geok <janice.goh@qbe.com>
Sent: Wednesday, 25 September 2019 2:41 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: Mandate Request - Accident Involving SGH981T (OI : QBE - VC012140) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018

Hi Khanchna

Thank you for your email.

Please proceed to offer at \$3684.53.

Thank you.

Janice Goh

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243

Website LinkedIn Twitter



From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 25 September 2019 1:55 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Mandate Request - Accident Involving SGH981T (OI : QBE - VC012140) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018

YOUR REF – VC012140

LKK REF - CC3/QBE18022581/Jkb3s2

=====

Dear Ms. Jenny,

ACCIDENT INVOLVING VEHICLES SGH 981T (OI) & SHB 5395Y (TP) ON 11/12/2018

We refer to the above matter.

This is a head to rear end collision.

We had informed to the Insured company of the TP claim and NCD issues and they agreed to let Insurance handle.

In view of the above, we are of the view that BOLA 27 is applicable.

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Wednesday, 25 September 2019 1:55 PM
To: Jenny Toh
Cc: Admin A
Subject: Mandate Request - Accident Involving SGH981T (OI : QBE - VC012140) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018
Attachments: LKK Adjustment Report.pdf; LKK Inspection Report.pdf; LKK REINSPECTION PHOTOS (2).pdf; LKK REINSPECTION PHOTOS.pdf; LKK SURVEY PHOTOS.pdf; DS SUPPORTING DOCS.pdf

YOUR REF – VC012140
LKK REF - CC3/QBE18022581/Jkb3s2
=====

Dear Ms. Jenny,

ACCIDENT INVOLVING VEHICLES SGH 981T (OI) & SHB 5395Y (TP) ON 11/12/2018

We refer to the above matter.

This is a head to rear end collision.

We had informed to the Insured company of the TP claim and NCD issues and they agreed to let Insurance handle.

In view of the above, we are of the view that BOLA 27 is applicable.

Summary to offer to repairer **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 10,860.20	\$ 2,353.05
Loss of Rental (\$115.56 x 8 days)	\$ 924.48	\$ 924.48 (\$115.56 x 8 days)
Loss of Income (\$60.00 x 8 days)	\$ 480.00	\$ 400.00 (\$50.00 x 8 days)
LTA Search Fee	\$ 7.00	\$ 7.00
TOTAL	\$ 12,271.68	\$ 3,684.53

Breakdown of days is as follows:

**5 days recommendation for repair +1 Sunday + 2 PRS = 8 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Thursday, 26 September 2019 9:09 AM
To: Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: Accident Involving SGH981T (OI : QBE) AND SHB5395Y (TP) on 11.12.2018

Tracking:	Recipient	Delivery
	Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)	
	Admin A	
	Meikwan@lkkauto.com	Delivered: 26/9/2019 9:09 AM
	olivialau@lkkauto.com	Delivered: 26/9/2019 9:09 AM
	shupei@lkkauto.com	Delivered: 26/9/2019 9:09 AM

LKK REF - CC3/QBE18022581/Jfb3

Without Prejudice

Dear Sir/Madam,

We refer to the above matter.

We propose settlement at global sum of **\$3,684.00(all in)** on this matter.

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,

Khanchna Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Thursday, 26 September 2019 10:04 AM
To: Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: Accident Involving SGH981T (OI : QBE) AND SHB5395Y (TP) on 11.12.2018
Attachments: QBE DV.pdf

Tracking:	Recipient	Delivery
	Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)	
	Admin A	
	olivialau@lkkauto.com	Delivered: 26/9/2019 10:04 AM
	Meikwan@lkkauto.com	Delivered: 26/9/2019 10:04 AM
	shupei@lkkauto.com	Delivered: 26/9/2019 10:04 AM

Without Prejudice

Dear Sir/Madam,

We refer to the above matter and your e-mail below.

We revoke our previous offer that was sent on the even date and propose settlement at global sum of **\$3,484.00(all in)** on this matter.

Please confirm acceptance.

If accepted, kindly also send us (LKK) all the documents below for our necessary action: -

- Original LOD
- Original Final Repair Tax Invoice, Rental supporting documents & Invoice
- Original Letter of Authorisation & hardcopy of the DV

Thank you.

