

INSURANCE

INS. CASE OWNER: Praya

CC 4 / III 1900

1422 RI 1/19

LKK IDAC

Surveyor: Resul

DOI: ASSIGNMENT 23/1/19

Date / Time: 22/1/19

Registered in Meritum: 22/1/19

Pre-assign / CCU / FTE

SKP 7225C



Insured Vehicle No.:

Claim No.:

Name of Insured: LTKL

Policy No.:

Insured Tel No.:

Make / Model: Hyundai

Excess Sec II : \$5

Place of Accident: 443 JERING WEST ST 42

Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age: STEPHAN ANATHAN (VI: YES / NO) OI GIA REPORT: YES / NO TP GIA REPORT: YES / NO

Driver Tel No.: 86X 20972 Insured Liability: % Final? Yes / No



INSRS: WSP: Chara's Liability: RMKS: Customer



INSRS: WSP: Tel: Liability: RMKS:



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
22/1/19	Non-Reporting lr (1st)	
	Non-Reporting lr (2nd)	
	Non-Reporting lr (Final)	
	Notification lr (if non-pickup)	
	Call OI	
	After call lr to OI	
	Documentation Check List:	Handler Typist
	Notification lr (if non-pickup)	
	After call lr to OI	
	Authorization 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 / Unagreed) BOLA S/N No.:

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 + LOI [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:

COPIED BY STEPHAN

1) Claim status: Subject/Private Settle (MP)
2) Report Format: EP
3) Survey fee: \$2500

Form

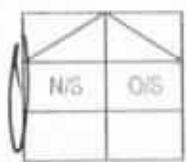
REF:

71940
COE XPIVY: 2022/2024

ASSIGNMENT

Plate: _____ Date: _____
 Estimated Cost: _____
 OD: WS / TP RES / OD RES / EVA / INV / MV
 To inspect Vehicle No: SHX 2097Z
 at Workshop no: CHARN'S CUSTOM CRAFT
 of: 1010, BUKET MERRILL LN 3 # 01-105
 Insured: IN
 Policy No: _____
 Claim No: _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____
 (Policy Condition) Ham - 2 pm
 Remark: The veh had commenced its repair at the time of inspection.
 Bal. or Market Value: JSK
 IDAC Accident Rport: Consistent? Yes or No
 GIA / PR. Seas: Consistent? Yes or No
 Est. Repairs: 5 days Res: Yes or No
 Lump Sum: 20 % 3 Val: Yes or No
 CA / REV / REP. / 24 HRS
 Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SHX 2097Z Yr Reg: 207 424
 Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Primo Mover /
 Truck / Trailer or
 Make: HONDA STREAM SURF 1.8A CC 1799
 Colour: BLACK A/C: Insured / Std / NI / NA
 Sp Reading: 148830 T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: JHARN 68407S 200335
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In order / Jammed / Leaked / Burnt or
 Brake: In order / Jammed / Leaked / Burnt or
 Modi: Nil / R / STD A/Rim or
 Tyre Size F: 225/45R17
 R: _____
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or
 Front R/Bal: 6 mm Rear R/Bal: 6 mm
 L/Bal: 6 mm L/Bal: 6 mm
 D.O.A: 20/01/19 D.O.I: 23/01/19
 Survey held at: CHARN'S CUSTOM CRAFT
 Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or
 The UIC / Chassis frame / Body Structure affected due to collision.



Date / Time	Action / Instruction
<p>4/5 # 2300 Creel @ 860/ 24/9</p>	

Date/Time File Pass to: : Preli. Report
 : Final Report

Date/Time File Return to: _____

Report Format: _____
 Lump Sum / I.B. I: \$ _____

Days Of Repair: _____
 Resurvey No. of Trip: _____

Add Fee: Site Insp. (\$ _____)
 Interview (\$ _____)
 Techn. Insp. (\$ _____)
 Weekend (\$ _____)

Survey Fee: _____
 Transporter: _____
 1. _____ \$
 2. _____ \$
 3. _____ \$
 4. _____ \$
 TOTAL: _____



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/III19001422/pb3	
64 CECIL STREET #05-02 IOB BUILDING SINGAPORE 049711		Date : 22-01-2019	
		Code : III2	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SHD 7235C	Veh. Inspected	SGX 2097Z
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	22/01/2019
2. Vehicle Particulars & Condition			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
4. Description of Damages			
5. General Information			
Accident Date	20/01/2019	Inspection Date	
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			



CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
 Spray-Painting, Mechanical Repair And Customizing of Cars
 BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
 BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
 TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg
 Bus. Reg. No. 251513/00M

NTUC

A&G/NTUC/III
 DOA: 20/01/2019@0800

NTUC INCOME INSURANCE CO LTD

21/1/2019

ATTN: THE MOTOR CLAIMS DEPT

THIRD PARTY CLAIM
 ESTIMATE COST OF REPAIR FOR VEHICLE NO:
 SGX 2097 Z - HONDA STREAM SUNROOF 1.8L A
 CHASSIS NO: JHMARN68407S200335 (2017)

1 pc	Front door LH <i>M</i> ✓	\$ 877.00 ✓
1 pc	Front door frame sticker <i>ne</i> ✓	\$ 65.00 ✓
1 pc	Rear door LH <i>Df</i> ✓	\$ 878.00 ✓
1 pc	Rear door frame sticker LH <i>ne</i> ✓	\$ 55.00 ✓
1 pc	LH side skirt <i>CR</i> ✓	\$ 425.00 ✓
		<hr/> \$ 2,300.00
	LESS 20%	\$ 460.00
		<hr/> \$ 1,840.00

Remove and reinstall front door assy & door glass LH. \$ ~~60.00~~ 40
 Remove and reinstall rear door assy & door glass LH. \$ ~~60.00~~ 40

Remove necessary parts: jacking, panel beating, repair and straighten front door LH, rear door LH and LH side skirt. \$ ~~600.00~~ 500

Putty and respray front door LH, rear door LH and LH side skirt. \$ ~~600.00~~ 500
 \$ 3,160.00

ADD 7% GST \$ 221.20
 \$ 3,381.20

Note: The above is an estimate only. IF other parts requested during the course of repair, we will inform you accordingly.

All parts are subject to availability.

CHARN'S CUSTOMCRAFT

.....

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before spray painting
- To display damage 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: _____

Rasul
 Hp 900 10068
 5 days
 4s
 23/01/19 @ 1245
 Resurvey after repair

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 22 January 2019 9:46 AM
To: Charn's Customcraft; 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: sur@lkkauto.com; Manivel Priyadarshini
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Attachments: 20190121114541_00005.tif; 20190121114541_00006.tif; SGX2097Z200119.SAS.PDF

Sensitivity: Confidential

10:33am @ 22/1/19

Person @ Esther
VNS

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGX2097Z and let us have your report urgently.

This claim will be handled by Ms Priya.

*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

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: 21 January, 2019 4:48 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: sur@lkkauto.com
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Importance: High
Sensitivity: Confidential

Hi

We choose LKK.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Monday, 21 January, 2019 4:25 PM
To: Charn's Customcraft
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee



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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: 21 January, 2019 3:49 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: SGX 2097 Z claiming against III's insured: SHD 7235 C.

Please arrange for PRI and advise on liability.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

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.

DISCLAIMER:

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It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful.

Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

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

India International Insurance Pte Ltd.

Registration No. 198703792-K

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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Registration No. 198703792-K

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	22 Jan 2019 14:41	Cim Veh Model Changed	(205219) HONDA STREAM 1.8 (A).	[A] Lau Shu Pei
2	22 Jan 2019 14:41	Cim Created	Reg No: SGX2097Z. Acct Date: 2019/01/20. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: Auto & General Insurance (Singapore) Pte. Limited. (HQ). Workshop: Charn's Customcraft (HQ)	[A] Lau Shu Pei
3	22 Jan 2019 14:41	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	22 Jan 2019 14:41	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/31	[A] Lau Shu Pei
5	22 Jan 2019 14:41	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	22 Jan 2019 14:41	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
7	22 Jan 2019 14:41	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
8	23 Jan 2019 09:42	Cim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
9	23 Jan 2019 09:42	Cim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	23 Jan 2019 15:12	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver accidentally step on his accelerator and hit onto SGF4789S(parked-no driver), the impact caused SGF4789S to hit a third party(parked-no driver)	[A] CHEW HSIAO TONG

Date From Date To Audit Type

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
1	22 Jan 2019 14:41	Cim Veh Model Changed	(205219) HONDA STREAM 1.8 (A).		[A] Lau Shu Pei
2	22 Jan 2019 14:41	Cim Created	Reg No: SGX2097Z. Acct Date: 2019/01/20. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: Auto & General Insurance (Singapore) Pte. Limited, (HQ). Workshop: Charn's Customcraft (HQ)		[A] Lau Shu Pei
3	22 Jan 2019 14:41	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Lau Shu Pei
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8	23 Jan 2019 09:42	Cim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.		[A] Lau Shu Pei
9	23 Jan 2019 09:42	Cim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.		[A] Lau Shu Pei
10	23 Jan 2019 15:12	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver accidentally step on his acc elerator and hit onto SGF47895(parked-no driver), the impact caused SGF47895 to hit t hird party(parked-no driver)		[A] CHEW HSIAO TONG
11	23 Jan 2019 15:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/31		[I] Priya
12	23 Jan 2019 15:45	Adj Mandate Set	Approved:0.00.		[I] Priya
13	25 Jan 2019 14:01	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL		[A] Lau Shu Pei

Date From Date To Audit Type

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: Tuesday, 29 January 2019 12:07 PM
To: Charn's Customcraft (charns@singnet.com.sg)
Cc: Admin A
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019 *LKK REF: CC4/III19001422/R1pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

"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: Admin-D (LKKAuto)
Sent: Tuesday, 22 January 2019 10:36 AM
To: 'Motor Claim - III' <motorclaim@iii.com.sg>; assignments <assignments@lkkauto.com>
Cc: 'Manivel Priyadarshini' <manivel@iii.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in the workshop, repairer will arrange.

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: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Tuesday, 22 January 2019 9:46 AM

To: Charn's Customcraft <charns@singnet.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: sur@lkkauto.com; Manivel Priyadarshini <manivel@iii.com.sg>

Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019

Sensitivity: Confidential

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGX2097Z and let us have your report urgently.

This claim will be handled by Ms Priya.

*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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: 21 January, 2019 4:48 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: sur@lkkauto.com

Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019

Importance: High

Sensitivity: Confidential

Hi

We choose LKK.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Monday, 21 January, 2019 4:25 PM
To: Charn's Customcraft
Subject: RE: Accd Invlg; SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
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Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee



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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: 21 January, 2019 3:49 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: Accd Invlg; SGX 2097 Z & SHD 7235 C on 20.01.2019
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: SGX 2097 Z claiming against III's insured: SHD 7235 C.

Please arrange for PRI and advise on liability.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

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.

DISCLAIMER:

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It may contain confidential and/or legally privileged information.
If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.
Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.
Print this email only if it is absolutely necessary and help in preservation of environment.
India International Insurance Pte Ltd.
Registration No. 198703792-K

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.

DISCLAIMER:

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It may contain confidential and/or legally privileged information.
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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 22 July 2019 8:17 AM
To: Charn's Customcraft (charns@singnet.com.sg)
Cc: Admin A; Rasul (LKKAuto)
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019 *LKK REF: CC4/III19001422/R1pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if your client is still pursuing third party claim against our insured on this matter. If so, kindly send in your finalisation for our necessary action.

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: Hsiao Tong (LKKAuto)
Sent: Thursday, 13 June 2019 10:22 AM
To: Charn's Customcraft (charns@singnet.com.sg) <charns@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019 *LKK REF: CC4/III19001422/R1pb3
Sensitivity: Confidential

Without Prejudice

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Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 27 April 2019 4:09 PM

To: Charn's Customcraft (charns@singnet.com.sg) <charns@singnet.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019 *LKK REF: CC4/III19001422/R1pb3

Sensitivity: Confidential

Without Prejudice

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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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 29 January 2019 12:07 PM

To: Charn's Customcraft (charns@singnet.com.sg) <charns@singnet.com.sg>

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

Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019 *LKK REF: CC4/III19001422/R1pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

"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: Admin-D (LKKAuto)
Sent: Tuesday, 22 January 2019 10:36 AM
To: 'Motor Claim - III' <motorclaim@iii.com.sg>; assignments <assignments@lkkauto.com>
Cc: 'Manivel Priyadarshini' <manivel@iii.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in the workshop, repairer will arrange.

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: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Tuesday, 22 January 2019 9:46 AM
To: Charn's Customcraft <charns@singnet.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: sur@lkkauto.com; Manivel Priyadarshini <manivel@iii.com.sg>
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGX2097Z and let us have your report urgently.

This claim will be handled by Ms Priya.

*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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: 21 January, 2019 4:48 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: sur@lkkauto.com
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Importance: High
Sensitivity: Confidential

Hi

We choose LKK.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Monday, 21 January, 2019 4:25 PM
To: Charn's Customcraft
Subject: RE: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019
Sensitivity: Confidential

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee



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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: 21 January, 2019 3:49 PM
To: Motor Claim - III <motorclaim@iii.com.sg>

Subject: Accd Invlg: SGX 2097 Z & SHD 7235 C on 20.01.2019

Importance: High

Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: SGX 2097 Z claiming against III's insured: SHD 7235 C.

Please arrange for PRI and advise on liability.

Thanks & Regards,

Sharon Lee

Charm's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

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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India International Insurance Pte Ltd.

Registration No. 198703792-K

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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India International Insurance Pte Ltd.

Registration No. 198703792-K



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www.avg.com

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 21 March 2020 9:08 AM
To: Manivel Priyadarshini
Cc: Admin A
Subject: Your Ref: MCT19010596 // LKK Ref: CC4/III19001422/R1pb3 [ACCIDENT INVOLVING SHD7235C (III) / SGX2097Z/ OTHERS ON 20/01/2019]
Attachments: EMAIL TO THIRD PARTY DD 270419.pdf

Your Ref: **MCT19010596**
LKK Ref: CC4/III19001422/R1pb3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHD7235C (III) / SGX2097Z/ OTHERS ON 20/01/2019

We refer to the above matter.

We have informed third party repairer to proceed direct settlement on 29/01/2019 & follow up on 27/04/2019. Up-to-date, we did not receive any follow-up made from Third Party for their claim.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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)

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

WP

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	21 Jan 2019 Edit Reg		22 Jan 2019 00:00 Edit Adj Rpt	S\$2,300.00 Edit Estimates	S\$2,300.00 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: HO KOK LIANG DOMINIC , ID: S70371940									
Vehicle Reg. No.:	SGX2097Z	Date of Loss:	20/01/2019 08:00 - :59 [137 Months and 4 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19010596	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD7235C	Policy No. (Claimant):	P10016895R00						
Excess:									
Repairer: Cham's Customcraft (HQ) Block 1010 Bukit Merah Lane 3, #01-105, 159724 Bukit Merah - Tel: 62717054									
Handling Insurer: India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]									
Claimant's Insurer: Auto & General Insurance (Singapore) Pte. Limited. (HQ) - Tel: 6540 2180									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 31/01/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• III_SG (23/01/2019): Alert - Adj Mandate Approved (S\$0.00) - SGX2097Z - Claim Handler: Priya									
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

*SGX2097Z (MCT19010596)
 [SHD7235C]
 TP
 HO KOK LIANG DOMINIC
 Jan 20 2019 8:00AM
 [COMFORT TRANSPORTATION PTE LTD]
 Charn's Customcraft

Upload Documents		Upload Photos		Compose New Letter		View <input type="button" value="View in Browser"/>	
Photos/Images						3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print		
1	29/01/19 12:08	Odometer Reading			Load JPG	<input checked="" type="checkbox"/>	
2	29/01/19 12:08	Chassis Number			Load JPG	<input checked="" type="checkbox"/>	
3	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
4	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
5	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
6	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
7	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
8	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
9	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
10	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
11	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
12	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
13	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
14	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
15	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
16	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
17	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
18	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
19	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
20	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
21	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
22	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
23	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
24	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
25	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
26	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
27	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
28	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
29	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
30	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
31	29/01/19 12:08	General View			Load JPG	<input checked="" type="checkbox"/>	
32	29/01/19 12:08	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	22/01/19 14:42	EMAIL FROM III DD 22102019			Load PDF		
2	22/01/19 14:42	TP GIA REPORT			Load PDF		
3	25/01/19 17:18	TP ESTIMATE- MARKED.			Load PDF		
4	21/03/20 09:06	EMAIL TO THIRD PARTY DD 270419			Load PDF		
5	21/03/20 09:09	EMAIL TO III DD 210320			Load PDF		
6	21/03/20 09:12	EMAIL TO THIRD PARTY DD 220719			Load PDF		
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print		
1	23/01/19 09:18	Singapore Accident Statement			Load PDF		

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer			
<small>Note: Remarks are private unless you show it to other parties.</small>			

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/III19001422/R1PA3Q2

Date: 31/03/2020

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant
 Vehicle No : SGX2097Z Insured Vehicle No : SHD7235C
 Date of Loss: 20/01/2019 Nature of Claim: TP Claim No: MCT19010596

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SGX2097Z
 Make & Model: HONDA STREAM, 1.8 (A) Engine No: R18A11700336
 Reg. Date: 16/08/2007 (Man. Year: 2007) Chassis No: JHMRN68407S200335
 Colour: Black Odometer: 148830 km
 Engine Capacity: 1799 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 225/45 R17 Rear Tyre Size: 225/45 R17
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,840.00	1,840.00	0.00	0.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,320.00	1,080.00	240.00	18.18
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	3,160.00	2,920.00	240.00	7.59
Approved Total (Overridden) (S\$)		2,300.00		
(S\$)	3,160.00	2,300.00	860.00	27.22
+ GST 7.00/7.00% (S\$)	221.20	161.00	60.20	27.22
Nett Amount (S\$)	3,381.20	2,461.00	920.20	27.22
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 22/01/2019
 Date Inspected: 23/01/2019 Inspected At: Charn's Customcraft (HQ)
 Block 1010 Bukit Merah Lane 3, #01-105
 Singapore 159724
 Estimated Period of Repair: 5.0 days

Adjuster: MOHD RASUL

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

REPAIR DETAILS**Reference**

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 30 Mar 2020)
Parts: M1-MPV	HONDA STREAM 1.8 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SGX2097Z)	
Validity: These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount	
1	1		*FRONT DOOR LH	Bent	877.00 FL	*877.00 FL	
2	1		*FRONT DOOR FRAME STICKER	Necessary	65.00 FL	*65.00 FL	
3	1		*REAR DOOR LH	Bent	878.00 FL	*878.00 FL	
4	1		*REAR DOOR FRAME STICKER LH	Necessary	55.00 FL	*55.00 FL	
5	1		*LH SIDE SKIRT	Cracked	425.00 FL	*425.00 FL	
					Sub Total (S\$)	2,300.00	2,300.00
					- List Item Discount on L Items 20.00/20.00% (S\$)	460.00	460.00
					Total Parts (S\$)	1,840.00	1,840.00

F=Franchise part. L=ListItemDisc.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	REMOVE AND REINSTALL FRONT DOOR ASSY & DOOR GLASS LH	New	60.00	40.00
2	REMOVE AND REINSTALL REAR DOOR ASSY & DOOR GLASS LH	New	60.00	40.00
3	REMOVE NECESSARY PARTS JACKING ,PANEL BEATING,REPAIR AND STRAIGHTEN FRONT DOOR LH ,REAR DOOR LH AND LH SIDE SKIRT	New	600.00	500.00
4	PUTTY AND RESPRAY FRONT DOOR LH ,REAR DOOR LH AND LH SIDE SKIRT	New	600.00	500.00
Gross Labour Cost (\$\$)			1,320.00	1,080.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >