

Surveyor: Zhang DOI: 18/12/18 Date / Time: 18/12/18 Registered in Merimen: 18/12/18

Pre-assign / CCU / FTE



Insured Vehicle No.: SKW3371C Claim No.: MPC201800000270
 Name of Insured: TOH JIN HONG Policy No.:
 Insured Tel No.: HP: 14/12/2018 Make / Model: VIA K3
 Excess Sec II :SS D.O.A: 14/12/2018 Place of Accident: MIDDLE RD
 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



INSRS: WSP: Prime Auto
 Tel: 14/12/2018
 Liability:
 RMKS:



INSRS: WSP:
 Tel:
 Liability:
 RMKS:



INSRS: WSP:
 Tel:
 Liability:
 RMKS:



INSRS: WSP:
 Tel:
 Liability:
 RMKS:

Date/ Time		STAGE	DATE / PIC
21/12	SHD 2276R - 13/12/18 14/12/18 15/12/18 16/12/18 17/12/18 18/12/18	Non-Reporting ltr (1st):	
	SKW 3371C-X	Non-Reporting ltr (2nd):	
	- <u>PENDING</u>	Non-Reporting ltr (Final):	
	- <u>POTENTIAL RESORT CLAIM</u>	Notification ltr (if non-pickup):	
20/12/18	- <u>FILE REQUESTED. CONDUCTING VIDEOS.</u>	Call OI:	
	- <u>OI REPORTED TP CUT LANE. TP REPORTED BOTH CHARGED TO WAREHOUSE CLAIM.</u>	After call ltr to OI:	
	- <u>OI GOT VIDEO FOOTAGE.</u>	Documentation Check List: Handler Typist	
	- <u>WILL LIABILITY UNCLARIFIED.</u>	Notification ltr (if non-pickup)	
20/12/18	- <u>OI VIDEO FOOTAGE IN. V DRIVE/IC/PHOTOGRAPHIC.</u>	After call ltr to OI:	
	- <u>WILL ACKNOWLEDGE TO RESORT CLAIM</u>	Authorisation To Act:	
	- <u>TP LOD IN BY BUAL.</u>	Release Voucher:	
14/10/19	- <u>BUAL TO TP RESORT TO CLOSE.</u>	Final Repair Bill:	
		Car Rental Invoice:	
		Towing Invoice:	
		LTA / GIA:	
		Medical Bill:	
		PIR:	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

PRELIMINARY ADVICE Date/Time: Sent By:

FINALIZATION Date/Time: Confirm with: Confirm by:

Repair Cost: 1/9 SS 3,900.00 (5 days) Reduction: 37 % Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: Confirm with: Email ☐ Call ☐

Final Liability: % (Agreed / Assessed) BOLA S/N No.: WIL If NO or B 28, Ass. Lia: CONDUCTING VIDEOS

Repair Cost: SS — Loss of Rental (LOR): SS — (— days) "RESORT CLAIM"

Loss of Use (LOU): SS — (\$ — x days) "RESORT CLAIM"

Loss of Income (LOI): SS — (\$ — x days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search: SS — 1) Claim status: Normal/Reject/Private Settle

Medical: SS — 2) Report Format: +

Disbursement: SS — (e.g. Tow/Independent) 3) Survey fee: 250.00

Legal Cost: SS —

Total: SS — Global Sum SS:

FINAL PAYMENT Date/Time: Confirm with: Email ☐ Call ☐

Payee 1: SS — Name 1: —

Payee 2: (Strike if N.A.) SS — Name 2: —

Payee 3: (Strike if N.A.) SS — Name 3: —



Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

Date: 17.12.2018

India International Insurance Pte Ltd
64 Cecil Street #04/#05
IOB Building
Singapore 049711

Attn: Motor Claims Dept

RE: ESTIMATE COST OF REPAIR TO VEHICLE SHD2776R PRIUS HYBRID 1.8L A (2012)

To Supply

1)	1pc	Front bumper	\$	1,230.00	de ✓
2)	1set	Front bumper clips	\$	30.00	ne ✓
3)	1pc	Front bumper right side retainer	\$	82.40	de ✓
4)	1pc	Right front shock absorber	\$	624.10	? / de ✓
5)	1pc	Right front lower arm	\$	340.00	? x gnc ✓
6)	1pc	Right front wheel knuckle	\$	377.00	? x gnc ✓
7)	1pc	Right head lamp	\$	1,060.00	at ✓
8)	1pc	Right front fender	\$	733.00	bt ✓
9)	1pc	Right front fender "Hybrid" emblem	\$	52.40	ne ✓
10)	1pc	Right front fender cowl	\$	172.90	pr ✓
11)	1pc	Right front fender cowl clip	\$	20.00	ne ✓

Sub total parts	\$	4,721.80
Less: 25% discount	\$	(1,180.45)
	\$	3,541.35

S.Nett Parts

1)	1pc	Right front fender advertisement sticker	\$	120.00	ne ✓
2)	1pc	Right front door advertisement sticker	\$	160.00	ne ✓
3)	1pc	Right front tyre sport rim	\$	800.00	cr ✓ 3 qd

Sub total S.Nett Parts	\$	1,080.00
------------------------	----	----------

L/charges

- | | | |
|--|----|-------------------|
| 1) To tuff kote. | \$ | 50.00 20 |
| 2) To focus right head lamp. | \$ | 30.00 ✓ |
| 3) To remove & replace right front tyre sport rim. To balance tyre. | \$ | 50.00 30 |
| 4) To remove & replace right front lower arm, wheel knuckle & right front shock absorber. | \$ | 180.00 120? photo |
| 5) To knock & repair right front door. Remove front bumper, right head lamp & right front fender. Replace the above parts. Align & adjust front bumper. | \$ | 600.00 500 |
| 6) To putty, respray painting front bumper, right front fender & right front door. To polish. | \$ | 700.00 600 |

Sub total L/charges	\$	1,610.00
	\$	6,231.35

Tuplin 97495747
up
18/12/18 @ 1215

Resurvey after repair
5 days

sur @ lkkaut.com

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:

Print Received Message

This mail is associated with :

***SHD2776R (MPC2018D0000270)**
[SKW3321C]

TP

PRIME CAR RENTAL & TAXI SERVICES PTE LTD
Dec 14 2018 10:00PM

Prime Auto Claims Service Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 26/12/2018 17:26 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SHD2776R - Claim Handler: C. Meenachi

Approved:0.00:TO VIDEO FOOTAGE FROM INSD. REJECT TP CLAIM

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 14 January, 2019 4:17 PM
To: 'Alice Leong'
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT ON 14.12.2018 INVOLVING VEHICLES SHD2776R & SKW3321C LKK
REF CC4/III18022730/T1ha3
Attachments: SKETCH PLAN.pdf; STATEMENT.jpg

Without Prejudice

Dear Alice,

We refer to your below email.

Please be informed that our principal had further reviewed the matter and based on the available information provided, our principal is in the view that our Insured is not liable of this accident.

Our Insured reported that he was within his lane when your client cut lane. Please see attached statement. Furthermore, your client had also confirmed that he was filtering lane when the accident happened.

As such, we have our principal's instruction and we are unable to look into your client's claim unless proven otherwise.

Thank you.

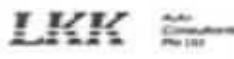
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Alice Leong [<mailto:aliceleong@primeautoclaims.com>]
Sent: Friday, 4 January, 2019 2:52 PM
To: Vic (LKKAUTO)
Cc: meenachi@iii.com.sg
Subject: ACCIDENT ON 14.12.2018 INVOLVING VEHICLES SHD2776R & SKW3321C
Importance: High

Hi Vic,

Enclosed our LOD with supporting documents for your retention.

For swift & amicable settlement, please let us have your offer.

Thank you

Alice Leong

Manager, Motor Claims

Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

A member of the Prime Group

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

WP

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	31 Dec 2018 Edit Reg		18 Dec 2018 00:00 Edit Adj Rpt	S\$3,900.00 Edit Estimates	S\$3,900.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	TOH JU HONG, ID: S84362231								
Main Claimant:	PRIME CAR RENTAL & TAXI SERVICES PTE LTD, Co. Reg. No.: 199606293Z								
Vehicle Reg. No.:	SHD2776R	Date of Loss:	14/12/2018 22:00 - :59 [65 Months and 18 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MPC2018D0000270	Policy/Cover Note No.:	D18MPC0001126						
Vehicle Reg. No. (Insured):	SKW3321C	Policy No. (Claimant):	5068045737-04						
		Excess:							
Repairer:	Prime Auto Claims Service Pte Ltd (HQ) 6 Benoi Place, 629927 Pioneer - Tel: 68610908								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by C. Meenachi - 6347 6073]								
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 28/12/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• III_SG (26/12/2018): Alert - Adj Mandate Approved (S\$0.00) - SHD2776R - Claim Handler: C. Meenachi									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SHD2776R (MPC2018D0000270)
[SKW3321C]

TP

PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Dec 14 2018 10:00PM

[TOH JU HONG]

Prime Auto Claims Service Pte Ltd

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	14/01/19 16:05	Chassis Number	 Load JPG	☒
2	14/01/19 16:05	General View	 Load JPG	☒
3	14/01/19 16:05	General View	 Load JPG	☒
4	14/01/19 16:05	General View	 Load JPG	☒
5	14/01/19 16:05	General View	 Load JPG	☒
6	14/01/19 16:05	General View	 Load JPG	☒
7	14/01/19 16:05	General View	 Load JPG	☒
8	14/01/19 16:05	General View	 Load JPG	☒
9	14/01/19 16:05	General View	 Load JPG	☒
10	14/01/19 16:05	General View	 Load JPG	☒
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18	14/01/19 16:05	General View	 Load JPG	☒
19	14/01/19 16:05	General View	 Load JPG	☒
20	14/01/19 16:06	General View	 Load JPG	☒
21	14/01/19 16:06	General View	 Load JPG	☒
22	14/01/19 16:06	General View	 Load JPG	☒
23	14/01/19 16:06	General View	 Load JPG	☒
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31	14/01/19 16:06	General View	 Load JPG	☒
32	14/01/19 16:06	General View	 Load JPG	☒
33	14/01/19 16:06	General View	 Load JPG	☒
34	14/01/19 16:10	Reinspection Photo	 Load JPG	☒
35	14/01/19 16:10	Reinspection Photo	 Load JPG	☒
36	14/01/19 16:10	Reinspection Photo	 Load JPG	☒
37	14/01/19 16:10	Reinspection Photo	 Load JPG	☒

Photos/Images				3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
38	14/01/19 16:10	Reinspection Photo		Load JPG	☒
39	14/01/19 16:10	Reinspection Photo		Load JPG	☒
40	14/01/19 16:10	Reinspection Photo		Load JPG	☒
Documentation				1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	18/12/18 19:13	TP GIA REPORT		Load PDF	
2	18/12/18 19:13	ACKNOWLEDGEMENT EMAIL TO III DD 18.12.2018		Load PDF	
3	23/12/18 18:01	TP ESTIMATE - MARKED		Load PDF	
4	14/01/19 16:18	EMAIL TO TP REJECT		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	19/12/18 08:59	Singapore Accident Statement		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd

(Co. Reg. No: 199607198R)

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III18022730/T1HA3Q2

Date: 17/01/2019

REFERENCE

Handling Insurer:	India International Insurance Pte Ltd	Policy No:	D18MPC0001126
Claimant Vehicle No :	SHD2776R	Insured Vehicle No :	SKW3321C
Date of Loss:	14/12/2018	Nature of Claim:	TP
		Claim No:	MPC2018D0000270

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SHD2776R		
Make & Model:	TOYOTA PRIUS HYBRID, 1.8 (A)	Engine No:	2ZR5586253
Reg. Date:	26/06/2013 (Man. Year: 2012)	Chassis No:	ZVW301609810
Colour:	Orange	Odometer:	0 km
Engine Capacity:	1797 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:	185/65 R15	Rear Tyre Size:	185/65 R15
Front Left Side:	Goodride 6 mm	Rear Left Side:	Goodride 6 mm
Front Right Side:	Goodride 6 mm	Rear Right Side:	Goodride 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,621.35	3,583.60	1,037.75	22.46
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,610.00	1,300.00	310.00	19.25
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	6,231.35	4,883.60	1,347.75	21.63
Approved Total (Overridden) (S\$)		3,900.00		
(S\$)	6,231.35	3,900.00	2,331.35	37.41
+ GST 7.00/7.00% (S\$)	436.19	273.00	163.19	37.41
Nett Amount (S\$)	6,667.54	4,173.00	2,494.54	37.41
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment:	18/12/2018	
Date Inspected:	18/12/2018	Inspected At: Prime Auto Claims Service Pte Ltd (HQ) 6 Benoi Place Singapore 629927
Estimated Period of Repair:	5.0 days	

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** VIC ALPEH

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

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 17 Jan 2019)
Parts: 144	TOYOTA PRIUS HYBRID 1.8 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SHD2776R)	
Validity:	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
Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Deformed	1,230.00 FL	*1,230.00 FL
2	1		*SET FRONT BUMPER CLIPS	Necessary	30.00 FL	*30.00 FL
3	1		*FRONT BUMPER RIGHT SIDE RETAINER	Deformed	82.40 FL	*82.40 FL
4	1		*RIGHT FRONT SHOCK ABSORBER	Deformed	624.10 FL	*624.10 FL
5	1		*RIGHT FRONT LOWER ARM	Serviceable	340.00 FL	*- FL
6	1		*RIGHT FRONT WHEEL KNUCKLE	Serviceable	377.00 FL	*- FL
7	1		*RIGHT HEAD LAMP	Cut	1,060.00 FL	*1,060.00 FL
8	1		*RIGHT FRONT FENDER	Bent	733.00 FL	*733.00 FL
9	1		*RIGHT FRONT FENDER HYBRID EMBLEM	Necessary	52.40 FL	*52.40 FL
10	1		*RIGHT FRONT FENDER COWLING	Torn	172.90 FL	*172.90 FL
11	1		*RIGHT FRONT FENDER COWLING CLIP	Necessary	20.00 FL	*20.00 FL
12	1		*RIGHT FRONT FENDER ADVERTISEMENT STICKER	Necessary	120.00 FS	*120.00 FS
13	1		*RIGHT FRONT DOOR ADVERTISEMENT STICKER	Necessary	160.00 FS	*160.00 FS
14	1		*RIGHT FRONT TYRE SPORT RIM	Cracked	800.00 FS	*300.00 FS

F=Franchise part. S=SpcNett. L=ListItemDisc.

Sub Total (S\$)	5,801.80	4,584.80
- List Item Discount on L Items 25.00/25.00% (S\$)	1,180.45	1,001.20
Total Parts (S\$)	4,621.35	3,583.60

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO TUFF KOTE	New	50.00	20.00
2	TO FOCUS RIGHT HEAD LAMP	New	30.00	30.00
3	TO REMOVE & REPLACE RIGHT FRONT TYRE SPORT RIM .TO BALANCE TYRE	New	50.00	30.00
4	TO REMOVE & REPLACE RIGHT FRONT LOWER ARM ,WHEEL KNUCKLE & RIGHT FRONT SHOCK ABSORBER	New	180.00	120.00
5	TO KNOCK & REPAIR RIGHT FRONT DOOR ,REMOVE FRONT BUMPER ,RIGHT HEAD LAMP & RIGHT FRONT FENDER ,REPLACE THE ABOVE PARTS .ALIGN & ADJUST FRONT BUMPER	New	600.00	500.00
6	TO PUTTY,RESPRAY PAINTING FRONT BUMPER ,RIGHT FRONT FENDER & RIGHT FRONT DOOR .TO POLISH	New	700.00	600.00
Gross Labour Cost (S\$)			1,610.00	1,300.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >