LKK AUTO CONSULTANTS PTE LTD (TP) -

Service Address

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

CHAN Kian Chuan 6568804269 kianchuan.chan@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

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New Message

# Catherine Chong (LKK Auto)

From:

Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

<BThaiyalN@smrt.com.sg>

Sent:

Thursday, 17 January, 2019 4:38 PM

To: Cc:

SG AXA Insurance SM AXA SGP - Motor Survey

Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Koo Yew Chung (Auto Svcs/Ext Biz Svs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Chew Tuck Loong Kelvin (Auto Svcs/Ext Biz Svcs/AR

& SC/ARC (Tx&Ex)); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims &

IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC

(Tx&Ex))

Subject:

RE: SHC4727A - Survey (AXA)

Attachments:

2078 - 4727.pdf

Categories:

SHEKHAR

Dear Sir /Mdm

Kindly arrange to survey the vehicle SHC4727A within 48 hours according to GIA guide line, involving your insured

Vehicle in Woodlands SMRT Depot

Regards Shanti SMRT Automotive Services PTE LTD Accident Reporting Center (Claims Dept) 6866 2671/2 | bthaiyaln@smrt.com.sg



Menu



# <TP - Mandate IA> - S9M01ARK [ACCIDENT INVOLVING SHC 5039X(OI) SHC 4727A (TP)/ OTHERS ON 16/01/2019]

Type

Question

#### Message

Liability: 100%. 4 vehicles chain collision whereby OID was the last car. Under MCF, we have to settle the claim from front vehicle. Inform OI about third party claim. Agreed to settle at best. We seek your mandate at \$7,427.49(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 29 June 2019

Reply



51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

## **Immediate Advice**

To: AXA Insurance Pte Ltd

Date: 29/06/2019

### **Survey Details:**

| Date of loss        | 16-Jan-19                      |  |
|---------------------|--------------------------------|--|
| Date of appointment | 18-Jan-19                      |  |
| Date of survey      | 18-Jan-19                      |  |
| Location of survey  | SMRT AUTOMOTIVE SERVICES PTE I |  |

### Vehicle Details:

| Claim Type:          | Third party           |  |
|----------------------|-----------------------|--|
| Vehicle number SHO   |                       |  |
| Make and Model       | TOYOTA PRIUS TAXI 1.8 |  |
| Date of registration | 10/12/201             |  |
| Excess               |                       |  |
| Market Value         | \$0                   |  |
| Parf Rebate          | \$0                   |  |
| Nett Loss            | \$0                   |  |

## Repair details:

| Initial Estimate  | \$      | 21,899.82 |
|---|---------|-----------|
| THE RESIDENCE OF THE PROPERTY | UT #124 | ,         |

# Proposed/Revised repair cost:

| Parts                   | \$<br>2,538.58 |
|-------------------------|----------------|
| Check items (estimate)  | NIL            |
| Labour                  | \$<br>1,815.00 |
| Supplementary           | \$<br>2,647.59 |
| Total                   | \$<br>7,001.17 |
| Lump Sum(if applicable) | \$<br>6,000.00 |

| Number of days for repair | 6 |
|---------------------------|---|
|---------------------------|---|



Auto Consultants Pte Ltd

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

## Remarks:

| 4 vehicles chain collision whereby OID was the last car. |  |
|--|--|
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Mandate:

| Liability(TP)        | 100%           |                    |
|----------------------|----------------|--------------------|
| Proposed repair cost | \$<br>6,000.00 |                    |
| Loss of use          | NIL            | no. of days        |
| Loss of rental       | \$<br>977.49   | (9days x \$108.61) |
| Loss of income       | \$             | (9days x \$50.00)  |
| LTA search fees      | NIL            |                    |
| Others               | NIL            |                    |
| Proposed Total       | \$<br>7,427.49 | <u></u>            |

ME gonls

Menu



# Re:<TP - Mandate IA> - S9M01ARK [ACCIDENT INVOLVING SHC 5039X(OI) SHC 4727A (TP)/ OTHERS ON 16/01/2019]

Type

**Q** Question

Message

PLS PROCEED AS PROPOSED, NUMBERS OF DAY @ 8 DAYS.

