Weekend (\$

TOTAL

Lump Sum / I.B.K. (3

Shiau Chan (LKKAuto)

From:

Sent:

To:

Subject:

MTCL@income.com.sg

Wednesday, 20 March 2019 10:59 AM

Shiau Chan (LKKAuto)

RE: REQUEST CLAIM NUMBER

Hi,

Claim created.

With Regards

Junainah

Senior Admin Assistant Motor Insurance www.income.com.sg











At Income, we are 'In with You' on Performance, Growth, Innovation and Impact. These attributes reflect what we promise as an employer and what we want our people to exemplify. Find out more at income.com.sg/careers



From: Shiau Chan (LKKAuto) [mailto:siewsc@lkkauto.com]

Sent: Tuesday, 19 March 2019 5:54 PM

To: MTCL@income.com.sg

Subject: RE: REQUEST CLAIM NUMBER

Dear Sir/Madam,

Please refer to the below email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: <u>siewsc@lkkauto.com</u> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto)

Sent: Thursday, 14 March 2019 2:16 PM

To: 'mtreg@income.com.sg' <mtreg@income.com.sg>

Subject: REQUEST CLAIM NUMBER

Dear Sir/Madam,

Please refer to the below:

TP Claims against NTUC Income: Follow-Through Survey

Date:

14/03/2019

S/No	Income Reference	Claimant (Owner / Taxi Company)	Claimant Vehicle No.	Income Vehicle No.	Di
1	MT/1016992-002	SMRT BUSES LTD	SMB 42P	SLM 8509L	

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: <u>siewsc@lkkauto.com</u> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Disclaimer

This e-mail contains privileged or confidential information which is intended only for the use of the recipient(s) named above. If you have received this message in error, please notify the sender immediately and delete all copies of it. Thank you.

eBaoTech										Genera	lClaim
Hello, NAC_PAYA_UBI_80 My Desktop							• Change	e Languag	e • Chan	ge Password	▶ Log Out
Notice of Loss	Policy Query Policy No. Vehicle No.(For Motor)		SLM850	SLM8509L		Date of Accident Certificate Number		[11/10/2018 11:40		
	Select	Policy No.	Certificate Number	Policyholder Name	Policyholder NRIC	Search Product	Cover Type	Vehicle No.	Insured Object	Commence Date	Expiry Date
		5099697038		TING MOOI LING	S6866423C	GPC	drivo PREMIUM		SLM8509L	13/04/2018	12/04/2019
					(Continue					

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars		
Owner ID Type:	Company	
Owner ID: Vehicle Details	2292D	
Vehicle No.:	SMB42P	
Vehicle to be Exported:	No	
Intended Deregistration Date:	20 Mar 2019	
Vehicle Make:	MERCEDES BENZ	
Vehicle Model:	OC500LE1830H	
Primary Colour:	Black	
Manufacturing Year:	2008	
Engine No.:	45796600148588	
Chassis No.:	WEB63442021000114	
Maximum Power Output:	•	
Open Market Value:	\$319,952.00	
Original Registration Date:	28 Nov 2008	
First Registration Date:	28 Nov 2008	
Transfer Count:	0	
Actual ARF Paid: Intended PARF Rebate Details	\$15,998.00	
PARF Eligibility:	No	
PARF Eligibility Expiry Date:	-	
PARF Rebate Amount:	\$0.00	
Intended COE Rebate Details		
COE Rebate Amount:	\$0.00	
Total Rebate Amount:	\$0.00	

The information contained herein is correct as at 20 Mar 2019

Your NCD will be affected due to late reporting Actual e-Filling Submission Date & Time: 23/10/2018 16:27

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 <u>truthful and accurate</u> as possible. Any wilful misrepresentation or witholding 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	23/10/2018 16:20
Date Of Accident	11/10/2018 09:45
Exact Location Of Accident	ALONG PAN ISLAND EXPRESSWAY (PIE)
Country/State of Loss	SINGAPORE
	DETAILS OF OWN VEHICLE
Vehicle Registration Number	SMB42P
Insured/Policyholder	
Name Of Registered Owner	SMRT BUSES LTD
Co Reg No	198202292D
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-NOPHONE
Vehicle Particulars	
Manufacturer	MERCEDES-BENZ
Model	OC500LE1830H-12.0 D (A)
Exact Purpose for which vehicle was being used at time of accident	
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	BUS
Insurance Company	
Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	THIRD PARTY
Fleet Policy	YES
Policy Number	D-18090224MFBP
Cover Note Number	
Driver	
Name of Driver	CHRISTOPHER DANIEL
NRIC No	G2636348P
Date Of Birth	02/03/1988

 NRIC No
 G2636348P

 Date Of Birth
 02/03/1988

 Occupation
 OUTDOOR

 Date Of Driving Pass
 15/06/2015

Driving Experience 3 YEARS AND 3 MONTHS

Gender MALE

Mobile Number (LOCAL) +65-80000000

Fax Number

Contact Number

EMail Address NOEMAIL

Address

Postcode

Was driver an employee of the Insured's Company YES

If No, Relationship of the Driver with the Insured

Vehicle Registration Number of Driver's Own

Vehicle

.

Insurance Company of Driver's Own Vehicle

-

General Information of the Accident

Type Of Accident

SIDE SWIPE

NOADDRESS

Weather Conditions

CLEAR

Road Surface

DRY

Other Information

Was any foreign vehicle involved in this accident?

Number of vehicles involved in the accident

NO

Was any body injured in the Accident?

NO

Was any injured conveyed to hospital by

NO

ambulance?

YES

Was any other material or property damaged?

I have been approached by unknown person(s)

. _ _

soliciting/offering accident claims assistance.

NO

Number of Passengers (Including Driver)

10

Details of Police Action

Was the accident reported to the police?

NO

If Yes, Please state which Police Station

Was notice of intended Prosecution given?

NO

If Yes, against whom?

Circumstances of Accident

While traveling along PIE towards Geylang Lor 1 Terminal (before Lornie Exit), a private car (SLM8509L) cut into my path as such i stepped on the brakes to avoid collision but was unable to stop on time hence my bus left front portion collided onto the right rear portion of the pte car. No injuries reported.

Attachment(s)

Are accident photos available for attachment?

NOT AVAILABLE DUE TO CIRCUMSTANCES OF ACCIDENT

Was there any video captured by Car Camera?

YES

Remarks/ Reasons:

PENDING DOWNLOAD

Was there any audio recorded?

NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number

SLM8509L

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

NTUC INCOME INSURANCE CO-OPERATIVE LTD

Nature Of Damage

No. Of Passenger (Including Driver)

SKETCH PLAN

IMPORTANT NOTICE

- $1. \ \ \,$ Please report $\underline{\text{sorrectly}}$ the details of the accident to speed up the claims process
- This Form must be completed by the Policyholder and/or the Authorised Driver
- Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material

facts may allow insurance companies to regudiate policy liability.

 The issue and acceptance of this form by insurance companies is not an admission of policy liability on the part of the insurance companies.

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. By the loddment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of

5. Any false reporting may be referred to the Police for investigation

- By the ladgment 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)

l 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 information are turn in this (form) and any other personal information provided by me or possessed by my maner (collectively the "Personal Information) and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively reterred 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:
- 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")

all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/haw firms, may/are permitted

- to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and 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 stied outside of Singapore, for one or more of the above Purposes
- 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.
- the information so collected under (d) above may be shared / disclosed.

E E

- 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

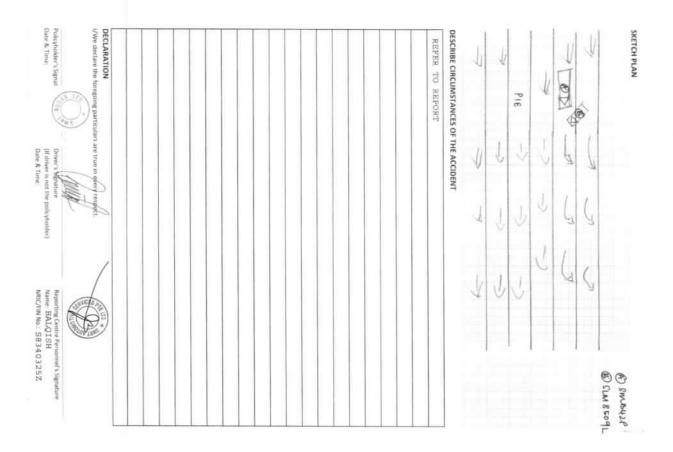
Repositryfratter) Name

Date & Time

Reporting Centre Personnel's Signature
Name: BALQISH
NRIC/FIN No.: S8340325Z

Page 3 of 4

Sketch Plan Pg. 2





Case Details

Case Reference Number: BUS/10/18/5020

Type of Repair : Accident Repair Vehicle Registration Number: SMB42P Company Type : SMRT Buses Ltd

Estimation ID: EST-5543-ID

Assigned By: Audrey Woo Yee Shin

Insurance Company Name : NTUC Income Insurance Co-operative Ltd

Accident Date and Time: 11/10/2018 01:46 AM

Vehicle Age(In Months): 119

Documents / Photographs

View Documents / Photographs

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

				SMRT Recommendation	n							Survey	or Approval	
BOM Type	Costing Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	Ren
Standard	Main	VE	6009700	LAMP,BLINKER:FRONT,LEFT,FOR MB OC 500 LE	1	155.30	155,30	10.00	139.77	Replace	1	139.7	Replace *	CRI
						Tot	tal Spare P	art Cost	139.77		Sur	veyor Total	139.77	
						Lump	Sum Disc	ount (%)	20.00		Lump S	ium Dis (%)	20	
						Fin	al Spare P	art Cost	111.82		Fin	al Sur Total	111,82	

Labour's Cost Detail

S,No,	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(S)	Remarks
1	Main	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	530,00	265	
Total:			530.00	265.00	

Spray Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO PUTTY & RESPRAY	616.00	446	
Total:			616.00	446.00	

Other Cost Detail

S.No. Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks	
Total:		0.00	0.00		

Summary

Estimator Assesment(\$)

Surveyor Assesment(\$)

	Estimator Assesment(\$)	Surveyor Assesment(\$)
Total Spare Part Detail	111.82	111.82
Total Labour Cost	530.00	265.00
Total Spray Painting	616.00	446.00
Other	0.00	0.00
Overali Total	1,257,82	822.82
Lump Sum Repair Option	*	×
.ump Sum Total	1,250,00	800,00
Surveyor Approved Amount		800.00
No of Repair Days*	3	2
Remarks		US REPAIR PHOTO AFTER PAINT.
Surveyor Name		Hwee jie
Signature	76	201110
		Save Clear
Survey Date	29/01/2019	

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:



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number: 68662623

Accident Reporting Number : 68662672

Date Generated: 13/03/2019

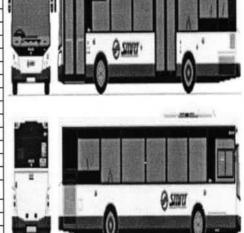
Hear ID

: CatherineLee

CE, ILLER SEALE WARREN	Section A - Accident	Details
Desired to the state of the sta	SMB42P	
Registration Number Case Reference Number	BUS/10/18/5020	
Registration Date	28/11/2008	
Constitution (Constitution (Co	SMRT Buses Ltd	
Company Type	MERCEDES	
Make	MBOC500	
Model		
Name of Driver	Christopher Daniel	
Type of Accident	Side Swipe	
Accident Date and Time	11/10/2018 9:46 AM	
Accident Reported Date and Time	11/10/2018 1:45 PM	
Is Surveyor Required?	Yes	
Survey by		
Vehicle is Towed Back?	No	
Towed Back Date and Time		
Replacement Vehicle issued?	No	
Job Card Number	24100563	
Special Instruction to ARC,if any	SMB42P - LEFT FRONT PORTIC SLM8509L (TP) - INSURED WIT	
Prepared Date and Time	29/1/2019 4:07 PM	
Chassis Number	WEB63442021000114	
Mileage		
Work Shop		
Repair Completion Date and Time		
and the second second	Section B - Summary of Reg	pair Estimates
Summary of Repair Estimates	DE TAILS RESERVE	at a state of the second
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$530.00	\$265.00
Total Spray Cost	\$616.00	\$446.00
Total Spare Part Cost	\$111.82	\$111.82
Total Other Cost	\$0.00	(\$142.20)

Estimates
total and return the se
Adjusted by Surveyor, if applicable
\$265.00
\$446.00
\$111.82
(\$142.20)
\$680.62
\$700.00
2.0
Hwee jie
29/01/2019 5:57 PM
P
L/S REPAIR PHOTO AFTER PAINT.

Section C - Quotation and Accident Invoice Details						
Quotation Number	Invoice Number					
Quotation Date	Invoice Date					
Invoice Amount	Prepared Date					





Part 1 - Labour Works

SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number: 68662623

Accident Reporting Number : 68662672

Date Generated : 13/03/2019

User ID

: CatherineLee

CRA

Section D - Details of Repair Estimates	

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	\$530.00	\$265.00
Total Labour	\$530.00	\$265.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO PUTTY & RESPRAY	\$616.00	\$446.00
Total Spray Painting & Panel Beating	\$616.00	\$446.00

Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable	
Lump Sum Adjustment by Surveyor	\$0.00	(\$142.20)	
Total Other Costs	\$0.00	(\$142.20)	

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6009700	VE		LAMP,BLINKER:FRONT, LEFT,FOR MB OC 500 LE	1.00	\$155.30	10.00	\$139.77	Replace	Replace
Total					\$155.30		\$139.77		

ī				
ı	Added Spare Parts	/ Material Usag	e After Surveyor	Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check

1301-30

Finalized Us \$700/ 2days.

three Sie-CKK



National Assessment Centre Services

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H

NTUC INCOME INSURANCE CO-OPERATIVE LTD Ref: NS/INC19001955/Jqd3e2



O II OOME II OO	UNIOE OO OI EIUTIVE EID		143/1140 1900 193	0/04002
01 NTUC TRADE		Date:	22-03-2019	
		Code:	INC4	
	Policy Particulars	:- THIR	D PARTY CLAIM	
Insured Veh.	SLM 8509L	Veh. li	nspected	SMB 42P
Policy No.	5099697038	Cover	age (\$)	0.00
Claim No.	MT/1016992-002	Exces	s (\$)	0.00
Assign From		Assig	n Date	29/01/2019
	Vehicle Parti	culars 8	& Condition	
Make & Model	MERCEDES BENZ OC500LE1830H	c.c		11967
Engine No.	HIDDEN	Year o	of Reg.	2008
Chassis No.	WEB63442021000114	Colou	r	MULTI COLOUR
Odometer	739524	Steeri	ng	IN ORDER
Brakes	IN ORDER	Modifi	cation	SPORTS RIM
General	GOOD			
	Conditi	ions of	Tyres	LEED BEEFE IN
	Size	Make		Balance
R/H Front Tyre	275/70 R22.5	FIREN	ZA	7 mm
L/H Front Tyre	ont Tyre 275/70 R22.5 FIRENZA		ZA	7 mm
R/H Rear Tyre	275/70 R22.5 (D)	FIREN	ZA	7/7 mm
L/H Rear Tyre	275/70 R22.5 (D)	FIREN	ZA	7/7 mm
	Descripti	on of Da	amages	
THE VEHICLE SU	STAINED DAMAGES AT THE FR	ONT PO	RTION.	
DAMAGES SEE D	ETAILS.			
	Genera	Inform	ation	
Accident Date	11/10/2018	Inspec	ction Date	29/01/2019
Survey held at	SMRT AUTOMOTIVE SERVICE	S PTE L	TD	
	60 WOODLANDS INDUSTRIAL	PARK E	4 SINGAPORE 757	705
THE SERVICE STATE		Chippon (MANAGES)		
A)THE INSPECTION B)IN ACCORDANCE	ON WAS CONDUCTED ON A"WIT CE TO YOUR INSTRUCTIONS, W	THOUT P	REJUDICE" BASIS.	REPAIRS.
	Estimate	Days of	f Repair	
ESTIMATED NOR	MAL PERIOD FOR REPAIR:		2 Working Days	
	RAS BASAH ROA 01 NTUC TRADE 556 Insured Veh. Policy No. Claim No. Assign From Make & Model Engine No. Chassis No. Odometer Brakes General R/H Front Tyre L/H Front Tyre L/H Rear Tyre L/H Rear Tyre L/H Rear Tyre THE VEHICLE SU DAMAGES SEE D Accident Date Survey held at	Policy Particulars Insured Veh. SLM 8509L Policy No. 5099697038 Claim No. MT/1016992-002 Assign From Vehicle Parti Make & Model MERCEDES BENZ OC500LE1830H Engine No. HIDDEN Chassis No. WEB63442021000114 Odometer 739524 Brakes IN ORDER General GOOD Conditi Size R/H Front Tyre 275/70 R22.5 L/H Front Tyre 275/70 R22.5 L/H Rear Tyre 275/70 R22.5 (D) L/H Rear Tyre 275/70 R22.5 (D) L/H Rear Tyre 275/70 R22.5 (D) THE VEHICLE SUSTAINED DAMAGES AT THE FR DAMAGES SEE DETAILS. General Accident Date 11/10/2018 Survey held at SMRT AUTOMOTIVE SERVICE 60 WOODLANDS INDUSTRIAL R A)THE INSPECTION WAS CONDUCTED ON A"WITB)IN ACCORDANCE TO YOUR INSTRUCTIONS, W	O1 NTUC TRADE UNION HOUSESINGAPORE Code: Policy Particulars: -THIR	RAS BASAH ROAD



National Assessment Centre Services

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6841 0055 FAX: 6841 6315





ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 42P

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	LAMP, BLINKER; FRONT, LEFT, FOR MB OC 500 LE	CRACKED	155.30	155.30
	LESS 10% DISCOUNT		-	-15.53
			155.30	139.77
	LABOUR			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		530.00	265.00
	TO PUTTY & RESPRAY.		616.00	446.00
			1,146.00	711.00
	GRAND TOTAL		1,301.30	850.77

RECOMMENDED COST OF LUMP SUM REPAIRS	700.00
(TO ITS PRE-ACCIDENT CONDITION) (CONFIRMED)	

Report Ref No. NS/INC19001955/Jqd3e2

ONG HWEE JIE

Automotive Assessor

L

K.K.LAU CPT(RET)

BEng(Hons),B.Bus,MBA,PEng,PE, MInstAEA,MASME,MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

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