

INSURANCE

INS. CASE OWNER:

CC 4/III1802

LKK:

IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES/ NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



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:

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:

SS

( 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:

SS

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS

(S x days)

Loss of Income (LOI):

SS

(S x days)

LOR only

☐

LOU only

☐

LOR + LOU

☐

LOR + LOU

☐

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent )

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.)

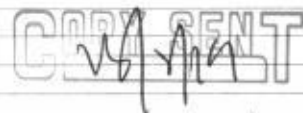
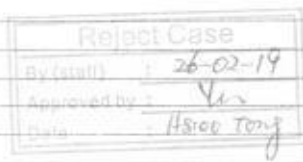
SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:



1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$200.00





## 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			
INDIA INTERNATIONAL INSURANCE PL		Ref : CC4/III18023329/T1pb3	
64 CECIL STREET #05-02 IOB BUILDING SINGAPORE 049711		Date : 31-12-2018	
		Code : III2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>			
Insured Veh.	SHB 4082G	Veh. Inspected	SHD 2483K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	31/12/2018
<b>2. Vehicle Particulars &amp; Condition</b>			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
<b>3. Conditions of Tyres</b>			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
<b>4. Description of Damages</b>			
<b>5. General Information</b>			
Accident Date	28/12/2018	Inspection Date	28/12/2018
Survey held at	PRIME AUTO CLAIMS SERVICE PTE LTD 6 BENOI PLACE SINGAPORE 629927		
<b>5a. Remarks</b>			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			



## Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

Date: 28.12.2018

India International Insurance Pte Ltd

64 Cecil Street #04/#05

IOB Building

Singapore 049711

### RE: ESTIMATE COST OF REPAIR TO SHD2483K TOYOTA PRIUS 1.8L

#### To Supply

1 ) 1pc	rear bumper	\$ <i>de</i> 1,324.50
2 ) 1set	rear bumper clip	\$ <i>ue</i> 30.00
3 ) 1pc	rear bumper right side retainer	\$ <i>ue</i> 112.70
4 ) 1pc	right rear bumper extension filler	\$ <i>Rx</i> 112.81

Sub total parts	\$	1,580.01
Less: 25% discount	\$	(395.01)
	\$	1,185.00

#### L/charges

1 ) To remove rear bumper, right bumper extension filler, replace the above part align rear bumper	\$	<i>200</i> 200.00
2 ) To putty & respray painting rear bumper & bumper extension filler	\$	<i>200</i> 250.00

Sub L/charges	\$	450.00
Estimated total	\$	1,635.00

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:

*Tanpin 9749 5447*  
*'wp'*  
*Resurvey after repair*  
*02 days*  
*sure (LKK auto claim)*

## Nivitha (LKK Auto)

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Friday, 28 December 2018 4:24 PM  
**To:** Pei Yee; 'sur@lkkauto.com'; Catherine Chong (LKK Auto)  
**Cc:** aliceleong@primeautoclaims.com; Sherini Pillai; Zuhaidah Samsuri  
**Subject:** RE: PRI REQUEST TO ACCIDENT ON 28.12.2018 INVOLVING SHD2483K & SHB4082G  
**Attachments:** img-181228162109.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SHD2483K and let us have your report urgently.

This claim will be handled by Ms Sherini.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

4:24pm @ 28/12/18  
vehicle in  
person @ pei yee

**From:** Pei Yee [mailto:peiyee@primeautoclaims.com]  
**Sent:** 28 December, 2018 2:28 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Cc:** aliceleong@primeautoclaims.com  
**Subject:** PRI REQUEST TO ACCIDENT ON 28.12.2018 INVOLVING SHD2483K & SHB4082G  
**Importance:** High

Hi

The above referred

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

Please inform surveyor to avoid 1230-1330pm lunch hour.

\*We select LKK Auto Consultants Pte. Ltd.

**\*Please arrange PRI soonest possible due to loss of income and loss of rental per day count.**

Thank you.

Thank you & Best regards,

**Pei Yee**

Prime Auto Claims Service Pte. Ltd.  
6 Benoi Place Singapore 629927  
Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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Virus-free. [www.avast.com](http://www.avast.com)

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

India International Insurance Pte Ltd.

Registration No. 198703792-K

## Hsiao Tong (LKKAUTO)

---

**From:** Alice Leong <aliceleong@primeautoclaims.com>  
**Sent:** Friday, 4 January 2019 2:57 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Sherini Pillai  
**Subject:** ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G  
**Attachments:** img-190104163905.pdf  
  
**Importance:** High

Hi Hsiao Tong,

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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## Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

Date: 04.01.2019

Our Ref: SHD2483K

Your Ref: SHB4082G

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

Without prejudice

Attn: Ms. Hsiao Tong (Motor Claims Dept)

Dear Madam,

### ACCIDENT ON 28.12.2018 INVOLVING VEHICLE NO SHD2483K & SHB4082G

We are on behalf of M/s Prime Car Rental & Taxi Services Pte Ltd the owner of vehicle SHD2483K in their third party claim against your insured / driver of SHB4082G negligence caused the accident.


Appended below our client's claim:

1. Cost of repair	\$ 1,284.00
2. Loss of rental @\$105.90 x 3 days	\$ 317.70
3. Loss of income @\$40.00 x 3 days	\$ 120.00
Total	<u>\$ 1,721.72</u>

We enclose herewith copy of our invoice no 3025, Letter of authority & Letter of Certification for your retention. Please acknowledge receipt.

For an amicable settlement, please let us have your offer.

Yours faithfully,

  
.....  
Alice Leong

e-mail: [aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)

Encl.





# TAX INVOICE

NO. : 3025

Prime Auto Claims Service Pte Ltd  
6 Benoi Place Singapore 629927  
Tel: 6861 0908 Fax: 6515 2948  
GST Reg. No: 201606560M  
Reg No. 201606560M

MESSRS INDIA INTERNATIONAL INSURANCE PTE LTD

64 Cecil Street  
#04/05 10B Building  
SINGAPORE 049711

DATE : 03/01/2019

WORKS ORDER NO : 3042

VEHICLE NO : SHD2483K

ITEM	DESCRIPTION	UNIT PRICE	AMOUNT
	Make/ Model : TOYOTA PRIUS Repair Date : 28/12/2018 Terms of Payment : COD		
	<b><u>THIRD PARTY CLAIMS</u></b>		
1	BEING LUMP SUM REPAIR TO THE ABOVE VEHICLE.	\$	1200.00

Compound interests at the rate of 1% per month  
will be charged on late payment.

SUB TOTAL	\$	1,200.00
GST 7%	\$	84.00
ROUNDING ADJ	\$	0.00
TOTAL	\$	1,284.00

PREPARED BY

PRIME AUTO CLAIMS SERVICE  
Manager

## ***LETTER OF AUTHORITY***

To: PRIME AUTO CLAIMS SERVICE PTE. LTD.

Re: ACCIDENT ON 28.12.2018 INVOLVING SHD2483K & SHB4082G  
ALONG MARINA BAY SANDS BASEMENT

I/ We, M/S Prime Car Rental & Taxi Services Pte Ltd hereby authorized you to carry out repairs of the damage caused to my / our vehicle no. SHD2483K in the above accident.

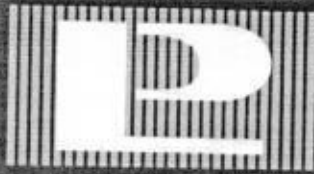
I/ We further also confirm and agree that all sums of money to be recovered by you on my/ our behalf shall be paid to you. I/ We hereby also authorise the third party insurer to release to you such sums of money recovered on my / our behalf.



