

02/01/19

INS. CASE OWNER:

CC 4/QBE1802

3227, 1/1/19, 1/1/19

LKK: IDAC:

Surveyor: Marcus

DOI: 1/1/19

Date / Time: 1/1/19

Registered in Merimen: 1/1/19

Pre-assign / CCU / FTE

GBA 5307D



Insured Vehicle No. : _____

Claim No. : _____

Name of Insured : _____

Policy No. : _____

Insured Tel No. : _____ HP: _____

Make / Model : _____

Excess Sec II :SS _____ D.O.A: 1/1/19

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

GBA 7705A



INSRS: WSP: Tel: Liability: RMKS:

Tan Wm



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/ Time	STAGE	DATE / PIC
16/1/19	Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup): Call OI: After call ltr to OI: Documentation Check List: Handler Typist	
	Notification ltr (if non-pickup):	
	After call ltr to OI:	
	Authorisation To Act:	
	Release Voucher:	
	Final Repair Bill:	
	Car Rental Invoice:	
	Towing Invoice:	
	LTA / GIA:	
	Medical Bill:	
	PIR:	
	Mandate/Reject Instruction:	
	LOD:	
	Payment Breakdown Form:	
	Post-Repair Photos:	
	Others:	

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____

Repair Cost: \$5 (days) Reduction: % Email Call

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

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

Repair Cost: \$5

Loss of Rental (LOR): \$5 (days)

Loss of Use (LOU): \$5 (5 x days)

Loss of Income (LOI): \$5 (5 x days)

LOR only LOU only LOR + LOU LOR + LO [Tick only one]

GIA/LTA Search \$5

Medical \$5

Disbursement: \$5 (e.g. Tow/ Independent)

Legal Cost \$5

Total: \$5 Global Sum \$5:

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

Payee 1: \$5 Name 1: _____

Payee 2: (Strike if N.A.) \$5 Name 2: _____

Payee 3: (Strike if N.A.) \$5 Name 3: _____

COPY SENT

1) Claim status: Normal/Reject/Private Settlement
2) Report Format: 1/1/19
3) Survey fee: 1/1/19

Synstar

REF: **QBE**

ASSIGNMENT

From: _____ Date: **27-12-2018**

Estimated Cost: _____

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

To inspect Vehicle No: **GBF 3705A**

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : **Yes** or No

GIA / PR Seen: Consistent? : **Yes** or No

Est. Repairs: **2** days Res: **Yes** or No

Lum Sum: **1.5%** % 3 Val: **Yes** or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

ODPRK
Vehicle: IN / OUT

Veh No: **GBF3705A** Yr Reg: **10/16**

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

Truck / Trailer or (car)

Make: **Toyota Dyna** C.C. **2982**

Colour: **orange** A/C Insured / Std / NI / NA

Sp. Reading: **57624** T/Radio: Insured / Std / NI / NA

Eng/No

C/N: **JTFAT35420K 206556**

Gen. Cond: **Good** / Fair / Poor / Burnt

Steering: **In order** / Jammed / Leaked / Burnt or

Brake: **In order** / Jammed / Leaked / Burnt or

Modi: **Nil** / S/Rim / STD A/Rim or

Tyre Size: F: **195R15 .35**

R: **155R12**

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

TOYO / YOKO or **FAUKER**

Front

Rear

R/Bal: **6** mm R/Bal: **6/6** mm

L/Bal: **6** mm L/Bal: **8/6** mm

D.O.A: **24/12/18** D.O.I: **27/12/18**

Survey held at _____

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

O/S Rear

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

27/12/18 Confirmed final by \$400 with willow.

Order ref 33M.

Date/Time: File Pass to?

: Prel. Report

Days Of Repair:

1)

: Final Report

Resurvey No. of Trip:

Date/Time: File Return to?

Survey Fee:

2)

Add Fee: Site Insp (\$

) \$ + RS \$

Interview (\$

) Photos

Tech Invs (\$

) Others

Weekend (\$

Report Format :

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

TOTAL



Auto
Consultants
Pte Ltd

Company Registration No. 199607198I

511 BEAVER L, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 6256431

Your ref: To Be Advised
Our ref: CC4/QBE18023227/Ueb3

Date: 28.12.2018

The Motor Claims Department
M/s QBE INSURANCE (INTERNATIONAL) LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

GBF3705A

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 27.12.2018 at the premises of M/s Tan Lim Motor Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	600.00
Revised Estimate Amount	: S\$	400.00
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:
The vehicle sustained damages at the
O/S Rear Portion



Comments/Present Status:
Damages Consistent
Estimated normal period for repairs: 2 days

Yours faithfully,

SKETCH PLAN

JUSTICE

Report correctly the details of the accident to speed up the claims process.

Report must be completed by the Policyholder and/or the Authorised Driver.

Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.

- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
- 5. Any false reporting may be referred to the Police for investigation.
- 6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
- 7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
- 8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims.(collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents(including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.



Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time:
24/12/18
2:00PM

Reporting Centre Personnel's Signature
Name:
NIC/FIN No.:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Company
Owner ID: 0888K

Vehicle Details

Vehicle No.: GBF3705A
Vehicle to be Exported: No
Intended Deregistration Date: 26 Dec 2018
Vehicle Make: TOYOTA
Vehicle Model: TOYOTA DYNA 150 MANUAL
Primary Colour: White
Manufacturing Year: 2016
Engine No.: 1KD2622724
Chassis No.: JTFAT35Y20K206556
Maximum Power Output: -
Open Market Value: \$24,944.00
Original Registration Date: 03 Oct 2016
First Registration Date: 03 Oct 2016
Transfer Count: 0
Actual ARF Paid: \$1,248.00

Intended PARF Rebate Details

PARF Eligibility: No
PARF Eligibility Expiry Date: -
PARF Rebate Amount: \$0.00

Intended COE Rebate Details

COE Expiry Date: 02 Oct 2026
COE Category: C - Goods Vehicle & Bus
COE Period(Years): 10
QP Paid: \$47,889.00
COE Rebate Amount: \$37,192.00
Total Rebate Amount: \$37,192.00

The information contained herein is correct as at 26 Dec 2018

OK

Nivitha (LKK Auto)

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Thursday, 27 December 2018 11:31 AM
To: assignments
Subject: FW: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018
Attachments: GBF3705A.pdf, GBF3705A 24.12.2018.pdf

11:41am 27/12/18
penono caymen
vehicle in
SUR @ Marcus.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

80/51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Thursday, 27 December 2018 11:28 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Hi
Please assist to arrange for TP survey on WP basis. Our Insured has yet to report the accident.

Best Regards

Joyce Foo
Claims Assistant - Claims
Asia Pacific - Singapore

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



From: Caymen <caymen@tlmotor.com.sg>
Sent: Wednesday, 26 December 2018 4:42 PM
To: Jenny Toh <jenny.toh@qbe.com>; Joyce Foo <joyce.foo@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

• Cc: 'Wei Shong' <wei.shong@tlimotor.com.sg>
Subject: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Your Ref: GBA5307D

Our Ref: GBF3705A

DOA: 24.12.2018

Without Prejudice

Dear All,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have a **list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

Thank you.

Regards,



Caymen
caymen@tlimotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte
51 Defu Lane 10
Singapore 539216
<http://www.tlimotor.com.sg>

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Shu Pei (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 11 January 2019 4:58 PM
To: Joyce Foo; Admin A; Shu Pei (LKKAuto)
Subject: RE: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Hi Joyce,

We refer to our tele-conversation.

We will submit our w/p report to you soon.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

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

81k 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 51408933



From: Joyce Foo <joyce.foo@qbe.com>
Sent: Friday, 28 December 2018 4:12 PM
To: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Subject: FW: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Our Ref. VC012176

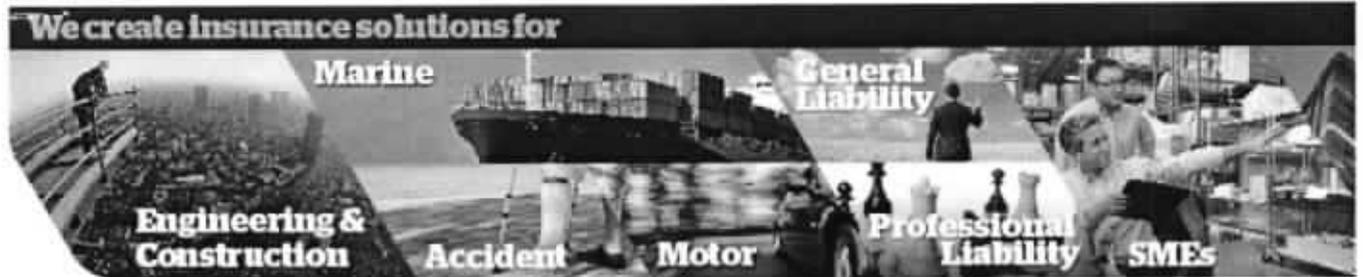
Hi

Attached Insured's report for your retention .

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: Friday, 28 December 2018 3:50 PM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle GBF 3705A at M/s Tan Lim Motor Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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 Asher and she can be contacted at DID: 6841 6051.

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)

From: Admin-D (LKKAuto)
Sent: Thursday, 27 December 2018 11:45 AM
To: 'Joyce Foo' <joyce.foo@qbe.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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



From: Joyce Foo <joyce.foo@qbe.com>

Sent: Thursday, 27 December 2018 11:28 AM

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

Subject: FW: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

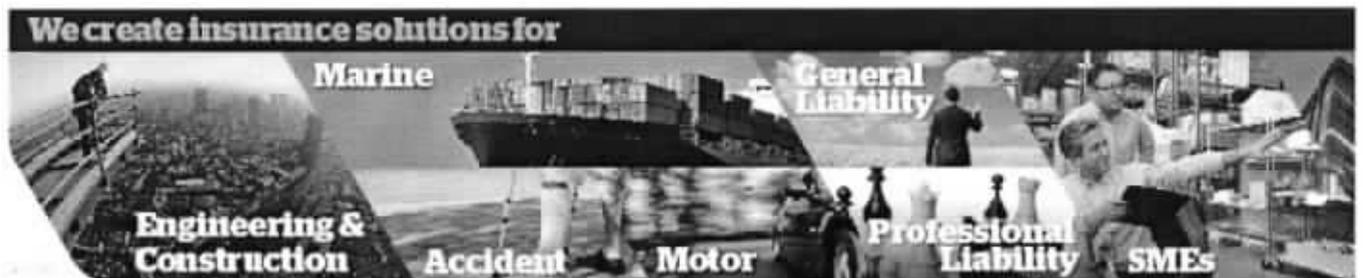
Hi

Please assist to arrange for TP survey on WP basis. Our Insured has yet to report the accident.

Thanks & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific - Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1154
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg



From: Caymen <caymen@tlmotor.com.sg>
Sent: Wednesday, 26 December 2018 4:42 PM
To: Jenny Toh <jenny.toh@gbe.com>; Joyce Foo <joyce.foo@gbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@gbe.com>
Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>
Subject: Third party survey - GBF3705A Your insured: GBA5307D DOA: 24.12.2018

Your Ref: GBA5307D

Our Ref: GBF3705A

DOA: 24.12.2018

Without Prejudice

Dear All,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

Thank you.

Regards,



Caymen
caymen@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
51 Defu Lane 10
Singapore 539216
<http://www.tlmotor.com.sg>

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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

Affiliated to Federation Internationale Des Experts En Automobile			
QBE INSURANCE (SINGAPORE) PTE LTD		Ref : CC4/QBE18023227/Ueb3q2	
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 18-01-2019	
		Code : QBE	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	GBA 5307D	Veh. Inspected	GBF 3705A
Policy No.		Coverage (\$)	0.00
Claim No.	VC012176	Excess (\$)	0.00
Assign From	JOYCE	Assign Date	27/12/2018
2. Vehicle Particulars & Condition			
Make & Model	TOYOTA DYNA (SN)	c.c	0
Engine No.	HIDDEN	Year of Reg.	2016
Chassis No.	JTFAT35Y20K206556	Colour	ORANGE
Odometer	57624	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	GOOD		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	195 R15	FALKEN	6 mm
L/H Front Tyre	195 R15	FALKEN	6 mm
R/H Rear Tyre	155 R12 (D)	FALKEN	6/6 mm
L/H Rear Tyre	155 R12 (D)	FALKEN	6/6 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	24/12/2018	Inspection Date	27/12/2018
Survey held at	TAN LIM MOTOR PTE LTD 51 DEFU LANE 10 SINGAPORE 539216		
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:		2 Working Days	



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. GBF 3705A

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	LABOUR			
	PANEL BEATING ,KNOCKING AND STRAIGHTEN THE NECESSARY PORTION ,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME.		250.00	200.00
	PUTTY & SPRAY PAINTING OF THE AFFECTED PORTION.		350.00	200.00
			600.00	400.00
	GRAND TOTAL		600.00	400.00
RECOMMENDED COST OF REPAIRS				400.00

Report Ref No. CC4/QBE18023227/Ueb3q2

CHUA KANG SENG

Licensed Appraiser

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