

ASS. REF. #

REF CS3/MSG18022741/Bid3-1

Special Instruction

Surveyor  
Name

Mr. Lim

ASSIGNMENT (Office)

Front Person

Irene Tan

MSIG

Date/Time

28012019

Estimated Cost

Bill to

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

To Inspect Vehicle No

SIF 4971Y

Insured

FBG 8792J

at Workshop info

Team Auto pro

Tel

9674 6635

at

8 kaki Bukit Ave 4 # 06-21 premier

Policy No

MSD/VMT/17-988136-WTT

Claim No

MSC/V/18-001612

Sum insured

Excess

Make of Veh

(Client's Record)

D.O.A

01/12/2018

CA / REV / REP. / REV 24 HRS

Cup

H.O.D. Endorsement

Date/Time

9.51am @ 19/12/18

Person Contacted

Frederick

Vehicle

IN/OUT

Date/Time

Action/Instruction (X) Estimate

Do Not Finalize

SIF 4971Y - X

FBG 8792J - X

Dismantle: 20/12/2018

After repair: 27/12/2018

Submit lump sum \$2400/- , 4 days  
CRed: 2200, 47%

12/2 Typist

  
11/2/2019

REF: MSIG

PRS

## ASSIGNMENT

From:

Date: 19/12/18

Estimated Cost:

Vehicle: SLF 4971Y

Vt Regn: 26/1/2018

OD: ☒ TP RES / TP RES / OD RES / EVA / INV / MY

Type: M Car / M Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

To Inspect Vehicle No:

SLF 4971Y

Make:

Lexus LX570

CC: 2.8

at Workshop n/s

Team Autopro

Colour:

WHITE

A/C

Insured / Std / NI / NA

of

No 8 Kaki Bukit Ave 4 #06-21

Sp Reading

12547.7

T/Radio: Insured / Std / NI / NA

Insured

Premier

Eng No:

F12C62XXXX

Policy No:

Ct No:

JHTK00027-502472

Claims No:

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured

Excess:

Steering: In order / Jammed / Leaked / Burnt or

(Client's Record)

Brake: In order / Jammed / Leaked / Burnt or

Make of Veh:

Frederick 9674 6635

Modi Nil / S/Rim / STD A/Rim or

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Tyre Size:

F: 225/45R17

R: 225/45R17

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI / TOYO / YOKO or

Bal. or Market Value:

Front

Rear

IDAC Accident Rpt

Consistent? Yes or No

R/Bal.

mm

R/Bal.

mm

GIA / PR Seen

Consistent? Yes or No

L/Bal.

mm

L/Bal.

mm

Est. Repairs:

5

days

Res.:

Yes or No

D.O.A

12/18

D.O.A

12/18

Lump Sum:

%

3 Val.

Yes or No

Survey held at

Team Autopro

CA / REV / REP. / 24 HRS (up)

Des. of Damages: Fnt / Rear / O/S / N/S / UIC / Rooftop or

Date:

Person Contacted:

Vehicle: IN / OUT

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

Range 2500 - 2500

Date/Time, File Pass to?

☐

Prel. Report

Days Of Repair:

5

to

☐

Final Report

Resurvey No. of Trip:

2

Survey Fee:

Date/Time, File Return to?

Transportation

?

Add Fee:

☐

Site Insp (\$)

) S + RS SI

☐

Interview (\$)

) Photos

☐

Tech. Insp (\$)

) Others

☐

Workshop (\$)

) F

Report Format:

PRQ

Lump Sum / I.B.E (\$)