.....  
*Signature (Company's stamp if applicable)*

Name:

NRIC:



# PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Prime Taxi Office

5, Benoi Place

Singapore 629926

Tel : 6898 2000

Fax : 6862 2628

Email : [primetaxi@singnet.com.sg](mailto:primetaxi@singnet.com.sg)

Website : [www.primetaxi.com.sg](http://www.primetaxi.com.sg)

Co. Cert. No: 199606293Z

Gst Reg. No: 19-9606293-Z

Your Ref : Please advise

Our Ref: SHD2483K

Date : 31.12.2018

To : Whom It May Concern

From : Prime Car Rental & Taxi Services Pte Ltd

## **RE: LETTER OF CERTIFICATION FOR MR. KOH ENG CHONG**

This letter serves to confirm that Mr. Koh Eng Chong Nric Number S7919847A is a Taxi Master for Prime Car Rental & Taxi Services Pte Ltd hiring the Vehicle Registration Number SHD2483K Singapore Dollar One Hundred and Five and Cents Ninety (\$105.90) Only.

Should clarification require I can be contacted at 94524182.

Thank you with Best Regards

Yours Sincerely

Mr Chan Kong Loong  
Workshop Manager



CHAN KONG LOONG  
S76301061  
WORKSHOP MANAGER  
NO. 5 BENOL PLACE  
SINGAPORE 629926

## Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks	By	
1	31 Dec 2018 11:41	<b>Clim Veh Model Changed</b>	(201861) TOYOTA PRIUS 1.8 HYBRID CVT (A).	[A] Lau Shu Pei	
2	31 Dec 2018 11:41	<b>Clim Created</b>	Reg No: SHD2483K, Acct Date: 2018/12/28, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ), Workshop: Prime Auto Claims Service Pte Ltd (HQ)	[A] Lau Shu Pei	
3	31 Dec 2018 11:41	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei	
4	31 Dec 2018 11:41	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/01/10	[A] Lau Shu Pei	
5	31 Dec 2018 11:41	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei	
6	31 Dec 2018 11:41	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei	
7	31 Dec 2018 11:41	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei	
8	31 Dec 2018 11:41	<b>Label Removed</b>	(30651):Vehicle Not In.	[A] Lau Shu Pei	
9	07 Jan 2019 09:32	<b>Clim Dtl Modified</b>	Insured Name: -> COMFORT TRANSPORTATION.	[A] Lau Shu Pei	
10	07 Jan 2019 09:32	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION.	[A] Lau Shu Pei	
11	07 Jan 2019 11:52	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: TBA, Remarks: Conflicting version. Kindly let us have a copy of insured's video.	[A] CHEW HSIAO TONG	

Date From



Date To



Audit Type

None

Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

## Claim Audit

### AUDIT TRAIL

No.	On	Audit	Remarks	By
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2	31 Dec 2018 11:41	<b>Clim Created</b>	Reg No: SHD2483K. Acct Date: 2018/12/28. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Prime Auto Claims Service Pte Ltd (HQ)	[A] Lau Shu Pei
3	31 Dec 2018 11:41	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	31 Dec 2018 11:41	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/01/10	[A] Lau Shu Pei
5	31 Dec 2018 11:41	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	31 Dec 2018 11:41	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei
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10	07 Jan 2019 09:32	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION.	[A] Lau Shu Pei
11	07 Jan 2019 11:52	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: TBA, Remarks: Conflicting version. Kindly let us have a copy of insured's video.	[A] CHEW HSIAO TONG
12	08 Jan 2019 10:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/01/10. Mandate Remarks: We will request for video footage. From ID's version it shows that TP had cut into our driver's lane. Please request TP for video footage	[I] Lalitha Krishnan
13	08 Jan 2019 10:09	<b>Adj Mandate Set</b>	Maintained:We will request for video footage. From ID's version it shows that TP had cut into our driver's lane. Please request TP for video footage	[I] Lalitha Krishnan

Date From



Date To



Audit Type

None

Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

## Hsiao Tong (LKKAuto)

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 21 January 2019 8:20 AM  
**To:** 'Alice Leong'  
**Subject:** RE: ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G \*LKK  
REF: CC4/III18023329/T1pb3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