"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,

Khanchna Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

Khanchna (LKK Auto)

To: Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: Accident Involving SGH981T (OI : QBE) AND SHB5395Y (TP) on 11.12.2018

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis) <TanSelena@smrt.com.sg>

Sent: Thursday, 26 September 2019 9:34 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving SGH981T (OI : QBE) AND SHB5395Y (TP) on 11.12.2018

Dear Khandna

We have just realised that our driver has taken a courtesy taxi for 4 days hence his loss of income entitled should be on 4 days too.

Our revised LOD should now read as follows:

COR \$2353.05

LOR \$924.48

LOI \$240.00

LTA \$7.00

Total claim : \$3524.53

We would appreciate if you could settle our claim in full today

Thank you

Regards

Selena Tan

Claims and Insurance Agency

Direct line +65 6866 2653 | Direct fax +65 6368 7421

60 Woodlands Industrial Park E4

Singapore 757705

Poh Kin (LKKAuto)

From: Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis)
<TanSelena@smrt.com.sg>
Sent: Tuesday, 21 May 2019 10:37 AM
To: Poh Kin (LKKAuto)
Subject: Accident involving SMRT SHB5395Y & QBE SGH981T on 11.12.2018 along Geylang Road (near Lorong 25) - Our Ref: TAX/12/18/2050/ST)
Attachments: img-521101907-0001.pdf
Categories: clear

Dear Poh Kin

We refer to the above matter and wish to quantify our claims as follow:

Cost of Repairs	S\$2,353.05
Loss of Rental	S\$ 924.48 (S\$115.56 x 8 days)
Loss of Income	S\$ 480.00 (S\$60.00 x 8 days)
LTA Search fee	S\$ 7.00
TOTAL	S\$3,764.53

We have also attached the following documents to support our claim:

Repair Invoice
GIA report
Vehicle laid-up report
Rental agreement
LTA search fee
Letter of Authorisation

Please let us hear from you soon.

Thank you

Regards
Selena Tan
Claims & Insurance Agency
DID: 6866 2653
FAX: 6368 7421



SMRT Automotive Services

60 Woodlands Industrial Park E4 Singapore 757705



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

QBE INSURANCE (SINGAPORE) PTE LTD

Ref : CC3/QBE18022581/Jkb3s2

1 RAFFLES QUAY #29-10 SOUTH
TOWERSINGAPORE 048583

Date : 19-12-2019



Code : QBE

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SGH 981T	Veh. Inspected	SHB 5395Y
Policy No.	8-V0013213-MVA-R002	Coverage (\$)	0.00
Claim No.	VC012140	Excess (\$)	0.00
Assign From		Assign Date	13/12/2018

2. Vehicle Particulars & Condition

Make & Model	TOYOTA PRIUS	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	JTDKB3FU103575527	Colour	MAROON
Odometer	152917	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65 R17	FALKEN	6 mm
L/H Front Tyre	195/65 R17	FALKEN	6 mm
R/H Rear Tyre	195/65 R17	FALKEN	6 mm
L/H Rear Tyre	195/65 R17	FALKEN	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.
--

5. General Information

Accident Date	11/12/2018	Inspection Date	13/12/2018
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.
--

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	5 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 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHB 5395Y

