

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

Disclaimer

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Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	31 Dec 2018 11:41	Clim Veh Model Changed	(201861) TOYOTA PRIUS 1.8 HYBRID CVT (A).	[A] Lau Shu Pei
2	31 Dec 2018 11:41	Clim Created	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	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	31 Dec 2018 11:41	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/10	[A] Lau Shu Pei
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7	31 Dec 2018 11:41	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
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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
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Audit Type

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20	11 Feb 2019 14:05	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
21	11 Feb 2019 14:07	Adj Mandate Request	Cur.Reg:0.00:We seek your approval to reject third party claim as third party cut into our lane and resulted the accident.	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

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No record

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2048179	01/02/2019 14:25	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SHD2483K	Gabriel Wee	xx.xx

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21	11 Feb 2019 14:07	Adj Mandate Request	Cur.Req:0.00:We seek your approval to reject third party claim as third party cut into our lane and resulted the accident.	[A] CHEW HSIAO TONG
22	12 Feb 2019 09:35	Video Downloaded	Downloaded Video - Accident	[I] Lalitha Krishnan
23	12 Feb 2019 09:36	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/01/10. Mandate Remarks: Please go ahead and reject the third party claim as it is evident that TP taxi had cut into ID's lane. We have video evidence to support our stand	[I] Lalitha Krishnan
24	12 Feb 2019 09:36	Adj Mandate Set	Approved:0.00:Please go ahead and reject the third party claim as it is evident that TP taxi had cut into ID's lane. We have video evidence to support our stand	[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
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Print Received Message

This mail is associated with :

***SHD2483K (MCT18120794)**

[SHB4082G]

TP

PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Dec 28 2018 12:00PM

[COMFORT TRANSPORTATION]

Prime Auto Claims Service Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 01/02/2019 14:27 PM.
To LKK_HQ
Subject Alert - Adj Mandate Maintained - SHD2483K - Claim Handler: Sherini Pillai

Maintained: We have granted you rights to view the video footage. It is evident that TP taxi had cut into ID's lane and stopped for no reasons.

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 26 February 2019 8:20 AM
To: 'Alice Leong'
Subject: RE: ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G *LKK
REF: CC4/III18023329/T1pb3
Attachments: SHD 2483K vs SHB 4082G - OI VIDEO.MP4

Without Prejudice

Dear Sirs/Mdm,

We attached here with a copy of our insured video footage for your easy reference. The video shows that your client cut into our insured's lane and resulted the accident.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: 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>

Sent: Monday, 21 January 2019 11:19 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

A member of the Prime Group

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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

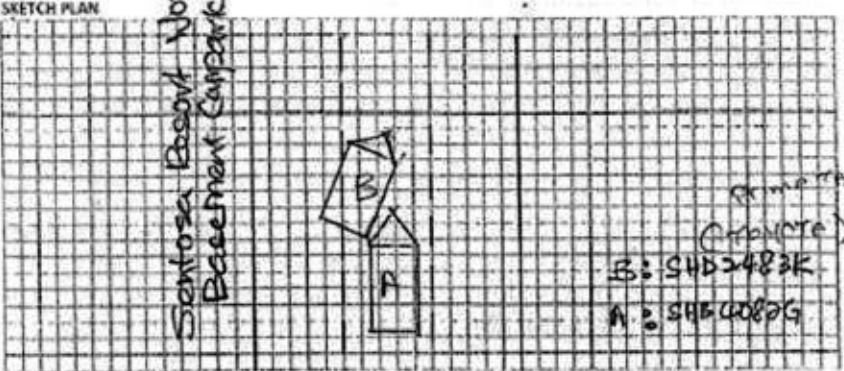
Without Prejudice

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 Pg. 1	
<p>SKETCH PLAN</p> 	
<p>DESCRIBE CIRCUMSTANCES OF THE ACCIDENT</p> <p>On 28-Dec-2018 @ 1900hrs. 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 another taxi SHD2483K severed 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.</p>	

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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: 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>

Sent: Friday, 4 January 2019 2:57 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Sherini Pillai <sherini@iii.com.sg>

Subject: ACCIDENT ON 28.12.2018 INVOLVING VEHICLES SHD2483K & SHB4082G

Importance: High

Hi Hsiao Tong,

Enclosed our LOD with supporting documents for your retention.

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

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Manager, Motor Claims

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

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	08 Jan 2019 Edit Reg		28 Dec 2018 00:00 Edit Adj Rpt	S\$1,200.00 Edit Estimates	S\$1,200.00 View Rpt		Pending for Survey Report Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -		
Main Claimant:	PRIME CAR RENTAL & TAXI SERVICES PTE LTD, Co. Reg. No.: 199606293Z		
Vehicle Reg. No.:	SHD2483K	Date of Loss:	28/12/2018 12:00 - :59 [2 Months and 24 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT18120794	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SHB4082G	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 Sherini Pillai]		
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 10/01/2019]		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- III_SG (12/02/2019): Alert - Adj Mandate Approved (S\$0.00) - SHD2483K - Claim Handler: Sherini Pillai
- III_SG (01/02/2019): Alert - Adj Mandate Maintained - SHD2483K - Claim Handler: Sherini Pillai
- III_SG (21/01/2019): Alert - Adj Mandate Approved (S\$0.00) - SHD2483K - Claim Handler: Sherini Pillai
- III_SG (08/01/2019): Alert - Adj Mandate Maintained - SHD2483K - Claim Handler: Sherini Pillai

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

***SHD2483K (MCT18120794)**

[SHB4082G]

TP

PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Dec 28 2018 12:00PM

[COMFORT TRANSPORTATION PTE LTD]

Prime Auto Claims Service Pte Ltd

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Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	01/02/19 14:25	Video - Accident		Load MP4	
Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	17/01/19 10:50	Odometer Reading		Load JPG	<input checked="" type="checkbox"/>
2	17/01/19 10:50	Chassis Number		Load JPG	<input checked="" type="checkbox"/>
3	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
4	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
5	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
6	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
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10	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
11	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
12	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
13	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
14	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
15	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
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18	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
19	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
20	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
21	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
22	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
23	17/01/19 10:50	General View		Load JPG	<input checked="" type="checkbox"/>
Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	31/12/18 11:42	EMAIL FROM III DD 28122018		Load PDF	
2	31/12/18 11:42	TP GIA REPORT		Load PDF	
3	02/01/19 19:09	TP ESTIMATE- MARKED		Load PDF	
4	26/02/19 08:21	Email to TP_reject dd 260219		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	02/01/19 08:50	Singapore Accident Statement		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST

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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/III18023329/T1PB3S2
Date: 28/02/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: SHD2483K Insured Vehicle No: SHB4082G
 Date of Loss: 28/12/2018 Nature of Claim: TP Claim No: MCT18120794

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SHD2483K**
 Make & Model: TOYOTA PRIUS, 1.8 HYBRID CVT (A) Engine No: 2ZR2A29337
 Reg. Date: 04/10/2018 (Man. Year: 2018) Chassis No: ZVW506131724
 Colour: Orange Odometer: 20426 km
 Engine Capacity: 1797 cc
 Market Value/New Car Price: N/A
 Sum Insured (\$\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Good Steering (Serviceable): Yes Footbrake (Serviceable): Yes
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 195/65R15 Rear Tyre Size: 195/65R15
 Front Left Side: Toyo 6 mm Rear Left Side: Toyo 6 mm
 Front Right Side: Toyo 6 mm Rear Right Side: Toyo 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS

	Repairer's	Adjuster's	Difference	Diff %
Parts	1,185.01	1,100.40	84.61	7.14
Miscellaneous Items	0.00	0.00	0.00	
Labour	450.00	400.00	50.00	11.11
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (\$\$)	1,635.01	1,500.40	134.61	8.23
Approved Total (Overridden) (\$\$)		1,200.00		
(\$\$)	1,635.01	1,200.00	435.01	26.61
+ GST 7.00/7.00% (\$\$)	114.45	84.00	30.45	26.61
Nett Amount (\$\$)	1,749.46	1,284.00	465.46	26.61

INSPECTION

Date of Assignment: 28/12/2018
 Date Inspected: 28/12/2018 Inspected At: Prime Auto Claims Service Pte Ltd (HQ)
 6 Benoi Place
 Singapore 629927
 Estimated Period of Repair: 2.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHEW HSIAO TONG

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
https://singapore.merimen.com/claims/index.cfm?fusebox=MTRadjuster&fuseaction=gen_printprt&caseid=777347&extid=291425&CFID=49063264&C... 1/4

any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 28 Feb 2019)
Parts:	144	TOYOTA PRIUS 1.8 HYBRID CVT (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SHD2483K)	
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		*REAR BUMPER	Deformed	1,324.50 FL	*1,324.50 FL
2	1		*SET REAR BUMPER CLIP	Necessary	30.00 FL	*30.00 FL
3	1		*REAR BUMPER RIGHT SIDE RETAINER	Necessary	112.70 FL	*112.70 FL
4	1		*RIGHT REAR BUMPER EXTENTION FILLER	Repair	112.81 FL	*- FL

F=Franchise part. L=ListItemDisc.

Sub Total (\$\$)	1,580.01	1,467.20
- List Item Discount on L Items 25.00/25.00% (\$\$)	395.00	366.80
Total Parts (\$\$)	1,185.01	1,100.40

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
<u>Labour Items</u>				
1	TO REMOVE REAR BUMPER, RIGHT BUMPER EXTENTION FILLER, REPLACE THE ABOVE PART ALIGN REAR BUMPER.	New	200.00	200.00
2	TO PUTTY & RESPRAY PAINTING REAR BUMPER & BUMPER EXTENTION FILLER.	New	250.00	200.00
Gross Labour Cost (S\$)			450.00	400.00

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< END OF ESTIMATES >