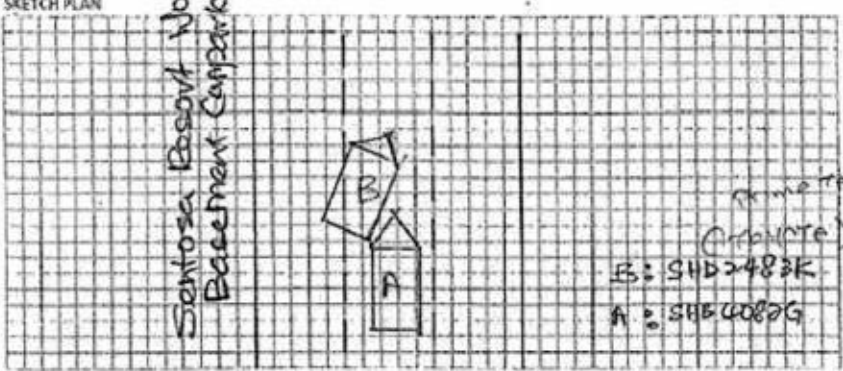
Please be informed that liability is unclear as our insured driver reported that your client cut into his lane and hit onto his taxi. Attached here with a copy of our insured driver accident report for your easy reference.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Sketch Plan Pg. 1

SKETCH PLAN

Sentosa Resort World Basement Carpark



B: SHD2483K  
A: SHB4082G

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 28 Dec 2018 @ 1200hrs. while I am conveying two female passengers and driving along the center lane of the driveway inside Sentosa Resort World basement carpark towards the drop off pt. while proceeding toward the drop off pt. a black glour vehicle stopped on the left lane and another taxi SHD2483K swerved out from the lane and cutted into my lane. I sounded the horn and stopped my taxi. However, a collision took place. No injury caused to the both drivers and paxs.
---

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."

## Hsiao Tong (LKKAUTO)

---

**From:** Alice Leong <aliceleong@primeautoclaims.com>  
**Sent:** Monday, 21 January 2019 11:19 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G \*LKK  
REF: CC4/III18023329/T1pb3

**Importance:** High

Hi Hsiao Tong,

Our Hirer had no video footage.

If your OI have, please let us have a clip to view and enable us to give advice to our client.

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

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** 21 January, 2019 8:20 AM  
**To:** Alice Leong <aliceleong@primeautoclaims.com>  
**Subject:** RE: ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G \*LKK REF:  
CC4/III18023329/T1pb3

**Without Prejudice**

Dear Sirs/Mdm,

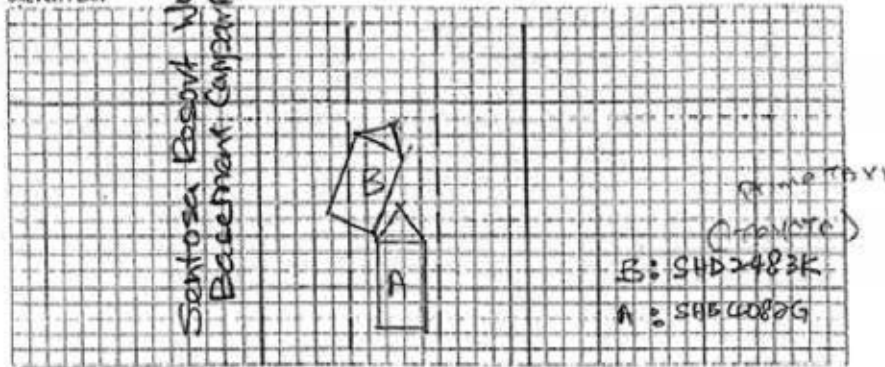
Thank you for your email.

Please be informed that liability is unclear as our insured driver reported that your client cut into his lane and hit onto his taxi. Attached here with a copy of our insured driver accident report for your easy reference.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) for our necessary action.



SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 28-Dec-2018 @ 1200hrs. While I am conveying two female passengers and driving along the center lane of the driveway inside Sentosa Resort World basement carpark towards the drop off pt. while proceeding toward the drop off pt. a back door vehicle stopped on the left lane and <sup>behind</sup> another taxi SHD2483K swerved out from the lane and cutted into my lane. I sounded the horn and stopped my taxi. However, a collision took place. No injury caused to the both drivers and passengers.

Thank you.

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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:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Sent:** Friday, 4 January 2019 2:57 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Sherini Pillai <[sherini@iii.com.sg](mailto:sherini@iii.com.sg)>

**Subject:** ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G

**Importance:** High