10/11

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	17 Dec 2018		19 Dec 2018 09:33 <a href="#">Edit Adj Rpt</a>	<b>S\$0.00</b> <a href="#">Edit Estimates</a>	<b>S\$0.00</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:		ALISTAR ENTERPRISE, Co. Reg. No.: 53224828K							
Main Claimant:		CHEN JIA, ID: S8373041B							
Vehicle Reg. No.:		SLF4971Y	Date of Loss:	01/12/2018 19:00 - :59 [103 Months and 5 Days From LTA Reg Date (Man Yr)]					
Claim Type:		TP / MSC/V/18-001612	Policy/Cover Note No.:	MSD/VMT/17-988136-WTT (Third Party Only) Coverage: 22/12/2017 - 21/12/2018					
Vehicle Reg. No. (Insured):		FBG8792J	Policy No. (Claimant):						
		Excess:							
Repairer:		Team Autopro Pte Ltd (KAKI BUKIT) No.8 Kaki Bukit Avenue 4, #06-21 Premier@ Kaki Bukit (Gate 2), 415875 Kaki Bukit - Tel: 90927279							
Handling Insurer:		MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Irene Tan Gek Ing - 6594 2541]							
Adjuster:		LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by Lim Teow Guan] ... [Final Rpt due 30/01/2019]							
Driver/Custodian (Insured):		NOR ASY'ARI BIN YUSOFF (24 / Male), NRIC: S9349185H, Tel: +6581822124							
Adj Asg. Remarks:		on WP, SJE : DISAGREED / LIABILITY IN DISPUTE Please appoint LKK AUTO CONSULTANTS to conduct the survey . Kindly contact MR ALAN KOH @ 9092 7279 or MR FREDERICK LIM @ 9674 6635 to arrange for survey .							
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>MSIG_SG (28/01/2019): Report Send Back Alerts - SLF4971Y (TP)</li> </ul>									
<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.									

## Catherine Chong (LKK Auto)

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**From:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Sent:** Monday, 28 January, 2019 5:34 PM  
**To:** Admin-D (LKKAuto)  
**Cc:** assignments  
**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

**Importance:** High

Dear Catherine,

So sorry. We have just granted rights for your surveyor's access to the survey report and colour pictures.

Irene Tan  
Senior Executive, Motor Claims Services  
D: +65 6594 2541 | F: +65 6225 7402 | [irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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**From:** Admin-D (LKKAuto) [mailto:[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)]  
**Sent:** Monday, 28 January, 2019 5:29 PM  
**To:** Irene Tan <irene\_tan@sg.msig-asia.com>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

Dear Irene,

Please be informed that don't have survey report and colour photograph.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tan [mailto:[irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)]  
**Sent:** Monday, 28 January, 2019 5:25 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT  
**Importance:** High

Dear Catherine,

We have just send back your PRI report.

Irene Tan

Senior Executive, Motor Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | [irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)



**MSIG**

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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

**Sent:** Monday, 28 January, 2019 5:18 PM

**To:** Irene Tan <[irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)>

**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

Dear Irene,

Kindly assist URGENTLY.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Friday, 25 January, 2019 9:55 AM

**To:** 'Irene Tan' <[irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)>

**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

Dear Irene,

Kindly assist.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Thursday, 24 January, 2019 10:54 AM

**To:** 'Irene Tan' <[irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Olivia Lau (LKKAuto)' <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

Dear Irene,

Thank you for the assignment.

Kindly assist send back report in Merimen.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Irene Tan [[mailto:irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)]

**Sent:** Thursday, 24 January, 2019 10:37 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** Please prepare paper survey report on SLF4971Y; Our claim no.: MSC/V/18-001612/IT

**Importance:** High

Good morning Veron,

We refer to your PRI report dated 4.1.19.

Please prepare and upload your paper survey report asap.

**Irene Tan**

Senior Executive, Motor Claims Services

D: +65 6594 2541 | F: +65 6225 7402 | [irene\\_tan@sg.msig-asia.com](mailto:irene_tan@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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# ROY & PARTNERS

(Business Registration No. 53131170L)

Advocates & Solicitors

Commissioner For Oaths

Notary Public

MONOJ KUMAR ROY LLB (Hons.) S'pore

HARPAL SINGH BAJAJ LLB (Hons.) London

101 Cecil Street #11-09 Tong Eng Building, Singapore 069533

Tel : 6536 8466

Fax : 6536 1963 (Not For Service Of Documents)

Enquiries: [roynpartners@roynpartners.com.sg](mailto:roynpartners@roynpartners.com.sg)



IT

Our Ref: MKR/404/8493/2018/as.wl; 18-001612

Your Ref: Please be advised (Your insured vehicle: FBG 8792J)

17<sup>th</sup> January 2019

**M/S MSIG INSURANCE (SINGAPORE) PTE LTD**

**BY HAND**

4 Shenton Way

#21-01 SGX Centre 2

Singapore 068807

(Attn: Motor Claims Department)

**ALLSTAR ENTERPRISE**

Block 551 Bedok North Avenue 1

#01-542

Singapore 460551

(Owner of motorcycle no. FBG 8792J)

**CERTIFICATE OF POSTING**

(For your information only)

Yani,  
1) TAs to \$9,000/-  
2) upload  
3) WH x 2 here  
22/1/19

Dear Sirs,

**CLAIMANT : CHEN JIA (OWNER OF SLF 4971Y)**

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLF 4971Y AND FBG 8792J  
ALONG KOON SENG ROAD TURNING INTO TEMBELING ROAD ON 01.12.2018 AT  
ABOUT 1930 HOURS.**

We are instructed by the abovenamed to claim damages against you/your insured in connection with a road traffic accident on **01.12.2018 along Koon Seng Road turning into Tembeling Road** involving our client's motor car registration number **SLF 4971Y** and motorcycle registration number **FBG 8792J** driven by your servant and/or agent and/or hirer/your insured at the material time.

We are instructed that the accident was caused by your servant and/or agent and/or hirer/your insured's negligent driving and/or management of your/your insured motorcycle. As a result of the accident, our client's motor vehicle was damaged and our client has been put to loss and expense, particulars of which are as follows: -

1. Cost of repairs	S\$ 4,600.00
2. Loss of use (S\$150.00 per day x 2 days -Pre-repair notice)	S\$ 300.00
3. Rental of vehicle (S\$180.00 per day x 10 days) (Including 7% GST)	S\$ 1,926.00
4. LTA Search	S\$ 7.49
5. GIA search and report fee	S\$ 29.00
6. Surveyor report fee	S\$ 570.00
7. Incidentals	S\$ 150.00
8. Costs Contribution	S\$ 800.00
Total:	<u>S\$ 8,382.49</u>



# ROY & PARTNERS

(Business Registration No. 53131170L)

Advocates & Solicitors

Commissioner For Oaths

Notary Public

**MONOJ KUMAR ROY LLB (Hons.) S'pore**

**HARPAL SINGH BAJAJ LLB (Hons.) London**

101 Cecil Street #11-09 Tong Eng Building, Singapore 069533

Tel : 6536 8466

Fax : 6536 1963 (Not For Service Of Documents)

Enquiries: [rovnpartners@rovnpartners.com.sg](mailto:rovnpartners@rovnpartners.com.sg)

We enclose a copy of each of the following documents for your attention: -

1. GIA report lodge by the claimant;
2. GIA report lodge by the rider of FBG 8792J;
3. LTA search fees;
4. GIA search and report tax invoice;
5. Final Repair Bill dated 11<sup>th</sup> January 2019 from M/s Team AutoPro Pte Ltd;
6. Surveyor's report & invoices;
7. 30 colored photographs depicting the damages to motor car no. SLF 4971Y;
8. Rental tax invoice dated 31.12.2018 from BKW Rent-A-Car; and
9. Rental agreement from BKW Rent-A-Car;

We have on 14<sup>th</sup> December 2018 notified your insurer M/S MSIG INSURANCE (SINGAPORE) PTE LTD of the accident and a pre-repair survey of our client's vehicle was carried out on 17<sup>th</sup> December 2018.

Please note that if you are insured and you wish to claim under your insurance policy, you should immediately pass this letter and all the enclosed documents to your insurer.

Please note that you or your insurer should send to us an acknowledgement of receipt of this letter within 14 days of your receipt of this letter, failing which our client will have no alternative but to commence proceedings against you without further notice to you or your insurer. Our client's claim herein is quantified based on supporting documents in our file. Until a settlement is reached, all negotiations are conducted on the basis that the damages quantified herein are subject to revision if so instructed by our client.

Please also note that if you have a counterclaim against our client arising out of the accident, you are also required to send to us a letter giving full particulars of the counterclaim together with all relevant supporting documents within 8 weeks of your receipt of this letter.

Please be reminded that if you fail to response with an offer after 8 weeks and 10 days, i.e when an acknowledgement is made by you, pursuant to the protocol, we shall issue a Writ of Summons against you without any further notice, as it is deemed that a notice has been sufficiently given to you after 8 weeks and 10 days and that you have breached the Protocol we will commence proceedings within the requisite 14 days without any further notice.

Yours faithfully



**MONOJ KUMAR ROY**

Encs

Cc: Client (SLF 4971Y)

BY EMAIL



### VEHICLE HIRING AGREEMENT

#### HIRER'S PARTICULARS

Name (as in IC): ZHU YING  
 NRIC/Passport No: S2274043A Date of Birth: 25/1/1982  
 Address: BLK 631 SENJA ROAD Age: 31  
#12-224 S: 670631  
 Name & Address of Employer: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed Date: 8/4/15  
 D/L Type: Local/Int'l/Other: \_\_\_\_\_  
 Tel(O) \_\_\_\_\_ (R) \_\_\_\_\_ HP 96111568

#### DRIVER'S PARTICULARS

Name (as in IC): \_\_\_\_\_  
 NRIC/Passport No: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Address: \_\_\_\_\_ Age: \_\_\_\_\_  
 S: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Driving Exp: \_\_\_\_\_ Yrs  
 Driving Licence No: \_\_\_\_\_ Passed / Expiry Date: \_\_\_\_\_  
 D/L Type: Local/Int'l/Other: \_\_\_\_\_ Contact No: \_\_\_\_\_

Hirer's Own Vehicle No: SLF 4777 Replace Veh No: \_\_\_\_\_  
 Loan Vehicle No: SDM1686E VR No: \_\_\_\_\_  
 Make & Model: Commy Auto/Manual Group: Auto  

CHARGES		\$	cts
Daily	<u>10</u> day @ \$ <u>180</u>	Per day	<u>\$1800</u>
Weekly/Monthly	week @ \$ _____	Per week/Monthly	
Others			
CDW/PAI	@ \$ _____	Per day/Monthly	
Delivery/Collection Svc			
GST <u>7%</u>			<u>\$126</u>
OR No: _____		(A) SUB-TOTAL	<u>\$1926</u>
Petrol Level & Surcharge	OUT IN	E 1M 1/2 3/4 F	
First _____ km FREE per day		GST	
Excess mileage is chargeable at _____ cents per km		TOTAL CHARGES	

Security Deposit : \$ \_\_\_\_\_ Bank: \_\_\_\_\_

CASH/NETS/VISA/MC/AMEX/CHQ No: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Card ID No: \_\_\_\_\_

Name as in Card: \_\_\_\_\_

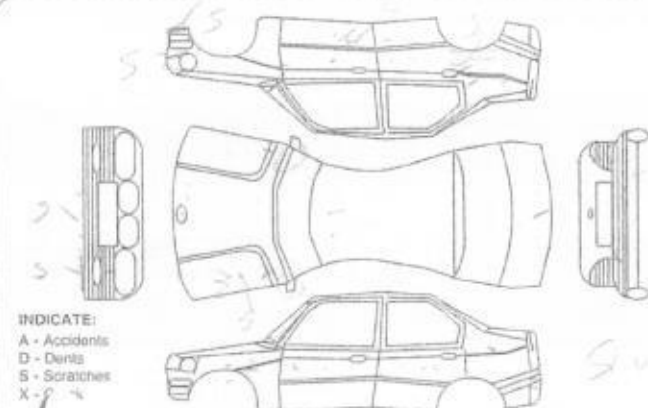
NON WAIVER EXCESS (Subject to GST) \$ 3800/-

#### ACCESSORIES CHECK

- ☐ Data Cards ☐ Camera Systems ☐ Hub Cap ☐ Radio / CD Cartridge  
☐ Jack ☐ Tyre Opener ☐ Petrol Cap ☐ Spare Tyre

Hirer's Signature : \_\_\_\_\_ Additional Driver's Signature : \_\_\_\_\_

**SINGAPORE Use Only**



I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have been given BKW Rent A Car Pte Ltd in connection with this agreement is true.

#### IMPORTANT

- The Hirer and the authorized driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be borne by the Hirer/the Authorized Driver.
- All vehicles are supplied with petrol and should be returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the hirer should he fail to return the vehicle at the appropriate petrol level.
- No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charged as a full day rental.
- Use of the vehicle for illegal purpose (For instance, in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
- Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.
- The hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
- The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident. The owner reserve the right not to replace a replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or petrol smoking and transport of pets in the vehicle are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair, between \$200 - \$400.
  - The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$50.00 per trip.
  - In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to borne all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
  - The hirer/Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the hirer/driver.
  - All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
  - I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
<u>17/12</u>	<u>11am</u>	<u>116922</u>	<u>XIK</u>	
Return Of Vehicle: The Hirer/Driver is Required to Sign In The Column "Signature Of Hirer/Driver Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"				
Date In	Time In	Mileage	Check By	Remarks
<u>18/12</u>	<u>11am</u>	<u>118102</u>	<u>XIK</u>	<u>118102</u>

TAX INVOICE

KL

Our Ref No: GR-18-188682

Date of Request: 05/12/2018

Your Ref No:

WALK IN KO KC

TEAM AUTOPRO PTE LTD  
385 SIN MING DRIVE, #01-02 VICOM INSPECTION CENTRE  
SINGAPORE 575718

Dear Sir/Madam,

Your Vehicle No: SLF4971Y

Date of Accident: 01/12/2018

Place of Accident: KOON SENG RD

Involving Vehicle No: FBG8792J (NO REPORT) VALID TILL 6-14/12

DESCRIPTION	AMOUNT (S\$)
E-File Search Fee (Public)	14.02
GST Amount	0.98
Total Amount Due (GST Inclusive)	15.00

Thank You,

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☐ GIRO ☒ Cash ☐ Cheque



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-18-190511  
Date of Request: 10/12/2018

Your Ref No: WALK IN KO KC

TEAM AUTOPRO PTE LTD  
385 SIN MING DRIVE, #01-02 VICOM INSPECTION CENTRE  
SINGAPORE 575718

Dear Sir/Madam,

Date of Accident: 01/12/2018  
Vehicle No: SLF4971Y  
Place of Accident: KOON SENG ROAD TURNING INTO TEMBELING ROAD  
Involving Vehicle No: FBG8792J

With reference to your application for the accident report, we have attached the following accident reports as requested:

DOCUMENTS	ACCIDENT LOCATION	PER DOC (S\$)	QTY	AMOUNT (S\$)
FBG8792J	KOON SENG ROAD TURNING INTO TEMBELING ROAD	14.00	1	13.08
GST Amount				0.92
Total Amount Due (GST Inclusive)				14.00

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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# PROFORMA INVOICE

**ATTENTION:**

Chen Jia

PI Number	P1901-0193
PI Date	11-Jan-2019
Vehicle No.	SLF 4971Y
Accident Date	1-Dec-2018

S/No	Description	Unit Price	Quantity	Amount
1	Spare Parts and Labour for Accident Repair of Vehicle Nos. SLF 4971Y	COR Lump Sum	\$	4,600.00

**Notes:**

1) All payments must be made only in the form of cash or crossed cheque payable to "Team AutoPro Pte Ltd".

Total Amount \$ 4,600.00





**SINCERE**  
APPRAISAL SERVICES PTE LTD

SINCERE APPRAISAL SERVICES PTE LTD Co.Reg no: 201800639R

60 Paya Lebar Road #07-41 Paya Lebar Square Singapore 409051

Tel : 6636 4628 Fax : 6636 4638 E-mail : sincereappraisal@gmail.com

## INVOICE

Chen Jia  
C/O Team AutoPro Pte Ltd  
8 Kaki Bukit Avenue 4  
#01-07 Premier  
Singapore 415875

Invoice No: 040119-899  
Our ref: 899/TP/2018  
Date: 4/1/2019

Claim Type: Third Party  
Vehicle Reg No: SLF4971Y  
Vehicle Make/Model: Toyota Lexus IS250C

Date of Loss: 1/12/2018  
Claimant: Chen Jia

Description	Amount (S\$)
1. Professional Fee (including Transport, 30 Photographs and Miscellaneous charges)	570
<b>Total</b>	<b>570</b>
Singapore Dollar: Five hundred and seventy dollars only.	

Cheques should be crossed A/C PAYEE and made payable to Sincere Appraisal Services Pte Ltd



Sincere Appraisal Services Pte Ltd



**SINCERE**  
APPRAISAL SERVICES PTE LTD

## VEHICLE DAMAGE INSPECTION REPORT

Our Ref: 899/TP/2018

Date: 4/1/2019

### REFERENCE

Date of loss: 1/12/2018

Claimant: Chen Jia

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLF4971Y	Make &	Toyota
Reg date:	26/4/2010	Model	Lexus IS250C
Colour:	White	Engine No:	4GR0628855
Type:	Motor Car	Chassis No:	JTHFK252702509872
Type of Claims:	Third Party	Odometer No:	125479km
		Engine Cap:	2500cc

### CONDITION OF VEHICLE AT THE TIME OF SURVEY (STATIC ONLY)

General Condition:	Good	Steering:	Good	Engine Modification:	Nil
Paint work:	Good	Handbrake:	Good	Pre-accident	
		Footbrake:	Good	Damage:	Nil

### CONDITION OF TYRES

Front Left Size:	Michelin 225/45ZR17 70%	Front Right Size:	Michelin 225/45ZR17 70%
Rear Left Size:	Michelin 225/45ZR17 70%	Rear Right Size:	Michelin 225/45ZR17 70%

*The above percentages represent the remaining life of the tyre threads*

### COST OF REPAIRS

	Repairer S\$	Adjuster S\$
Parts	S 4,062.78	S 4,062.78
Labour	S 1,940.00	S 1,660.00
Calculated Cost (S\$) :	<u>S 6,002.78</u>	<u>S 5,722.78</u>

**Recommended Lump Sum Repair Cost (S\$) : S 4,600.00**

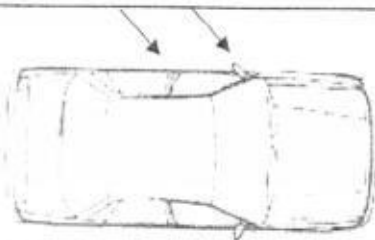
Date of Assignment: 17/12/2018

Date Inspected: 17/12/2018

Est. repair Period: 10 days

Inspected At: Team AutoPro Pte Ltd  
8 Kaki Bukit Avenue 4  
#01-07 Premier  
Singapore 415875

### POINT OF IMPACT

Damaged at the left hand front portion	
--	--

### BRIEF CIRCUMSTANCES OF ACCIDENT

The Insured's vehicle collided onto the Third Party's vehicle along Koon Seng Road towards Tembeling Road.

### GENERAL DESCRIPTION OF DAMAGES

Our visual inspection of the vehicle revealed that the damages noted are at the left hand front portion.

### SPECIAL REMARKS

We have inspected the actual damages found on the vehicle and recommend the replacement of parts and repairs accordingly. The estimated repair cost is \$6,002.78. The repairer has agreed to undertake the repairs at our adjusted lump sum amount of \$4,600.00.

We have not authorised the repair. Under normal circumstances, estimated **10** working days are required to repair the vehicle.

We are pleased to advise that the inspection work was carried out accordingly, and hereby submit our Inspection Report and photographs.



**Dave Chang**  
Automotive Appraiser  
AUTO. ENG, CAE, CGI  
MIRTE, MSAAA, MTM

Automotive Appraiser: Dave Chang

*Please note that this report is solely based on our findings at the time and place of inspection. This inspection has been carried out to our best knowledge and ability. Any other liability is hereby excluded.*



## ANNEX A

## REPAIR DETAILS

## Recommended Parts

No	Qty	Description	Condition	Repairer's Amount	Adjuster's Amount	
1	1	Front left door panel	dented/grazed/warped	\$ 1,687.90	\$ <del>1,687.90</del> <sup>1266.10</sup>	DD ✓
2	1	Front left door outer handle	grazed/necessary	\$ 178.20	\$ 178.20	RX
3	1	Front left door regulator with motor	malfunction	\$ 817.30	\$ 817.30	JMV
4	1	Front left door lock mechanism	bent	\$ 658.50	\$ 658.50	NNX
5	1	Front left wing mirror assy	malfunction	\$ 778.10	\$ 778.10	JMV
6	1	Front left door glass outer moulding	bent/necessary	\$ 394.20	\$ <del>394.20</del> <sup>181.55</sup>	BT ✓
				\$ 4,514.20	\$ 4,514.20	
Less 10%				\$ 451.42	\$ 451.42	
				<u>\$ 4,062.78</u>	<u>\$ 4,062.78</u>	

Total Parts

\$ 4,062.78 \$ 4,062.78

2738.25

## ANNEX B

## REPAIR DETAILS

## Recommended Labour

No	Description	Repairer's Amount	Adjuster's Amount
1	Labour for panel beating, cut, weld, straighten front left affected area and replace front left damaged parts.	\$ 800.00	\$ 700.00 400.00
2	To putty and spray painting front left portion.	\$ 800.00	\$ 700.00 400.00
3	To apply anti rust proofing to front left affected area.	\$ 100.00	\$ 60.00 80.00 ✓
4	To remove and install front left door lock mechanism.	\$ 80.00	\$ 60.00 ✓
5	To check door central locking for function.	\$ 80.00	\$ 60.00 NHX
6	To transfer front left door glass to new door.	\$ 80.00	\$ 60.00 ✓
Total labour :		\$ 1,940.00	\$ 1,660.00

## ANNEX C

## REPAIR DETAILS

## Adjusted Repair Cost

	Repairer's Amount	Adjuster's Amount
Total parts :	\$ 4,062.78	\$ 4,062.78
Total labour :	\$ 1,940.00	\$ 1,660.00
Total repair cost :	\$ 6,002.78	\$ 5,722.78

Adjusted Repair Cost (Lump Sum Repair)

\$ 4,600.00

4/5 2900/2

4 days

T. C. C. M.

M.

31/1/19

## TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO
C/O TEAM AUTOPRO PTE LTD ZHU YING BLK 631 SENJA ROAD #12-224 SINGAPORE 670631

DATE	INVOICE NO.
31-Dec-2018	A 38731

	VHA NO.	DUE DATE	VEH. NO.
	A 38731	31-Dec-2018	SDM 686 E
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 17 DECEMBER 2018 TO 27 DECEMBER 2018 (CAMRY) YOUR REF: SLF 4971 Y	10	180.00	1,800.00
GST @ 7%			\$126.00
TOTAL			\$1,926.00

All cheques must be made payable to BKW Rent A Car Pte Ltd.  
Please write the vehicle and invoice number on the reserve.

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

### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	17 Dec 2018		19 Dec 2018 09:33 <a href="#">Edit Adj Rpt</a>	<b>S\$2,400.00</b> <a href="#">Edit Estimates</a>	<b>S\$2,400.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	<a href="#">Show All</a>					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured: <b>ALISTAR ENTERPRISE</b> , Co. Reg. No.: 53224828K									
Main Claimant: <b>CHEN JIA</b> , ID: S8373041B									
Vehicle Reg. No.: <b>SLF4971Y</b>		Date of Loss: 01/12/2018 19:00 - :59 <span style="font-size: small;">[103 Months and 5 Days From LTA Reg Date (Man Yr)]</span>							
Claim Type: <b>TP / MSC/V/18-001612</b>		Policy/Cover Note No.: MSD/VMT/17-988136-WTT (Third Party Only) Coverage: 22/12/2017 - 21/12/2018							
Vehicle Reg. No. (Insured): <b>FBG8792J</b>		Policy No. (Claimant):							
		Excess:							
Repairer: <b>Team Autopro Pte Ltd (KAKI BUKIT)</b> No.8 Kaki Bukit Avenue 4, #06-21 Premier@ Kaki Bukit (Gate 2), 415875 Kaki Bukit - Tel: 90927279									
Handling Insurer: <b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888 ... [Handled by <b>Irene Tan Gek Ing</b> - 6594 2541]									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>Lim Teow Guan</b> ] ... <b>[Final Rpt due 30/01/2019]</b>									
Driver/Custodian (Insured): NOR ASY'ARI BIN YUSOFF (24 / Male), NRIC: S9349185H, Tel: +6581822124									
Adj Asg. Remarks: on WP. SJE : DISAGREED / LIABILITY IN DISPUTE Please appoint LKK AUTO CONSULTANTS to conduct the survey . Kindly contact MR ALAN KOH @ 9092 7279 or MR FREDERICK LIM @ 9674 6635 to arrange for survey .									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>MSIG_SG (28/01/2019): Report Send Back Alerts - SLF4971Y (TP)</li> </ul>									
<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

**\*SLF4971Y (MSC/V/18-001612)**  
**[FBG8792J]**

**TP**

**CHEN JIA**

**Dec 1 2018 7:00PM**

**[ALISTAR ENTERPRISE]**

**Team Autopro Pte Ltd**

[Upload Documents](#)
[Upload Photos](#)
[Compose New Letter](#)

**View**
[View in Browser](#)

Photos/Images			3 per page	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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Documentation			1 per page ▼	<input checked="" type="checkbox"/>
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
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2	23/01/19 18:31	LOD with supporting documents - SLF4971Y	Load PDF	
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1	13/02/19 08:28	PRS INVOICE	Load PDF	

## Documents Checklist

### DOCUMENTS CHECKLIST

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There are no document checklists configured.

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

Show Remarks To: ☐ Handling Insurer  
 Note: Remarks are private unless you show it to other parties.



## LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CS3/MSG18022741/BTD3S2-1  
Date: 13/02/2019

## REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. Policy No: MSD/VMT/17-988136-WTT  
Claimant Vehicle No: SLF4971Y Insured Vehicle No: FBG8792J  
Date of Loss: 01/12/2018 Nature of Claim: TP Claim No: MSC/V/18-001612

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SLF4971Y  
Make & Model: TOYOTA LEXUS, 2.5 IS250 (A) Engine No: 4GR0628855  
Reg. Date: 26/04/2010 (Man. Year: 2010) Chassis No: JTHFK252702509872  
Colour: White Odometer: 125479 km  
Engine Capacity: 2500 cc  
Market Value/New Car Price: N/A  
Sum Insured (\$\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

## CONDITION OF TYRES

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

The above values represent the remaining tyre treads depth:

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,062.78	2,037.96	2,024.82	49.84
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,940.00	980.00	960.00	49.48
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (\$\$)	6,002.78	3,017.96	2,984.82	49.72
Approved Total (Overridden) (\$\$)		2,400.00		
Nett Amount (\$\$)	6,002.78	2,400.00	3,602.78	60.02

## INSPECTION

Date of Assignment: 19/12/2018  
Date Inspected: 19/12/2018 Inspected At: Team Autopro Pte Ltd (KAKI BUKIT)  
No.8 Kaki Bukit Avenue 4, #06-21 Premier@ Kaki Bukit (Gate 2)  
Singapore 415875  
Estimated Period of Repair: 4.0 days

Adjuster: Lim Teow Guan

Manager: DENISE TAY KWEE CHENG

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: 12 Feb 2019)
Parts:	143	TOYOTA LEXUS 2.5 IS250 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLF4971Y)	
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 LEFT DOOR PANEL	Dented	1,687.90 FL	*1,266.10 FL
2	1		*FRONT LEFT DOOR OUTER HANDLE	Repair	178.20 FL	*- FL
3	1		*FRONT LEFT DOOR REGULATOR WITH MOTOR	Jammed	817.30 FL	*817.30 FL
4	1		*FRONT LEFT DOOR LOCK MECHANISM	Not Necessary	658.50 FL	*- FL
5	1		*FRONT LEFT WING MIRROR ASSY	Repair	778.10 FL	*- FL
6	1		*FRONT LEFT DOOR GLASS OUTER MOULDING	Bent	394.20 FL	*181.00 FL

F=Franchise part. L=ListItemDisc.

Sub Total (\$\$)	4,514.20	2,264.40
- List Item Discount on L Items 10.00/10.00% (\$\$)	451.42	226.44
Total Parts (\$\$)	4,062.78	2,037.96

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
<b>Labour Items</b>				
1	LABOUR PANEL BEATING, CUT, WELD, STRAIGHTEN FRONT LEFT AFFECTED AREA AND REPLACE FRONT LEFT DAMAGED PARTS.	New	800.00	400.00
2	TO PUTTY AND SPRAY PAINTING FRONT LEFT PORTION.	New	800.00	400.00
3	TO APPLY ANTI RUST PROOFING TO FRONT LEFT AFFECTED AREA.	New	100.00	60.00
4	TO REMOVE AND INSTALL FRONT LEFT DOOR LOCK MECHANISM.	New	80.00	60.00
5	TO CHECK DOOR CENTRAL LOCKING FOR FUNCTION.	New	80.00	0.00
6	TO TRANSFER FRONT LEFT DOOR GLASS TO NEW DOOR.	New	80.00	60.00
<b>Gross Labour Cost (S\$)</b>			<b>1,940.00</b>	<b>980.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >