

ASS. REC. BY:

REF:

CS/CT119001505/Tlvb 9

Special Instruction:

Survivor

Perman

ASSIGNMENT (Office)

From (Person):

Chong Boon Sen

of

OL

Date/Time:

230120A 1:41pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SKW 5229Z

Insured:

SMG 411G

at Workshop m/s

Performan

Tel:

of

303 Alexandra Rd

Policy No:

9D 18V03646 / VPC2 / R00

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

100120A

CA / REV / REP. / REV 24 HRS 'Wp'

H.O.D. Endorsement:

Date/Time:

Person Contacted:

Vehicle IN/OUT

Date/Time	Action/Instruction (✓) Estimate
	SKW 5229Z - X
	SMG 411G - Y
28/3/00	Final fig \$ 6903.55 confirmed by email (Ref 1815.90, 21/3)



## ...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	(Not Notified)		23 Jan 2019 13:41 <a href="#">Assign</a>				<b>New Assignment</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
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**CLAIM SUBFOLDER DETAILS** [Created by insurer]

Insured:			
Main Claimant:	KAREN CHNG CHAI PHENG, ID: S6915351H		
Vehicle Reg. No.:	SKW5229Z	Date of Loss:	10/01/2019 20:00 - :59
Claim Type:	TP	Policy/Cover Note No.:	
Vehicle Reg. No. (Insured):	SMG411G	Policy No. (Claimant):	SD18V03646/VPC2/R00
		Excess:	\$50.00
Repairer:	Performance Motors Limited (Alexandra) 303 Alexandra Road, Sime Darby Performance Centre, 159941 Alexandra - Tel: 63190172/63190174		
Handling Insurer:	China Taiping Insurance (Singapore) Pte. Ltd. (HQ) - Tel: 6389 6111 ... [Handled by Chong Boon Sen]		
Claimant's Insurer:	Liberty Insurance Pte Ltd (HQ) - Tel: (65) 6221 8611		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 01/02/2019]		

**ASSOCIATED MAIL RECEIVED** View All Compose Case Mail

There are no mail for this case.

**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.									

## Nivitha (LKK Auto)

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**From:** PBSP <pml-pbsp@simedarby.com.sg>  
**Sent:** Saturday, 19 January 2019 12:29 PM  
**To:** assignments  
**Cc:** Gary Poh Chai Hoon  
**Subject:** Re: request for direct settlement - skw5229z & smg411g on 10.1.19

Dear Sirs

Please arrange survey on Tuesday, 22.01.2019 at 10am.

\*\*\*\*Owner waiting.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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**From:** PBSP  
**Sent:** Friday, 18 January 2019 5:34:38 PM  
**To:** Gary Poh Chai Hoon  
**Subject:** Fw: request for direct settlement - skw5229z & smg411g on 10.1.19

---

**From:** Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Sent:** Friday, 18 January 2019 5:31 PM  
**To:** PBSP  
**Subject:** re: request for direct settlement - skw5229z & smg411g on 10.1.19

Dear Sirs

We refer to the above matter.

Liability is in favor of your client and we agree to go for Direct Settlement, subject to consistency of damages, based on our appointed surveyor's findings, with supporting documents. Pls submit your repair estimate for direct settlement.

Thank you.

Regards,  
**Chong Boon Sen**  
Claims Executive  
Claims

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower

Singapore 079909  
Co. Reg. No. 200208384E  
DID: 63896171  
Fax: 62247175  
Email: [boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

*Disclaimer :*

*This message is confidential; its contents do not constitute a commitment by China Taiping Insurance (Singapore) Pte. Ltd. except where provided for in a written agreement between you and China Taiping Insurance (Singapore) Pte. Ltd. Any unauthorized 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.*

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	11/01/2019 14:39
Date Of Accident	10/01/2019 20:10
Exact Location Of Accident	TRAFFIC LIGHT JUNCTION ALONG EAST COAST ROAD/STILL
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKW5229Z
<b>Insured/Policyholder</b>	
Name Of Registered Owner	KAREN CHNG CHAI PHENG
NRIC No	S6915351H
Email Address	KAREN@ONEFORYOU.COM
Mobile Phone No	(LOCAL) +65-96725514
Alternative Phone No	OTHERS-96725514

### Vehicle Particulars

Manufacturer	BMW
Model	X2
Exact Purpose for which vehicle was being used at time of accident	NORMAL USAGE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

### Insurance Company

Name of Insurance Company	LIBERTY INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	SD18V03646/VPC2/R00
Cover Note Number	

### Driver

Name of Driver	KAREN CHNG CHAI PHENG
NRIC No	S6915351H
Date Of Birth	13/05/1969
Occupation	INDOOR
Date Of Driving Pass	10/10/1991
Driving Experience	27 YEARS AND 3 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96725514
Fax Number	
Contact Number	OTHERS-96725514
Email Address	KAREN@ONEFORYOU.COM