Reply

## Hsiao Tong (LKKAuto)

From:

Disk Yao <diskyao@ava-ins.com>

Sent:

Monday, 1 July 2019 9:29 AM

To:

Hsiao Tong (LKKAuto); claims@transcab.com.sg

Cc:

Transcab AVA Claims

Subject:

RE: ACCIDENT INVOLVING SHC 5039X(AXA) / SHC 4727A/ OTHERS ALONG/AT ECP

TWDS CITY ON 16/01/2019

Dear Hsiao Tong,

Please refer to the link below for the video:

https://drive.google.com/open?id=18NBdLKSzDBQ\_OV-S1fwAYedeFa3HSTgi

Thank you.

Best regards,

#### Disk Yao (Mr), ACII

Assistant Manager, Claims

#### **AVA Insurance Brokers Pte Ltd**

91 Bencoolen Street | #08-03 Sunshine Plaza | Singapore 189652

Tel: +65 6535 1828 | Fax: +65 6535 6898 | Website: www.ava-ins.com

Mobile: +65 9789 9822 Email : diskyao@ava-ins.com

Company Registration No. 200706523M

'YOUR GUARDIAN IN A WORLD OF RISKS'



PayNow is available! To make payment, kindly scan the above QR code. Please indicate AVA debit note number and policy holder's name.

PayNow is supported by these Participating Banks

Bank of China, Citibank, DBS/POSB, HSBC Bank, Industrial and Commercial Bank of China Limited, Maybank, OCBC Bank, Standard Chartered Bank & United Overseas Bank Limited

#### Personal Data Collection Statement

AVA Insurance Brokers Pte Ltd ("we", "our" or "us") collects your personal data for the purposes of our business functions and providing you the products/services that you have requested. If you provide us with personal data relating to third parties, you confirm that you have obtained the requisite consent from such third parties for our processing of their personal data. We take reasonable safeguards to ensure that all personal data is kept secure in accordance with the standards set out in Singapore's Personal Data Protection Act 2012. Should you require any clarifications on how we handle your personal data, or if you wish to request access or amendment/correction to your personal data, or if you wish to withdraw any consent with respect to your personal data that you had given us previously, please contact our data protection officer at <a href="mailto:dpo brokers@ava-ins.com">dpo brokers@ava-ins.com</a>. You may wish to visit our website, <a href="mailto:www.ava-ins.com">www.ava-ins.com</a> to review our Privacy Policy.

Disclaimer: This message is confidential; its contents do not constitute a commitment by AVA Insurance Brokers Pte Ltd except where provided for in a written agreement between you and AVA Insurance Brokers Pte Ltd. Any unauthorised disclosure, use or dissemination, either in whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

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

Sent: Saturday, 29 June 2019 3:16 PM

To: claims@transcab.com.sg

Cc: Transcab\_AVA\_Claims <transcab\_avaclaims@ava-ins.com>

Subject: ACCIDENT INVOLVING SHC 5039X(AXA) / SHC 4727A/ OTHERS ALONG/AT ECP TWDS CITY ON 16/01/2019

29 JUNE 2019

Transcab Taxi Singapore

Dear Sir,

OUR REF

: CC4/ASM19001154/Jpb3

YOUR REF

: P1680520 (SHC 5039X)

ACCIDENT INVOLVING SHC 5039X(AXA) / SHC 4727A/ OTHERS ALONG/AT ECP TWDS CITY ON 16/01/2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMRT AUTOMOTIVE SERVICES PTE LTD acting on behalf of the owner of SHC 4727A against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

We also wish to advise that there is an excess of \$\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. You intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)

Statement and/or police report from independent witness(es) (if any)

• If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to <a href="mailto:cst@axa.com.sg">cst@axa.com.sg</a> <a href="mailto:cst@axa.com.sg">chewht@lkkauto.com</a> or deliver it by hand to our Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



# RE: Re:<TP - Mandate IA> - S9M01ARK [ACCIDENT INVOLVING SHC 5039X(OI) SHC 4727A (TP)/ OTHERS ON 16/01/2019]

#### Type

**Q** Question

#### Message

Hi, Third party rejected our offer at \$7,268.88(all-in) and proposed g/s \$7,480.00(all-in). The breakdown of third party propose is as follows: - 1)Cost of Repair: \$ 6,000.00 + 2.)Loss of Rental (8days x \$108.61): \$868.88 + 3). Loss of Income(8days x \$76.71): \$613.68 = TOTAL: \$7,482.56, round to g/s \$7,480.00. We have uploaded a copy of notice of assessment(IRAS) in SC for your consideration on the offer os LOI. Kindly let further mandate / instruction. Hsiao Tong - 03 Aug 2019

Reply

## Hsiao Tong (LKKAuto)

From:

Shu Pei (LKKAuto)

Sent:

Tuesday, 6 August 2019 10:09 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: New message for service request 94227, vehicle number SHC4727A

|   |     | j                          |
|---|-----|----------------------------|
| Offered TP at g/s \$7,250.00  | СНТ | 9/7/2019<br>9:51:25 AM     |
| TP proposed g/s \$7,480.00  | СНТ | 3/8/2019<br>10:36:07<br>AM |
| Message Hi, Third party rejected our offer at \$7,268.88(all-in) and proposed g/s \$7,480.00 (all-in). The breakdown of third party propose is as follows: - 1)Cost of Repair: \$ 6,000.00 + 2.)Loss of Rental (8days x \$108.61): \$868.88 + 3). Loss of Income(8days x \$76.71): \$613.68 = TOTAL: \$ 7,482.56, round to g/s \$7,480.00. We have uploaded a copy of notice of assessment(IRAS) in SC for your consideration on the offer os LOI. Kindly let further mandate / instruction. Hsiao Tong - 03 Aug 2019 | СНТ | 3/8/2019<br>10:36:20<br>AM |
| 8/5/19 1:04 PM CHAN Kian ChuanPLS MAINTAIN LAST OFFER   | LSP | 6/8/2019<br>9:56:22 AM     |

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, 5 August 2019 1:11 PM To: Admin A <admin-a@lkkauto.com>

Subject: FW: New message for service request 94227, vehicle number SHC4727A

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue

1, #02-25 | S(408933)

----Original Message-----

From: kianchuan.chan@axa.com.sg [mailto:kianchuan.chan@axa.com.sg]

Sent: Monday, 5 August, 2019 1:05 PM

To: admin-d@lkkauto.com

Subject: New message for service request 94227, vehicle number SHC4727A

AXA Insurance has sent you a message for claim number S9M01ARK.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

## Hsiao Tong (LKKAuto)

From:

Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent:

Wednesday, 7 August 2019 1:19 PM

To:

Hsiao Tong (LKKAuto)

Subject:

Acceptance of offer Re: Accident on 16/1/2019 involving SHC 4727A & SHC

5039X (AXA's insured) Our Ref: TAX/01/19/2078/lg

Dear Hsiao Tong,

We accept your offer of \$7,268.88. Please let us have your DV and ATA. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: 07/08/2019 10:28

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Subject: RE: Accident on 16/1/2019 involving SHC 4727A & SHC 5039X (AXA's insured) Our Ref: TAX/01/19/2078/lg

Without Prejudice (save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

We have our principal instruction to offer as follows: -

|                                      | \$ 7,268.88 |
|--------------------------------------|-------------|
| 3. Loss of Income (8days x \$50.00)  | \$ 400.00   |
| 2. Loss of Rental (8days x \$108.61) | \$ 868.88   |
| 1. Cost of Repair                    | \$ 6,000.00 |

#### 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,

Hsiao Tong, Chew | Case Handler

#### LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Wednesday, 10 July 2019 1:30 PM

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

Subject: Re: Accident on 16/1/2019 involving SHC 4727A & SHC 5039X (AXA's insured) Our Ref: TAX/01/19/2078/lg

Dear Hsiao Tong,

Can compromise at a global sum of \$7,480.00 [6 + 1/2 day delay + 1/2 day (Saturday) + 1 day (Sunday)]? Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: 09/07/2019 10:03

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Subject: RE: LOD Re: Accident on 16/1/2019 involving SHC 4727A & SHC 5039X (AXA's insured) Our Ref:

TAX/01/19/2078/lq

#### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$7,250.00(all-in).

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933) From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) < Lee Gek@smrt.com.sg>

Sent: Thursday, 27 June 2019 6:10 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 16/1/2019 involving SHC 4727A & SHC 5039X (AXA's insured) Our Ref:

TAX/01/19/2078/lg

Dear All,

We quantify our claim as follows:-

| Cost of Repair | \$6,000.00   |    |        |          |   |
|----------------|--------------|----|--------|----------|---|
| Loss of Rental | \$1,086.10 ( | 10 | days x | \$108.61 | ) |
| Loss of Income | \$767.10 (   | 10 | day x  | \$76.71  | ) |
| Total          | \$7,853.20   |    |        |          |   |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorization
- 6) Hirer's Notice of Assessment

We have notified AXA of PRS on 17/1/2019 at 4.38pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



## Hsiao Tong (LKKAuto)

From:

Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent:

Thursday, 27 June 2019 6:10 PM

To:

CS A Team; Admin A

Subject:

LOD Re: Accident on 16/1/2019 involving SHC 4727A & SHC 5039X (AXA's

insured) Our Ref: TAX/01/19/2078/lg

Attachments:

TAX 01 19 2078.pdf

Dear All,

We quantify our claim as follows:-

| Total          | \$7,853.20 |   |    |        |          |   |
|----------------|------------|---|----|--------|----------|---|
| Loss of Income | \$767.10   | ( | 10 | day x  | \$76.71  | ) |
| Loss of Rental | \$1,086.10 | ( | 10 | days x | \$108.61 | ) |
| Cost of Repair | \$6,000.00 |   |    |        |          |   |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorization
- 6) Hirer's Notice of Assessment

We have notified AXA of PRS on 17/1/2019 at 4.38pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services 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

Date: 28-08-2019

| Affilia | ated to Federat       | ion Internation  | nale Des Expe                                | rts En Automobile   |  |
|---------|-----------------------|--|--|---|--|
|         | Section and the story | SCHOOL STREET, | N. T. C. | CONTRACTOR OF THE PROPERTY OF |  |

AXA INSURANCE PTE LTD Ref: CC4/ASM19001154/Jpb3s2

8 SHENTON WAY #24-01

AXA TOWERSINGAPORE 068811



|     | TOWERSINGAPO<br>N: KIAN CHUAN   | ORE 068811                                      | Code: ASM  |                                      |  |
|-----|---------------------------------|---|--|--------------------------------------|--|
| 1.  |                                 | Policy Particu                                  | lars :- THIRD PARTY CLA                            | JM                                   |  |
|     | Insured Veh.                    | SHC 5039X                                       | Veh. Inspected                                     | SHC 4727A                            |  |
|     | Policy No.                      | VPX/P1680520                                    | Coverage (\$)                                      | 0.00                                 |  |
|     | Claim No.                       | S9M01ARK  | Excess (\$)  | 0.00                                 |  |
|     | Assign From                     | KIAN CHUAN                                      | Assign Date  | 18/01/2019                           |  |
| 2.  |                                 | Vehicle F                                       | Particulars & Condition                            |                                      |  |
|     | Make & Model                    | TOYOTA PRIUS                                    | c.c  | 1798                                 |  |
|     | Engine No.                      | HIDDEN  | Year of Reg.                                       | 2014                                 |  |
|     | Chassis No.                     | JTDKN36U905753664                               | Colour   | MAROON                               |  |
|     | Odometer                        | 474159  | Steering   | IN ORDER                             |  |
|     | Brakes                          | IN ORDER  | Modification                                       | SPORTS RIM                           |  |
|     | General                         | GOOD  |  | Annual State of Annual State         |  |
| 3.  |                                 | Cor   | nditions of Tyres                                  |                                      |  |
|     |                                 | Size  | Make   | Balance                              |  |
|     | R/H Front Tyre                  | 195/65 R15                                      | CHILLES  | 6 mm                                 |  |
|     | L/H Front Tyre                  | 195/65 R15                                      | CHILLES  | 6 mm                                 |  |
|     | R/H Rear Tyre                   | 195/65 R15                                      | CHILLES  | 6 mm                                 |  |
|     | L/H Rear Tyre                   | 195/65 R15                                      | CHILLES  | 6 mm                                 |  |
| 4.  |                                 | Desc  | ription of Damages                                 | Note that the last the last the last |  |
|     | THE VEHICLE SU<br>DAMAGES SEE D |   | FRONT AND REAR PORTIO                              | N.                                   |  |
| 5.  | General Information             |   |  |                                      |  |
|     | Accident Date                   | 16/01/2019                                      | Inspection Date                                    | 18/01/2019                           |  |
|     | Survey held at                  | SMRT AUTOMOTIVE SERV                            | /ICES PTE LTD                                      |                                      |  |
|     |                                 | 60 WOODLANDS INDUSTR                            | RIAL PARK E4 SINGAPORE 7                           | 757705                               |  |
| 5a. |                                 |   | Remarks  |                                      |  |
|     | A)THE INSPECTION B)IN ACCORDANG | ON WAS CONDUCTED ON A<br>CE TO YOUR INSTRUCTION | "WITHOUT PREJUDICE" BAS<br>S, WE HAVE NOT AUTHORIS | SIS.<br>SED REPAIRS.                 |  |
| 5b. | THE DESCRIPTION                 | Estim   | nate Days of Repair                                |                                      |  |
|     | ESTIMATED NOR                   | MAL PERIOD FOR REPAIR:                          | 6 Working Da                                       | ys                                   |  |



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 4

# ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHC 4727A

| Qty | Description of Parts                                     | Condition | Estimate By<br>Workshop (\$)) | Our Adjusted (\$) |
|-----|--|-----------|-------------------------------|-------------------|
|     | REPLACEMENT OF PARTS                                     |           |                               |                   |
| 1   | BUMPER FRT (DISC 25%) (CONSISTENT)                       | DEFORMED  | 482.00                        | 361.50            |
|     | BUMPER CLIPS @ \$1.61 (DISC 25%) (CONSISTENT)            | NECESSARY | 16.10                         | 12.08             |
| 500 | BRACKET, FR BUMPER (DISC 25%) (CONSISTENT)               | BUCKLED   | 110.40                        | 82.80             |
|     | COVER, FR BUMPER HOLE LH (DISC 25%)<br>(CONSISTENT)      | MISSING   | 18.50                         | 13.88             |
| 1   | BUMPER GRILLE SUB-ASSY, LOWER (DISC 25%)<br>(CONSISTENT) | CRACKED   | 311.10                        |                   |
| 1   | GRILLE RADIATOR (DISC 25%) (CONSISTENT)                  | DEFORMED  | 310.60                        | 232.95            |
| 1   | BUMPER REAR (DISC 25%) (CONSISTENT)                      | DEFORMED  | 458.60                        | 343.95            |
| 10  | BUMPER CLIPS @ \$1.61 (DISC 25%) (CONSISTENT)            | NECESSARY | 16.10                         | 12.08             |
|     | NAME PLATE (HYBRID) (DISC 25%) (CONSISTENT)              | NECESSARY | 51.90                         | 38.93             |
|     | BUMPER ENERGY ABSORBER FRT (DISC 25%)<br>(CONSISTENT)    | TORN      | 78.80                         | 59.10             |
| 1   | BUMPER REINFORCEMENT FRT (DISC 25%)<br>(CONSISTENT)      | DENTED    | 498.40                        | 373.80            |
| 1   | ARM SUB-ASSY, FR BUMPER LH (DISC 25%)<br>(CONSISTENT)    | DENTED    | 250.40                        | 187.80            |
| 1   | ARM SUB-ASSY, FR BUMPER RH (DISC 25%)<br>(CONSISTENT)    | DENTED    | 250.40                        |                   |
| 1   | BUMPER REINFORCEMENT REAR (DISC 25%)<br>(CONSISTENT)     | DENTED    | 205.70                        |                   |
| 1   | ARM SUB-ASSY, RR BUMPER LH (DISC 25%)<br>(CONSISTENT)    | DENTED    | 139.60                        | 1883              |
| 1   | ARM SUB-ASSY, RR BUMPER RH (DISC 25%)<br>(CONSISTENT)    | DENTED    | 139.60                        | 15.50.0000        |
| 1   | BUMPER SIDE RETAINER RR/LH (DISC 25%)<br>(CONSISTENT)    | CRACKED   | 94.80                         | 13,3369           |
|     | BUMPER LIP COVER RR/RH (DISC 25%) (CONSISTENT)           | TORN      | 118.10                        |                   |
|     | TAILGATE DOOR WEATHER STRIP (DISC 25%)<br>(CONSISTENT)   | CUT       | 353.40                        | 265.0             |
|     | HEAD LAMP LH (DISC 10%) (CONSISTENT)                     | SCRATCHED | 945.20                        | 850.6             |
|     | HEAD LAMP RH (DISC 10%) (CONSISTENT)                     | CRACKED   | 945.20                        |                   |
|     | NUMBER PLATE (SN) (CONSISTENT)                           | DEFORMED  | 15.00                         |                   |
|     | NUMBER PLATE FRAME (SN) (CONSISTENT)                     | CRACKED   | 12.00                         |                   |
| 1   | PIXEL STICKER @ \$60.00 (SN) (CONSISTENT)                | NECESSARY | 120.00                        | 120.0             |

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| Qty | Description of Parts                      | Condition     | Estimate By<br>Workshop (\$)) | Our Adjusted<br>(\$) |
|-----|---|---------------|-------------------------------|----------------------|
| - 1 | SENSOR REVERSE (SN) (CONSISTENT)          | SHORTED       | 180.00                        | 180.00               |
| 1   | STCKER DECAL SMRT (SN) (CONSISTENT)       | NECESSARY     | 7.80                          | 7.80                 |
| 1   | STICKER DECAL 6555 8888 (SN) (CONSISTENT) | NECESSARY     | 21.60                         | 21.60                |
| 1   | BUMPER SUPPORT F/RH (CONSISTENT)          | NOT NECESSARY | 76.40                         | /                    |
| 1   | BUMPER SUPPORT F/LH (CONSISTENT)          | NOT NECESSARY | 76.40                         |                      |
| 1   | BUMPER ENERGY ABSORBER FRT (CONSISTENT)   | NOT NECESSARY | 78.80                         |                      |
|     | BUMPER REINFORCEMENT FRT (CONSISTENT)     | NOT NECESSARY | 498.40                        |                      |
| 1   | ARM SUB-ASSY, FR BUMPER LH (CONSISTENT)   | NOT NECESSARY | 250.40                        |                      |
| 1   | ARM SUB-ASSY, FR BUMPER RH (CONSISTENT)   | NOT NECESSARY | 250.40                        |                      |
| 1   | DEFLECTOR, RADIATOR LH (CONSISTENT)       | NOT NECESSARY | 77.00                         |                      |
| 1   | DEFLECTOR, RADIATOR RH (CONSISTENT)       | NOT NECESSARY | 83.50                         | 3                    |
| 1   | COVER, FR BUMPER HOLE RH (CONSISTENT)     | NOT NECESSARY | 18.50                         | 1                    |
| - 2 | WIRE, ENGINE ROOM, NO.3 (CONSISTENT)      | NOT NECESSARY | 242.00                        |                      |
|     | LENS & BODY, FR TURN RH (CONSISTENT)      | NOT NECESSARY | 511.80                        |                      |
|     | LENS & BODY, FR TURN LH (CONSISTENT)      | NOT NECESSARY | 511.80                        |                      |
|     | EMBLEM FRONT (CONSISTENT)                 | NOT NECESSARY | 86.50                         |                      |
|     | HOOD END PANEL SEAL (CONSISTENT)          | NOT NECESSARY | 35.50                         |                      |
|     | GRILLE RADIATOR LOWER NO.2 (CONSISTENT)   | NOT NECESSARY | 94.60                         |                      |
|     | HOOD PANEL (CONSISTENT)                   | NOT NECESSARY | 748.10                        |                      |
|     | HOOD LOCK (CONSISTENT)                    | NOT NECESSARY | 128.90                        |                      |
|     |   | NOT NECESSARY | 52.20                         |                      |
| 39  | HORN ASSY, HIGH (CONSISTENT)              | NOT NECESSARY | 110.40                        |                      |
|     | HORN ASSY, LOW (CONSISTENT)               | NOT NECESSARY | 110.40                        |                      |
|     | SUPPORT SUB-ASSY (CONSISTENT)             | NOT NECESSARY | 1,460.40                      |                      |
|     | HEAD LAMP RH (CONSISTENT)                 | NOT NECESSARY | 945.20                        |                      |
|     | A/C CONDENSER (CONSISTENT)                | NOT NECESSARY | 1,181.9                       |                      |
| 1   | RADIATOR ASSY, UPPER (CONSISTENT)         | NOT NECESSARY | 679.6                         | 0                    |
|     | HOSE, INVERTER NO.1 (CONSISTENT)          | NOT NECESSARY | 80.0                          | 0                    |
|     | HOSE, INVERTER COOLING NO.5 (CONSISTENT)  | NOT NECESSARY | 125.3                         | 0                    |
|     | 1 RADIATOR ASSY (CONSISTENT)              | NOT NECESSARY | 1,496.9                       | 0                    |
|     | 1 CUSHION, RADIATOR (CONSISTENT)          | NOT NECESSARY | 11.3                          |                      |
|     | 1 SUPPORT, RADIATOR LH (CONSISTENT)       | NOT NECESSARY |                               | 8                    |
|     | 1 SUPPORT, RADIATOR RH (CONSISTENT)       | NOT NECESSARY | 54.5                          | 0                    |

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| Qty | Description of Parts                         | Condition     | Estimate By<br>Workshop (\$)) | Our Adjusted (\$) |
|-----|--|---------------|-------------------------------|-------------------|
| 1   | SUPPORT, RADIATOR (CONSISTENT)               | NOT NECESSARY | 18.50                         | 1000              |
| 1   | RADIATOR TOP HOSE NO 1 (CONSISTENT)          | NOT NECESSARY | 42.40                         | 85                |
| 1   | RADIATOR HOSE LOWER (CONSISTENT)             | NOT NECESSARY | 42.40                         | 77                |
| 1   | COOLANT (CONSISTENT)                         | NOT NECESSARY | 12.32                         |                   |
| 1   | FAN MOTOR NO 1 (CONSISTENT)                  | NOT NECESSARY | 538.30                        |                   |
| 1   | FAN MOTOR NO 2 (CONSISTENT)                  | NOT NECESSARY | 538.30                        |                   |
| 1   | FAN SHROUD (CONSISTENT)                      | NOT NECESSARY | 244.50                        | 3.5               |
| 1   | FAN SHROUD TOP (CONSISTENT)                  | NOT NECESSARY | 99.60                         | 13                |
| 1   | BUMPER REINFORCEMENT REAR (CONSISTENT)       | NOT NECESSARY | 205.70                        | 8.                |
| 1   | ARM SUB-ASSY, RR BUMPER LH (CONSISTENT)      | NOT NECESSARY | 139.60                        | 10                |
| 1   | ARM SUB-ASSY, RR BUMPER RH (CONSISTENT)      | NOT NECESSARY | 139.60                        | 3                 |
| 1   | ANTENNA ELECTRICAL LOWER REAR (CONSISTENT)   | NOT NECESSARY | 157.40                        |                   |
| 1   | BUMPER SIDE RETAINER RR/LH (CONSISTENT)      | NOT NECESSARY | 94.80                         | 1                 |
| 1   | BUMPER SIDE RETAINER RR/RH (CONSISTENT)      | NOT NECESSARY | 94.80                         | 2.                |
| 1   | BUMPER SEAL, RR LH (CONSISTENT)              | NOT NECESSARY | 88.90                         |                   |
| 1   | BUMPER SEAL, RR RH (CONSISTENT)              | NOT NECESSARY | 65.70                         |                   |
| 1   | BUMPER LIP COVER RR/LH (CONSISTENT)          | NOT NECESSARY | 72.20                         |                   |
| 1   | BUMPER LIP COVER RR/RH (CONSISTENT)          | NOT NECESSARY | 118.10                        |                   |
| 1   | BUMPER LIP REAR (CONSISTENT)                 | NOT NECESSARY | 228.90                        |                   |
| 1   | UNDER COVER CENTER REAR (CONSISTENT)         | NOT NECESSARY | 514.50                        |                   |
| 1   | END PANEL (CONSISTENT)                       | NOT NECESSARY | 602.10                        | 7.                |
| 1   | SEALANT SIKAFLEX (CONSISTENT)                | NOT NECESSARY | 37.00                         |                   |
| 1   | END PANEL COVER, DECK TRIM HOLE (CONSISTENT) | NOT NECESSARY | 46.10                         |                   |
| 1   | END PANEL COVER, DECK TRIM, RR (CONSISTENT)  | NOT NECESSARY | 121.10                        | 2.2               |
| 1   | REINFORCEMENT, RR (CONSISTENT)               | NOT NECESSARY | 34.60                         |                   |
| 1   | QUARTER GLASS RR/LH (CONSISTENT)             | NOT NECESSARY | 168.10                        |                   |
| 1   | SEALANT W/SCREEN (CONSISTENT)                | NOT NECESSARY | 37.00                         | 9.5               |
| 1   | FENDER LINER RR/LH (CONSISTENT)              | NOT NECESSARY | 141.30                        | 20-               |
| 1   | TROUGH, BACK DOOR LH (CONSISTENT)            | NOT NECESSARY | 110.90                        | 10.5              |
| 1   | TAIL LAMP BRACKET, LH (CONSISTENT)           | NOT NECESSARY | 30.70                         | 13                |
| 1   | TAIL LAMP BRACKET, RH (CONSISTENT)           | NOT NECESSARY | 30.70                         | 29                |
| 1   | DUCT ASSY, QUARTER (CONSISTENT)              | NOT NECESSARY | 70.40                         | 100               |
| 1   | TAILGATE DOOR LOCK (CONSISTENT)              | NOT NECESSARY | 444.10                        | 65                |

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| Qty | Description of Parts  | Condition               | Estimate By<br>Workshop (\$)) | Our Adjusted (\$)                      |
|-----|---|-------------------------|-------------------------------|--|
| 1   | TAILGATE DOOR WEATHERSTRIP (CONSISTENT)   | NOT NECESSARY           | 353.40                        | -                                      |
|     | TAILGATE ASY (CONSISTENT)   | TO REPAIR SEE<br>LABOUR | 1,007.90                      | -                                      |
| 1   | FENDER RR./LH (CONSISTENT)  | TO REPAIR SEE<br>LABOUR | 766.80                        | -                                      |
| -1  | SOLAR FILM (SN) (CONSISTENT)  | NECESSARY               | 125.00                        | 125.00                                 |
|     |   | 1                       | 23,829.82                     | 5,111.17                               |
|     | LABOUR  |                         | DEP DANGE                     | 00.00                                  |
|     | PANEL BEATING & BODYWORK. INCLUSIVE OF THE<br>REPAIR OF TAILGATE ASY AND FENDER RR./LH. |                         | 2,059.00                      |  |
|     | SPRAY PAINT.  |                         | 2,970.00                      | 1                                      |
|     | TO CHECK WIRING AND SYSTEM FUNCTION.  |                         | 80.00                         | 20.00                                  |
|     | TO CONDUCT RADIATOR PRESSURE CHECK.   | NOT NECESSARY           | 120.00                        | -                                      |
|     | TO TOP UP A/C GAS.  | NOT NECESSARY           | 120.00                        | -                                      |
|     | TO REMOVE & REFIX ENGINE & RADIATOR ASSY & INNER COOLER & AIR CON CONDENSER.            | NOT NECESSARY           | 120.00                        | VIII VIII VIII VIII VIII VIII VIII VII |
|     | TO TEST AND REFIX REVERSE SENSOR SYSTEM.  | /                       | 120.00                        | 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.                    |                         | 120.00                        | 40.00                                  |
|     | TO WASH AND VACUUM.   | NOT NECESSARY           | 60.00                         | )                                      |
|     | TO REPLACE SUNDRY PARTS.  | NOT NECESSARY           | 100.00                        | )                                      |
|     |   |                         | 5,989.00                      | 1,890.00                               |
|     | GRAND TOTAL   |                         | 29,818.82                     | 7,001.17                               |

| DECOMMENDED COST OF LUMP SUM DEPAIRS | 6.000.00 |
|--------------------------------------|----------|
| RECOMMENDED COST OF LUMP SUM REPAIRS |          |
| (TO ITS PRE-ACCIDENT CONDITION)      |          |
| TO TO THE ADDIDENT OF THE TOTAL      |          |

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ONG HWEE JIE

**Automotive Assessor** 

Amont

HO LEONG CHUAN

**Automotive Assessor** 

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