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	COVER, RR BUMPER ASSY (DISC 25%)	DENTED	423.90	317.93
1	COVER, GUARD RR BUMPER LOWER (DISC 25%)	DENTED	14.80	11.10
1	EMBLEM SUB-ASSY REAR (DISC 25%)	NECESSARY	46.30	34.73
2	PAD, RR BUMPER, RH & LH, 3 @ \$3.80 (DISC 25%)	NECESSARY	7.60	5.70
1	NAME PLATE (PRIUS) LUGGAGE COMPARTMENT (DISC 25%)	NECESSARY	52.30	39.23
1	GUARD, RR BUMPER, LOWER (DISC 25%)	CUT	558.30	418.73
2	PAD, RR BUMPER, RH & LH, 1 @\$3.80 (DISC 25%)	NECESSARY	7.60	5.70
2	PAD, RR BUMPER, RH & LH, 2 @\$3.80 (DISC 25%)	NECESSARY	7.60	5.70
2	SEAL, RR BUMPER ARM, RH & LH @ \$11.00 (DISC 25%)	NECESSARY	22.00	16.50
1	NAME PLATE (HYBRID), LUGGAGE COMPARTMENT (DISC 25%)	NECESSARY	52.30	39.23
1	REAR BUMPER REINFORCEMENT (DISC 25%) (ADDITIONAL)	BENT	318.80	239.10
2	PIXEL STICKER @ \$60.00 (SN)	NECESSARY	120.00	120.00
1	STICKER SMRT LOGO (SN)	NECESSARY	7.80	7.80
1	STICKER DECAL 6555 8888 (SN)	NECESSARY	21.60	21.60
1	TAILGATE MOULDING GLASS, BACK DOOR	NOT NECESSARY	29.70	-
1	END PANEL SUB-ASSY, BODY LOWER BACK	NOT NECESSARY	629.80	-
1	REAR BUMPER REINFORCEMENT	NOT NECESSARY	318.80	-
1	TAIL GATE MOULDING LOWER GLASS, BACK	NOT NECESSARY	29.90	-
1	SEAL, RR BUMPER, LH	NOT NECESSARY	85.20	-
1	SEALANT W/SCREEN	NOT NECESSARY	37.00	-
1	SEALANT SIKAFLEX	NOT NECESSARY	37.00	-
1	TAIL GATE MOULDING LOWER GLASS, BACK	NOT NECESSARY	19.70	-
1	FILLER, RR BUMPER, RH	NOT NECESSARY	119.90	-
1	FILLER, RR BUMPER, LH	NOT NECESSARY	119.90	-
1	ANTENNA, ELECTRICAL KEY	NOT NECESSARY	60.30	-
1	TAIL GATE MOULDING LOWER GLASS, BACK	NOT NECESSARY	29.90	-
1	RETAINER, RR BUMPER, LH	NOT NECESSARY	111.50	-
1	TAIL GATE DAM, BACK DOOR GLASS UPPER	NOT NECESSARY	27.90	-
1	SEAL, RR BUMPER, RH	NOT NECESSARY	85.20	-

Report Ref No. CC3/QBE18022581/Jkb3s2



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 (\$)
1	RETAINER, RR BUMPER, RH	NOT NECESSARY	112.70	-
1	NUMBER PLATE FRAME	NOT NECESSARY	12.00	-
1	SPOILER SUB-ASSY, REAR	NOT NECESSARY	1,322.10	-
1	SENSOR REVERSE	NOT NECESSARY	180.00	-
1	TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-	TO REPAIR SEE LABOUR	891.20	-
1	TAIL GATE PANEL SUB-ASSY BACK DOOR	TO REPAIR SEE LABOUR	929.60	-
			6,850.20	1,283.05
	LABOUR			
	PANEL BEATING & BODYWORK. INCLUSIVE OF THE REPAIR OF TAIL GATE BACK DOOR OUTSIDE GARNISH SUB- AND TAIL GATE PANEL SUB-ASSY BACK DOOR.		1,214.00	400.00
	SPRAY PAINT.		1,856.00	580.00
	TO APPLY RUST-PROOFING ON AFFECTED AREA.		100.00	30.00
	TO CHECK WIRING AND SYSTEM FUNCTION.		80.00	30.00
	TO INSPECT RR LIGHTING, MECHANISMS & WATER TEST RR LIGHTING FOR LEAKAGE.	NOT NECESSARY	120.00	-
	TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	NOT NECESSARY	120.00	-
	TO REMOVE AND REFIX REAR WINDSCREEN.	NOT NECESSARY	120.00	-
	TO REPLACE SUNDRY PARTS.	NOT NECESSARY	100.00	-
	TO TEST AND REFIX REVERSE SENSOR SYSTEM.		120.00	30.00
	TO TRANSFER REAR TAILGATE MECHANISM.	NOT NECESSARY	120.00	-
	TO WASH AND VACUUM.	NOT NECESSARY	60.00	-
			4,010.00	1,070.00
GRAND TOTAL			10,860.20	2,353.05
RECOMMENDED COST OF REPAIRS				2,353.05

Report Ref No. CC3/QBE18022581/Jkb3s2

ONG HWEЕ JIE
Automotive Assessor

HO LEONG CHUAN
Automotive Assessor

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