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

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



Policyholder's Signature

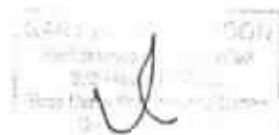
Date & Time:

11/1/2019 - 130 pm

Driver's Signature

(If driver is not the policyholder)

Date & Time:

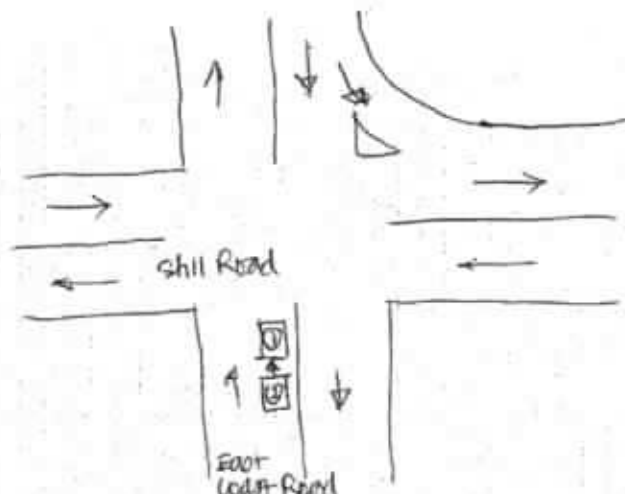


Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

### SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 10 Jan at around 8:10pm, At the traffic light junction on East Coast Road / Still Road in the direction ~~of~~ towards the city, & my car is at stopped position at the traffic light junction. When the light turns green, before my car moved on, The car behind hit into my car from the rear.

## DECLARATION

I/We declare the foregoing particulars are true in every respect.

\_\_\_\_\_  
Policyholder's Signature

Date & Time:

11/1/2019 - 130pm

Driver's Signature \_\_\_\_\_

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature \_\_\_\_\_

Names:

NRIC/FIN No.:





303, Alexandra Road  
Sime Darby Performance Centre  
Singapore 159942  
Tel. 63190100 (Sales & Admin)  
63190111 (AfterSales)  
Fax. 64747770

280, Kampong Arang Road  
East Coast Centre  
Singapore 438188  
Tel. 63190888 (AfterSales)  
Fax. 63449773

315, Alexandra Road  
Sime Darby Business Centre  
Singapore 159944  
Tel. 63190528 (AfterSales)  
63190533/330 (Motorrad)  
Fax. 64794401 (AfterSales)  
64794424 (Motorrad)

GST REG. NO : M2 - 0020081 - X

**E S T I M A T E**

Estimate No. : **b1 49728**  
Date Estimated : **11/01/2019**  
Prepared By : **Gary Poh Chai Hoon**

Page No. : **3 of 5**

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
<b>SKW5229Z</b>	<b>EG29119</b>	<b>26/03/2018</b>	<b>X2 sDrive20i</b>	<b>0</b>

**Terms & Conditions of Service**

- All requests for servicing, repairs, replacements or installations to the Vehicle (collectively, "Repairs") are subject to acceptance by Performance Motors Limited ("PML") and PML shall have the absolute discretion to reject or deny any request for the Repairs.
- The list of the Repairs or quantum of charges for the Repairs printed overleaf are estimates only and PML shall be entitled to carry out additional repairs or replacements ("Additional Works") if, in its absolute discretion, Additional Works are necessary provided that, where the cost of additional Works exceed S\$250, PML shall obtain the customer's prior consent (whether given orally or otherwise) before carrying out the additional Works.
- Subject to clause 2 above and save in the case of manifest error or gross negligence, in the event where PML's estimation of the Repairs recommended for the Vehicle differs from the Customer's own estimation of repairs needed, PML's estimate shall prevail.
- The Vehicle accepted by PML for the Repairs shall remain, at all times, at the Customer's own risk while the Vehicle undergoes the Repairs at PML's premises. PML's visual inspection and record of the physical condition of the Vehicle made prior to the commencement of the Repairs shall be binding and conclusive as between PML and the Customer. The Customer shall ensure that all valuables are removed from the Vehicle prior to delivering it to PML for the Repairs. PML shall not be liable, in any way, for theft, fire, accident, loss of or damage to the Vehicle, its contents or accessories whatsoever.
- The Vehicle may be driven on the road if and when PML, in its absolute discretion, decides that it is necessary for the purposes of carrying out tests in connection with the Repairs. Should any damage occur to the Vehicle in such an instance, PML's liability will be limited to the rectification of damage, free of charge.
- PML's entire liability whether, in respect of faulty workmanship or otherwise, shall be limited to the rectification of any faulty workmanship or other faults, free of charge, such faults being reasonably determined by PML to have been caused by PML in the course of the Repairs. The Customer shall, nevertheless, be responsible for all costs for the disassembly, diagnosis, inspection of the Vehicle etc., at PML's current labour charge-out rate, necessarily incurred for the purpose of determining the cause of the fault(s) if it is found that the fault(s) is or are not caused by PML.
- Except as provided in clause 6 above, PML makes no warranty (whether expressed or implied) in respect of the Repairs and shall not, to the fullest extent permitted by law, be liable under any circumstances for special, consequential or incidental damages including but not limited to the loss of use of or depreciation in value of the Vehicle.
- Unless otherwise agreed by PML in writing, the Customer shall pay the costs of the Repairs owing to PML, in cash, upon the completion of the Repairs and before the Customer collects the Vehicle. In the event any credit is granted by PML at its absolute discretion, and the Customer fails to make payment of the costs of the Repairs (or any part thereof) by the agreed payment date, interest shall be imposed on the sum remaining unpaid at the rate of 1% per month (or part thereof) from the due date of payment until the date all payments are actually received by PML. PML reserves the right, at any time, to suspend or withdraw any credit facility granted to the Customer without assigning any reason whatsoever.
- The Customer shall collect the Vehicle within 48 hours from the date PML notifies the Customer, (whether orally or otherwise), that the Vehicle is ready for collection. In the event that the Customer fails to collect the Vehicle within 48 hours, the Customer shall, in addition to the costs of the Repairs owing to PML, pay all storage charges, at a rate to be determined by PML provided always that the Customer shall not, under any circumstances, hold PML liable for any loss of or damage to the Vehicle, its contents or accessories or for any deterioration in the quality of or damage to the Vehicle arising from such storage. In the event that the Customer fails to collect the Vehicle for more than 14 days, PML shall be entitled, at its absolute discretion, to dispose of the Vehicle & deduct, from the proceeds of disposal, PML's costs in connection with the disposal as well as all other monies owing to PML.
- If PML does not receive any notification of faulty workmanship from the Customer within 7 days from the date the Customer collects the Vehicle from PML, the Customer shall be deemed to have accepted the Repairs as satisfactory.
- If the Vehicle is sent to PML for the Repairs by any person other than the Customer, PML shall be entitled, without need to make any inquiry, to treat such third party as acting for and on the Customer's behalf. PML shall be entitled to rely on this ostensible authority to carry out the repairs in compliance with such third party's instructions and the Customer shall not hold PML liable for any loss or damage suffered by the Customer as a result and shall pay for the costs of the Repairs owing to PML and further indemnify PML against all claims, losses, expenses, damages suffered or incurred by PML arising from PML's reliance on such authority and/or compliance with such instructions.
- PML may, in its absolute discretion and upon the Customer's request, provide a driver to deliver the Vehicle from the Customer to PML's premises or vice versa provided always that the driver shall, during the time of such conveyance of the Vehicle, be deemed to be the servant of the Customer and not that of PML's and the Customer shall not hold PML liable for any accident, loss of or damage to the Vehicle or its contents or accessories while the same is under the custody of the driver.
- These Terms & Conditions of Service including all annexes and attachments hereto contains the entire agreement between PML and the Customer with respect to the Services described in the Repair Order and supersedes all previous agreements and understandings between PML and the Customer relating to the subject matter herein. No amendments or changes to these Terms & Conditions of Service shall be effective unless made in writing and signed by authorized representatives of both PML and the Customer.
- If any term or provision of these Terms & Conditions of Service shall be held to be invalid, illegal or unenforceable, the remaining terms and provisions of these Terms & Conditions of Service not affected by such invalidity, illegality or unenforceability shall remain in force and effect.



303, Alexandra Road  
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Fax. 64747778

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East Coast Centre  
Singapore 438180  
Tel. 63190888 (AfterSales)  
Fax. 63449777

315, Alexandra Road  
Sime Darby Business Centre  
Singapore 159944  
Tel. 63190528 (AfterSales)  
63190533/530 (Motorrad)  
Fax. 64796601 (AfterSales)  
64796624 (Motorrad)

GST REG. NO : M2 - 0020081 - X

**E S T I M A T E**

Estimate No. : **b1 49728**  
Date Estimated : **11/01/2019**  
Prepared By : **Gary Poh Chai Hoon**

Page No. : **4 of 5**

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
<b>SKW5229Z</b>	<b>EG29119</b>	<b>26/03/2018</b>	<b>X2 sDrive20i</b>	<b>0</b>

15. A person not party to these Terms & Conditions of Service shall have no right under any legislation for the enforcement of contractual terms by a third party (whether in force now or to be enacted in the future and as the same may be modified, adapted or supplemented from time to time) to enforce any term in these Terms & Conditions of Service.
16. The laws of the Republic of Singapore shall govern the validity and interpretation of these Terms & Conditions of Service and the Parties submit to the exclusive jurisdiction of the Courts of the Republic of Singapore.
17. The Sime Darby Motors Group companies in Singapore are committed to ensuring that your personal data is protected. The purpose of this document is to explain how we collect information about you, the procedures that we have in place to safeguard your privacy and how you can instruct us if you prefer to limit the use of that information.
- 17.1 The Vendor shall collect and use the Customer's personal data for any of the following purposes, including but not limited to:
- (a) the registration of the Vehicle with the relevant transportation authorities, including but not limited to Land Transport Authority;
  - (b) sharing of the Customer's personal data with the Vendor's principal, its related corporations and contractors, whether within Singapore or overseas, and/or insurance companies, so as to provide the necessary warranties and/or extended warranties for the Vehicle to the Customer;
  - (c) sharing of the Customer's personal data with financial institutions and motor vehicle insurers, on the Customer's behalf, in order for the Customer to obtain financing for the purchase of the Vehicle and the motor insurance on the Vehicle and when necessary, to obtain the loan amounts outstanding from financial institutions, on the Customer's behalf so as to assist the Customer in effecting the Vehicle loan redemptions;
  - (d) servicing of Vehicle and to update the Vendor's after-sales service records. The relevant personal data shall be used by the Vendor, its appointed after-sales service dealers, agents and sub-contractors and/or the Vendor's principal and/or its related corporations whether within or outside Singapore to provide the relevant after-sales service and/or to repair the Vehicle and to communicate with the Customer on any matter relating to the provision of the services in general including to notify the Customer by any means, including by short message services ("SMS") of the next/ subsequent date/mileage for routine service for the Vehicle;
  - (e) administrative, research and analysis purposes to enable it to monitor and improve the services it provides; and
  - (f) organizing events for the Customer, to inform the Customer of such events by any means (including through SMS, multi-media services ("MMS"), phone call, fax, magazines, or brochures) any new products, promotions or services provided by the Vendor in Singapore.
- 17.2 The Vendor shall also disclose the Customer's personal data:
- (a) to its service providers, for example, providers of web hosting or maintenance services, for the purpose of supplying itself with the inter connected servers and/or web site links with the relevant authorities;
  - (b) to its customer service agencies whether within or outside Singapore for administrative, research and analysis purposes to enable it to monitor and improve the services it provides;
  - (c) to the Vendor's service providers and/or the Vendor's principal, its related corporations and contractors whether within or outside Singapore for the purpose of organizing events for the Customer, to inform the Customer of and send to the Customer by any means (including through SMS, MMS, phone call, fax, magazine or brochures) any new products or promotions or services that are provided by the Vendor and/or the Vendor's principal whether within or outside Singapore;
  - (d) to the Vendor's business partners for the purpose of carrying out product promotions;
  - (e) to the Vendor's stakeholders and the Vendor's principal and its/their related corporations and contractors for the purpose of carrying out audits;
  - (f) to the Vendor's principal and/or the Vendor's stakeholders and their respective related corporations and contractors whether within or outside Singapore for the purposes of carrying out audits; and
  - (g) to the Vendor's principal and its related corporations whether located within or outside Singapore for the purpose of responding to any of the Customer's enquiries.
- 17.3 The Vendor shall retain the Customer's personal data either for the period of the business relationship or, for the requisite retention periods as stipulated in any contractual arrangements or under any applicable law, whichever is later.
- 17.4 If the Vendor amends any provision in this clause 17, it will notify the Customer via e-mail and may place notices on the Vendor's web site. The Vendor's email to the Customer shall require the Customer's consent to its change of use of the Customer's personal data. Continued use of the Vendor's services shall signify the Customer's agreement to any such changes.
- 17.5 The personal data the Customer provides may be transferred to the Vendor's principal within or outside Singapore for surveys and research purposes conducted with the objective of enhancing the Customer's satisfaction.
- 17.6 The Customer shall have a right to request a copy of the personal data the Vendor holds about the Customer and information about the ways in which the Customer's personal data has been or may have been used or disclosed within a year before the date the Customer's request. If the Customer wishes to exercise this right, the Customer shall complete the Vendor's prescribed form and/or:
- (a) put his request in writing and indicate whether he would like to have a copy of his personal data or he wishes to have information about the ways in which his personal data is used or disclosed during the past year or both;
  - (b) include proof of his identity and address (e.g. a copy of the Customer's driving licence and a recent credit card bill); and
  - (c) specify the personal data he wants access to, including any account or reference numbers where applicable.

The Vendor shall reply to the Customer as soon as reasonably possible upon its receipt of the Customer's request.

# Performance Motors Limited

A member of the Sime Darby Group

Co. Reg. No. 137401339W GST Reg. No M2-0020081-X



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GST REG. NO : M2 - 0020081 - X

## E S T I M A T E

Estimate No. : b1 49728  
Date Estimated : 11/01/2019  
Prepared By : Gary Poh Chai Hoon

Page No. : 5 of 5

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SKW5229Z	EG29119	26/03/2018	X2 sDrive20i	0

- 17.7 The Customer shall pay an amount to access his personal data in the manner stated in Clause 17.6(a) above.
- 17.8 The Customer shall have the right to correct any inaccuracies in his personal data free of charge. If the Customer wishes to exercise this right, the Customer shall
- put his request in writing;
  - provide the Vendor with enough information to identify himself (e.g. the Customer's account number, username, registration details); and
  - specify the information that is incorrect and what it should be replaced with.
- The Vendor shall reply to the Customer as soon as practicable upon its receipt of the Customer's request.
- 17.9 The Customer's access or correction request will not be granted as of right; the Vendor's ability to accede to the Customer's access or correction request is subjected to the prohibitions and exceptions set out or which may be set out in the Singapore Personal Data Protection Act ("PDPA") and its accompanying regulations.
- 17.10 The Customer shall have the right to ask the Vendor to stop collecting, using or disclosing his personal data for any of the abovementioned purposes set out in Clauses 17.1 and 17.2. If the Customer wishes to exercise this right, the Customer shall complete the Vendor's prescribed form and/or:
- put his request in writing by way of an email sent to the Vendor;
  - provide the Vendor with his name, NRIC number, mobile number, email and Vehicle registration number to identify the Customer; and
  - if the Customer's objection is not to direct marketing in general, but to direct marketing by a particular channel (e.g. voice call, SMS, MMS, fax, mailers or email), the Customer has to specify the channel he is withdrawing his consent to.
- 17.11 In the event that the Customer withdraws consent to the collection, use or disclosure of his personal data such that it materially affects this Agreement and it renders the Vendor unable to, or such that it becomes difficult for the Vendor to perform or properly perform or discharge its obligations under this Agreement, at law, under the warranty undertakings, or its role as a responsible dealer of BMW vehicles, the Vendor may at its discretion, be entitled to terminate this Agreement with the Customer.
- 17.12 The obtaining the Customer's consent for the collection, use or disclosure of his personal data under this clause 17 is subject to the exceptions set out or which may be set out in the PDPA.
- 17.13 The Customer shall address all communications pertaining to this Clause 17 to:

The Data Protection Officer  
Performance Motors Limited

Address:  
Sime Darby Performance Centre  
303 Alexandra Road  
Singapore 159941

Email address:  
dataprotection@pml.com.sg

## Performance Motors Limited

A member of the Sime Darby Group  
Co. Reg. No. 19740159M GST Reg. No. M2-0020081-X



303, Alexandra Road  
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64796624 (Motorrad)

GST REG. NO : M2 - 0020081 - X

11 JAN 2019

## ESTIMATE

Estimate No. : b1 49728  
Date Estimated : 11/01/2019  
Prepared By : Gary Poh Chai Hoon

Page No. : 1 of 5

## - ESTIMATE REPAIR FOR -

Karen Chng Chai Pheng  
476 Siglap Road  
#05-52

Singapore 454946

## - ACCOUNT - 40000

Cash Sales - Service  
Singapore

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SKW5229Z	EG29119	26/03/2018	X2 sDrive20i	0

## DESCRIPTION

To replace rear bumper and remove and install rear bootlid attachment include knocking cause by the accident.

## VALUE

✓ 1770 2,550.00

Painting rear bumper, bootlid

✓ 1730 1,923.00

To check electrical wiring systems and lightings at the rear section for proper function.

✓ 150 177.00

To supply rear emboss number plate.

✓ bt 83.00

Sundries.

rec 80 ? 150.00

Total Labour 1: 4,883.00

## DESCRIPTION

TRIM ICAM  
REAR BUMPER LH SIDE INNER GUIDE  
REAR BUMPER RH SIDE INNER GUIDE  
REAR BUMPER CARRIER  
MOUNTING SMART OPENER (M)  
REAR BUMPER PANEL PRIMED (M PDC/ICA  
REAR BUMPER TRIM BOTTOM PANEL PAINT  
SET MOUNTING PDC/PMA SENSOR REAR  
LETTERING X2  
PLAQUE 74MM  
GROMMET  
LETTERING S DRIVE 20i

QTY	PRIC	VALUE
1	69.05	? 69.05
1	61.50	? 61.50
1	61.50	? 61.50
1	508.55	? 508.55
1	45.30	? 45.30
1	1,167.60	de 1,167.60
1	1,602.60	de 1,602.60
1	60.35	not 60.35
1	64.10	de 64.10
1	71.25	de 71.25
2	0.75	de 1.50
1	96.15	de 96.15

Total Parts : 3,809.45

## Performance Motors Limited

A member of the Sime Darby Group

Co. Reg. No. 197401559W GST Reg. No M2-0020081-X



303, Alexandra Road  
Sime Darby Performance Centre  
Singapore 159941  
Tel. 63190100 (Sales & Admin)  
63190111 (AfterSales)  
Fax. 64747770

280, Kampong Arang Road  
East Coast Centre  
Singapore 438100  
Tel. 63190888 (AfterSales)  
Fax. 63449773

319, Alexandra Road  
Sime Darby Business Centre  
Singapore 159944  
Tel. 63190528 (AfterSales)  
63190533/530 (Motorrad)  
Fax. 64796601 (AfterSales)  
64796624 (Motorrad)

GST REG. NO : M2 - 0020081 - X

## E S T I M A T E

Estimate No. : b1 49728  
Date Estimated : 11/01/2019  
Prepared By : Gary Poh Chai Hoon

Page No. : 2 of 5

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SKW5229Z	EG29119	26/03/2018	X2 sDrive20i	0

LKK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

*[Signature]*  
24/1/19

22/1/19 R 1010  
Taufik  
97495719  
wp  
Taufik @ LKK Auto. con.  
4 dys - 5 dys

8719.45

Labour 1	:	4,883.00
Parts	:	3,809.45
Labour 2	:	0.00
Excess	:	0.00
Total GST @ 7%	:	608.47
Grand Total	:	9,300.92

\*\* THIS ESTIMATE IS VALID FOR A PERIOD OF 30 DAYS ONLY \*\*

\*\* PRICE FOR PARTS ARE SUBJECTED TO CHANGE WITHOUT PRIOR NOTICE \*\*

# Performance Motors Limited

A member of the Sino Dairy Group  
Co. Reg. No. 197401599W, GST Reg. No. M3-0020081-4



## FINAL REPORT

Estimate No. : b1 49728  
Date Estimated : 11/01/2019  
Prepared By : Gary Poh Chai Hoon

Page No. :

REPAIR FOR -  
Karen Chng Chai Pheng  
476 Siglap Road  
#05-52

- ACCOUNT - 135  
China Taiping Insurance (S) Pte Ltd  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

Singapore 454946

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	M LEAGE
SKW5229Z	EG29119	26/03/2018	X2 sDrive20i	0
DESCRIPTION	ORIGINAL PRICE	DISC. %	NETT	
To replace rear bumper and attachments include making good the boot lid and knocking out dents caused by the accident	1770.00		1,770.00	
To spray paint rear bumper and boot lid	1730.00		1,730.00	
To check electrical wiring systems and lightings at the rear section for proper function	150.00		150.00	
To supply rear emboss number plate	83.00		83.00	
Sundries	80.00		80.00	

DESCRIPTION	UNIT PRICE	QTY	DISC. %	NETT
REAR BUMPER PANEL PRIMED (M PDC/CA	1,167.60	1.00		1,167.60
REAR BUMPER TRIM BOTTOM PANEL PAINT	1,602.60	1.00		1,602.60
SET MOUNTING PDC/PA SENSOR REAR	60.35	1.00		60.35
LETTERING X2	64.10	1.00		64.10
PLAQUE 74MM	71.25	1.00		71.25
GROMMET	0.75	2.00		1.50
LETTERING S DRIVE 20i	96.15	1.00		96.15
# EXPANDING RIVET *	1.35	20.00		27.00

### # SUPPLEMENTARY ITEMS

Total Labour :	3,813.00
Total Parts :	3,090.55
Total Labour & Parts :	6,903.55
Deduction for Excess :	0.00
Total Repair Costs less Excess:	6,903.55
GST @7%:	483.25
Grand Total :	7,386.80

(A) NU

# Performance Motors Limited

A member of the Sime Darby Group  
Co. Reg. No. 197401559W, GST Reg. No. M2-0020081-X



## SUPPLEMENTARY

Estimate No. : b1 49728  
Date Estimated : 11/01/2019  
Prepared By : Gary Poh Chai Hoon

Page No. :

REPAIR FOR -  
Karen Chng Chai Pheng  
476 Siglap Road  
#05-52

- ACCOUNT - 135  
China Taiping Insurance (S) Pte Ltd  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

Singapore 454946

REGN. NO.	CHASSIS NO.	REGN. DATE	MODEL	MILEAGE
SKW5229Z	EG29119	26/03/2018	X2 sDrive20i	0

DESCRIPTION	ORIGINAL PRICE	DISC. %	NETT
-------------	----------------	---------	------

DESCRIPTION	UNIT PRICE	QTY	DISC. %	NETT
-------------	------------	-----	---------	------

# EXPANDING RIVET *	1.35	20.00		27.00
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Total Labour :	
Total Parts :	27.00
Total Labour & Parts :	27.00

**.Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 28 March 2019 9:36 AM  
**To:** 'PBSP'; Taufikh (LKKAUTO); SUR  
**Subject:** RE: FINAL REPORT / SKW5229Z

Dear Caroline,

WITHOUT PREJUDICE

Confirmed finalize amount \$6,903.55 before GST

Repair days: 5 days

Kindly send Final invoice and all supporting documents to CHINA TAIPING

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

---

**From:** PBSP <pml-pbsp@simedarby.com.sg>  
**Sent:** Wednesday, 27 March 2019 5:52 PM  
**To:** Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** FINAL REPORT / SKW5229Z

Dear Sirs

We refer to the above and attached Final Report.

Please confirm COR as follows:

Total Labour : 3,813.00



Total Parts : 3,090.55

Total Labour & Parts : 6,903.55

Repair days: 5

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

"This electronic mail content and any accompanying attachments ("the Message") is intended only for the named addressee ("the Recipient") and may contain information that is confidential, privileged and/or proprietary to the Sime Darby group of companies ("Sime Darby") and/or protected under applicable laws. If you are not the intended Recipient, you are strictly prohibited from using, disseminating, forwarding and/or printing the Message. Please notify the sender immediately by return e-mail and permanently delete all copies of the Message. Sime Darby disclaims all liability for any error, loss or damage arising from the Message being infected by computer virus or other malicious software. Any views and/or opinions expressed in the Message are solely those of the author's and do not necessarily represent those of Sime Darby's."

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	03 Apr 2019 15:58		23 Jan 2019 13:41 <a href="#">Edit Adj Rpt</a>	<b>\$46,903.55</b> <a href="#">Edit Estimates</a>	<b>\$46,903.55</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by Insurer]</span>									
Insured:	-, ID: -								
Main Claimant:	<b>KAREN CHNG CHAI PHENG</b> , ID: S6915351H								
Vehicle Reg. No.:	<b>SKW5229Z</b>	Date of Loss:	10/01/2019 20:00 - :59 [9 Months and 15 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP</b>	Policy/Cover Note No.:							
Vehicle Reg. No. (Insured):	<b>SMG411G</b>	Policy No. (Claimant):	SD18V03646/VPC2/R00						
		Excess:	S\$0.00						
Repairer:	<b>Performance Motors Limited (Alexandra)</b> 303 Alexandra Road, Sime Darby Performance Centre, 159941 Alexandra - Tel: 63190172/63190174								
Handling Insurer:	<b>China Taiping Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: 6389 6111 ... [Handled by <b>Chong Boon Sen</b> ]								
Claimant's Insurer:	<b>Liberty Insurance Pte Ltd (HQ)</b> - Tel: (65) 6221 8611								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MOHD TAUFIKH BIN HAMID</b> ] ... [Final Rpt due 01/02/2019]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SKW5229Z  
[SMG411G]  
TP  
KAREN CHNG CHAI PHENG  
Jan 10 2019 8:00PM  
[-]  
Performance Motors Limited

Upload Documents

Upload Photos

Compose New Letter

ViewView in Browser

Assessment Reports

1 per page

No	Finalized On	Performance Motors Limited (Alexandra)		Thumbnail	Print
1	11/01/19 14:51	Accident Statement	1	Load HTM	

Photos/Images

3 per page

No	Finalized On	Performance Motors Limited (Alexandra)		Thumbnail	Print
1	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
2	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
3	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
4	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
5	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
6	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
7	11/01/19 14:45	Accident Photo [Linked Accident Report Documents]	1	Load JPG	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	28/03/19 09:41	General View	1	Load PDF	


Documentation

1 per page

No	Finalized On	Performance Motors Limited (Alexandra)		Thumbnail	Print
1	11/01/19 14:45	Sketch Plan [Linked Accident Report Documents]	1	Load TIF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	04/04/19 14:32	SUPPLEMENTARY PART	1	Load PDF	

## Linked Accident Report Documents

<b>Assessment Reports</b>							
No	Finalized On	Performance Motors Limited (Alexandra)	1 per page				
1	11/01/19 14:51	Accident Statement	1	Load HTM	Thumbnail	Print	
<b>Photos/Images</b>							
No	Finalized On	Performance Motors Limited (Alexandra)	3 per page				
1	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
2	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
3	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
4	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
5	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
6	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	
7	11/01/19 14:45	Accident Photo	1	Load JPG	Thumbnail	Print	

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Performance Motors Limited (Alexandra)	Thumbnail	Print
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Performance Motors Limited (Alexandra)	Thumbnail	Print
1	11/01/19 14:45	Sketch Plan	 Load TIF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
There are no document checklists configured.			

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**

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v

**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: CS/CT19001505/T1VBQ2

Date: 04/04/2019

### REFERENCE

Handling Insurer: China Taiping Insurance (Singapore) Pte. Ltd.

Policy No:

Claimant Vehicle No : SKW5229Z

Insured Vehicle No : SMG411G

Date of Loss: 10/01/2019

Nature of Claim: TP

Claim No: N/A

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKW5229Z

Make &amp; Model: BMW X2, 2.0 SDrive20i LED NAV MSPTX (A)

Engine No: G422H709B48A20F

Reg. Date: 26/03/2018 (Man. Year: 2018)

Chassis No: WBAYH32050EG29119

Colour: Yellow

Odometer: 15967 km

Engine Capacity: 1998 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:

### CONDITION OF TYRES

Front Tyre Size: 225/45 R19 Rear Tyre Size: 225/45 R19

Front Left Side: Dunlop 6 mm Rear Left Side: Dunlop 6 mm

Front Right Side: Dunlop 6 mm Rear Right Side: Dunlop 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,069.45	3,253.55	815.90	20.05
Miscellaneous Items	0.00	0.00	0.00	
Labour	4,650.00	3,650.00	1,000.00	21.51
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>8,719.45</b>	<b>6,903.55</b>	<b>1,815.90</b>	<b>20.83</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>610.36</b>	<b>483.25</b>	<b>127.11</b>	<b>20.83</b>
<b>Nett Amount (S\$)</b>	<b>9,329.81</b>	<b>7,386.80</b>	<b>1,943.01</b>	<b>20.83</b>

### INSPECTION

Date of Assignment: 23/01/2019

Date Inspected: 22/01/2019 Inspected At:

Performance Motors Limited (Alexandra)

303 Alexandra Road, Sime Darby

Performance Centre

Singapore 159941

Estimated Period of Repair: 5.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: VERON CHEN

*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

<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 03 Apr 2019)
<b>Parts:</b> M1-SUV	BMW X2 2.0 SDrive20i LED NAV MSPTX (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b> Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SKW5229Z)
<b>Validity:</b>	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
<b>Further Info:</b> 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 EMBOSS NUMBER PLATE	Bent	83.00 FS	*83.00 FS
2	1		*SUNDRIES	Necessary	150.00 FS	*80.00 FS
3	1		*TRIM ICAM	Not Necessary	69.05 FS	*- FS
4	1		*REAR BUMPER LH SIDE INNER GUIDE	Not Necessary	61.50 FS	*- FS
5	1		*REAR BUMPER RH SIDE INNER GUIDE	Not Necessary	61.50 FS	*- FS
6	1		*REAR BUMPER CARRIER	Not Necessary	508.55 FS	*- FS
7	1		*MOUNTING SMART OPENER (M)	Not Necessary	45.30 FS	*- FS
8	1		*REAR BUMPER PANEL PRIMED (M PDC/ICA)	Deformed	1,167.60 FS	*1,167.60 FS
9	1		*REAR BUMPER TRIM BOTTOM PANEL PAINT	Deformed	1,602.60 FS	*1,602.60 FS
10	1		*SET MOUNTING PDC/PMA SENSOR REAR	Necessary	60.35 FS	*60.35 FS
11	1		*LETTERING X2	Necessary	64.10 FS	*64.10 FS
12	1		*PLAQUE 74MM	Necessary	71.25 FS	*71.25 FS
13	2		*GROMMET	Necessary	1.50 FS	*1.50 FS
14	1		*LETTERING S DRIVE 20i	Necessary	96.15 FS	*96.15 FS
15	20		*EXPANDING RIVET	Necessary	27.00 FS	*27.00 FS
					<b>Total Parts (\$\$)</b>	<b>4,069.45 3,253.55</b>

F=Franchise part. S=SpcNett.

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 REPLACE REAR BUMPER AND REMOVE AND INSTALL REAR BOOTLID ATTACHMENT INCLUDE KNOCKING CAUSE BY THE ACCIDENT	New	2,550.00	1,770.00
2	PAINTING REAR BUMPER ,BOOTLID	New	1,923.00	1,730.00
3	TO CHECK ELECTRICAL WIRING SYSTEMS AND LIGHTINGS AT THE REAR SECTION FOR PROPER FUNCTION	New	177.00	150.00
Gross Labour Cost (S\$)			<b>4,650.00</b>	<b>3,650.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >