

INS. CASE OWNER:

CC 4, III 1900

2890, J/Ka3

LKK

IDAC:

Surveyor:

DOI:

ASSIGNMENT

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO

Insured Liability: % Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

A. 609.50 ( 3

days)

Reduction:

11

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

NW

If NO or B 28, Ass. Lin:

Repair Cost:

SS

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS

(\$ x days)

Loss of Income (LOI):

SS

(\$ x days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

Total:

SS

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

Name 1:

SMART BUSSES LTD

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

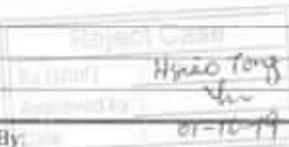
1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$ 250.00

COPY SENT



REP: Hwee Jie

REP: III

# ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop n/s \_\_\_\_\_  
 of \_\_\_\_\_  
 Insured: \_\_\_\_\_  
 Policy No. \_\_\_\_\_  
 Claims No \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: \_\_\_\_\_  
 IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No  
 Est. Repairs: 3 days Res.: Yes or No  
 Lum Sum: \_\_\_\_\_ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Veh No: SG5528A Yr Regn: 26 Oct/2017  
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volvo B9TL G.C. 9364

Colour multi Colour A/C: Insured / Std / NI / NA

Sp. Reading 101380 T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: YU3S4P920HA183451

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Mod: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 275/70 R22.5

R: \_\_\_\_\_

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Continental

Front

Rear

R/Bal. 7 mm R/Bal. 7 mm

L/Bal. 7 mm L/Bal. 7 mm

D.O.A. 12/2/19 D.O.I. 15/2/19

Survey held at Surf

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooflop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>P/P \$4,609.56</u>
	<u>(CRD: \$598.98 / 11%)</u>

Date/Time. File Pass to?

☐ : Prel. Report

Days Of Repair:

Date/Time. File Return to?

☐ : Final Report

Resurvey No. of Trip:

Survey Fee:

Transportation:

☐ \$ + PS. \$

☐ Photos

☐ Others

TOTAL

Report Format :

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

Add Fee: ☐ : Site Insp (\$

☐ : Interview (\$

☐ : Tech. Invs (\$

☐ : Weekend (\$



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
83 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63665592
Estimator Telephone Number : 66662623
Accident Reporting Number : 68662672

Date Generated : 07/03/2019

User ID : CatherineLee

Vic

Finalized - HS

### Section A - Accident Details

Registration Number	SG5528A
Case Reference Number	BUS/02/19/1022
Registration Date	28/10/2017
Company Type	SMRT Buses Ltd
Make	VOLVO B9TL DD
Model	VOLVO
Name of Driver	Mohd Hafiz Bin Abd Hamid
Type of Accident	Side Swipe
Accident Date and Time	12/2/2019 5:00 PM
Accident Reported Date and Time	13/2/2019 2:48 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100226
Special instruction to ARC, if any	SG5528A - RIGHT REAR PORTION SHD3123T (TP) - COMFORT TAXI. INSURED WITH III
Prepared Date and Time	14/2/2019 10:38 AM
Chassis Number	YV354P920HA183451
Mileage	
Work Shop	
Repair Completion Date and Time	

### Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,325.00	\$1,060.00
Total Spray Cost	\$618.00	\$448.00
Total Spare Part Cost	\$3,103.56	\$3,103.56
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$5,046.56	\$4,609.56
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	4.0	3.0
Prepared / Adjusted By	Kok Khuan Goh	Hwee Jie
ARC / Surveyor Sign Off Date	14/02/2019 10:49 AM	15/02/2019 3:08 PM
Signature		
Remarks		

### Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 6862623
Accident Reporting Number : 6862672

Date Generated : 07/03/2018

User ID : CatherineLee

### Section D - Details of Repair Estimates

#### Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	\$1,325.00	\$1,060.00 ✓
Total Labour	\$1,325.00	\$1,060.00

#### Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	\$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
Total Other Costs		

#### Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6012104	Body	A12-01983	SIDE SHEETMETAL PANEL	1.00	\$1,634.80	10.00	\$1,471.32 ✓	Replace	Replace
6012103	Body	A12-01982	SIDE SHEETMETAL PANE	1.00	\$1,813.60	10.00	\$1,632.24 ✓	Replace	Replace
Total					\$3,448.40		\$3,103.56		

#### Added Spare Parts / Material Usage After Surveyor Signed off

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

Finalized P/P \$4,609.56 f 3days.

Hwee Jia-Lik

DD  
DD




## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 15/02/2019

User ID : BoonChewTay

Section A - Accident Details	
Registration Number	SG5528A
Case Reference Number	BUS/02/18/1022
Registration Date	25/10/2017
Company Type	SMRT Buses Ltd
Make	VOLVO B9TL DD
Model	VOLVO
Name of Driver	Mohd Hafiz Bin Abd Hamid
Type of Accident	Side Swipe
Accident Date and Time	12/2/2019 5:00 PM
Accident Reported Date and Time	13/2/2019 2:48 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	
Special Instruction to ARC, if any	SG5528A - RIGHT REAR PORTION SHD3123T (TP) - COMFORT TAXI, INSURED WITH IL
Prepared Date and Time	14/2/2019 10:38 AM
Chassis Number	VV354P320HA183451
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,325.00	\$0.00
Total Spray Cost	\$0.00	\$0.00
Total Spare Part Cost	\$3,267.04	\$0.00
Total Other Cost	\$0.00	\$0.00
<b>TOTAL COST</b>	<b>\$4,592.04</b>	<b>\$0.00</b>
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	4.0	
Prepared / Adjusted By	Kek Khoo Goh	
ARC / Surveyor Sign Off Date	14/02/2019 10:49 AM	
Signature		
Remarks		

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	15 Feb 2019 17:45	Clim Veh Model Changed	(205893) VOLVO B9TL 9.4 D AUTO TURBO ABS (A).	[A] HOW MEI KWAN
2	15 Feb 2019 17:45	Clim Created	Reg No: SG5528A, Acct Date: 2019/02/12, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: MS First Capital Insurance Ltd (HQ), Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
3	15 Feb 2019 17:45	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
4	15 Feb 2019 17:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/02/26	[A] HOW MEI KWAN
5	15 Feb 2019 17:45	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
6	15 Feb 2019 17:45	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
7	15 Feb 2019 17:45	Adj Adjuster Assigned	[None] -> ONG HWEE JIE	[A] HOW MEI KWAN
8	13 Mar 2019 19:46	Adj Mandate Request	Cur.Req:0.00:PODS LIABILITY: TBA - POTENTIAL REJECT CLAIM REMARKS: BOLA NIL - OID reported he as stationary when hit by TP - to request for OI video footage to assess liability	[A] VIC ALPEH
9	14 Mar 2019 09:01	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/02/26. Mandate Remarks: video uploaded	[I] Sundari Nagarajan
10	14 Mar 2019 09:01	Adj Mandate Set	Approved:0.00:video uploaded	[I] Sundari Nagarajan
11	16 May 2019 14:45	Video Downloaded	Downloaded Video - Accident	[A] VIC ALPEH
12	16 May 2019 14:46	Adj Mandate Request	Cur.Req:0.00:PODS LIABILITY: 0% REMARKS: BASED ON OI VIDEO FOOTAGE, INSURED WAS STATIONARY WHEN HIT BY TP WHILE TURNING	[A] VIC ALPEH
13	21 May 2019 09:33	Video Downloaded	Downloaded Video - Accident	[I] Sundari Nagarajan
14	21 May 2019 09:34	Adj Mandate Set	Approved:0.00.	[I] Sundari Nagarajan
15	08 Aug 2019 15:41	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

Go

### ACTIVITY

[16/05/2019 14:47] VIC ALPEH:  
Adj Mandate Request Cur.Req:0.00:PODS LIABILITY: 0% REMARKS: BASED ON OI VIDEO FOOTAGE, INSURED WAS STATIONARY WHEN HIT BY TP WHILE TURNING

[16/05/2019 14:44] VIC ALPEH:  
PREPARING REPORT FOR MANDATE APPROVAL

[16/05/2019 14:44] VIC ALPEH:  
FINALIZED COR P/P \$4,609.56 with 3 DAYS

[16/05/2019 14:42] VIC ALPEH:  
Alert - Adj Mandate Approved (S\$0.00) - SG5528A - Claim Handler: Sundari Nagarajan

Approved:0.00:video uploaded

[13/03/2019 19:46] VIC ALPEH:  
Adj Mandate Request Cur.Req:0.00:PODS LIABILITY: TBA - POTENTIAL REJECT CLAIM REMARKS: BOLA NIL - OID reported he as stationary when hit by TP - to request for OI video footage to assess liability

[13/03/2019 19:45] VIC ALPEH:  
FILE REVIEWED. CONFLICTING VERSIONS. OID Mr Yeo Han Chong Anthony reported that he was stationary when hit by TP that is turning, TP reported that while turning, he was hit by OI vehicle. Seek liability mandate to III and request for OI video footage

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2084950	14 Mar 2019 09:01:31	Video Upload	Motor	India International	India International	SG5528A	Sundari Nagarajan	xx.xx

				Insurance Pte Ltd (HQ)	Insurance Pte Ltd (HQ)			
--	--	--	--	---------------------------	---------------------------	--	--	--

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 7 September 2019 8:59 AM  
**To:** 'Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)'  
**Subject:** Your Ref: BUS/02/19/1022/AW (SG5528A) \*Our Ref: CC4/III19002890/Jpa3  
[ACCIDENT INVOLVING SHD 3123T(III) & SG 5528A ON 12/02/2019]  
**Attachments:** Statement of SHD3123T.pdf; SHD3123T(DOA 120219).MP4

Your Ref: **BUS/02/19/1022/AW (SG5528A)**  
Our Ref: CC4/III19002890/Jpa3

**Without Prejudice**

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SHD 3123T(III) & SG 5528A ON 12/02/2019**

We refer to the above matter.

We have reviewed the matter and based on our insured video footage, it shows that our taxi was stationary and hit by your bus. We are of the view that our insured driver is not liable for the accident.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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



## Nivitha (LKK Auto)

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Thursday, 14 February 2019 4:28 PM  
**To:** Goh Kok Khoon (Auto Svcs/ARC/AR & SC/Buses); 'sur@lkkauto.com'; admin-d@lkkauto.com  
**Cc:** Sundari Nagarajan - III  
**Subject:** RE: SG5288A - Survey (III)  
**Attachments:** SG5528A - GIA 1022.pdf; SG5528A - 1022.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SG5288A and let us have your report urgently.

This claim will be handled by Ms Sundari.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



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

11.15am @ 15/2/19  
vehicle in  
person @ behor

---

**From:** Goh Kok Khoon (Auto Svcs/ARC/AR & SC/Buses) [mailto:GohKK2@smrt.com.sg]  
**Sent:** 14 February, 2019 4:01 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Subject:** RE: SG5288A - Survey (III)

Hi,

- We have selected LKK Auto Consultants Pte Ltd

regards

---

**From:** Motor Claim - III [mailto:motorclaim@iii.com.sg]  
**Sent:** 14 February 2019 15:52  
**To:** Goh Kok Khoon (Auto Svcs/ARC/AR & SC/Buses)  
**Subject:** RE: SG5288A - Survey (III)

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

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

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

*Best Regards,*  
**Gabriel Wee**



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

---

**From:** Goh Kok Khoon (Auto Svcs/ARC/AR & SC/Buses) [<mailto:GohKK2@smrt.com.sg>]

**Sent:** 14 February, 2019 2:13 PM

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

**Cc:** Catherine Lee Sau Chan (Auto Svcs/ARC/AR & SC/Buses) <[catherineleesc@smrt.com.sg](mailto:catherineleesc@smrt.com.sg)>; Gerald Tan Chwee Hock (Auto Svcs/ARC/AR & SC/Buses) <[tanchweehock@smrt.com.sg](mailto:tanchweehock@smrt.com.sg)>; Tay Boon Chew (Auto Svcs/ARC/AR & SC/Buses) <[BoonChew.Tay@smrt.com.sg](mailto:BoonChew.Tay@smrt.com.sg)>

**Subject:** SG5288A - Survey (III)

Hi

Kindly arrange to survey the vehicle SG5288A within 48 hours according to GIA guide line, involving your insured SHD3123T.

Insurance Company : III

Vehicle is in Woodlands Bus Depot

Regards  
Kok Khoon  
HP: 96451982

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

## Vic (LKKAUTO)

**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, 15 April, 2019 11:25 AM  
**To:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses); Vic (LKKAUTO)  
**Cc:** motorclaim@iii.com.sg; Admin A  
**Subject:** RE: LOD to India International Insurance- SMRT BUS/02/19/1022/AW - Accident involving and SHD3123T on 12 Feb 2019 along Sembawang Road & Gambas Avenue Junction \*\*\* LKK REF: CC4/III19002890/Jha3  
**Attachments:** img-415110114-0001.pdf

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC4/III19002890/Jha3	Vic - 6841 2096

Our respective case handler will look into the matter and revert to you in due course.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <[audrey@smrt.com.sg](mailto:audrey@smrt.com.sg)>

**Sent:** Monday, 15 April, 2019 11:22 AM

**To:** motorclaim@iii.com.sg; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** LOD to India International Insurance- SMRT BUS/02/19/1022/AW - Accident involving and SHD3123T on 12 Feb 2019 along Sembawang Road & Gambas Avenue Junction

SMRT Ref : BUS/02/19/1022/AW

III Ref : SHD3123T

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SG5528A. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 4,609.56
Loss of Use (\$350 x 3Days, Double Decker Bus)	\$ 1,050.00

LTA Search Fee	-
Total	\$ 5,659.56

We enclose the following documents,

- Repair Invoice
- GIA Report
- Survey Report and Bus Photos to be furnished by III's appointed surveyor LKK.
- Bus CCTV Faulty, thus no video footage available.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

*Audrey Woo* | DID : 6556 3521 | FAX : 6481 9221 | Email : [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg) | Claims  
Department | 6 Ang Mo Kio Street 62 Singapore 569140





Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV190300235  
Date : 19.03.2019  
Vehicle No. : SG5528A  
Your Ref No. : BUS/02/19/1022  
Our Ref No. : 24100226  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
<b>Parts</b>					
SIDE SHEETMETAL PANE	1.00	\$1813.60	10.00	\$ 181.36	\$ 1632.24
SIDE SHEETMETAL PANEL	1.00	\$1634.80	10.00	\$ 163.48	\$ 1471.32
Sub-Total					\$ 3103.56
<b>Labour</b>					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$1060.00	0.00	\$ 0.00	\$ 1060.00
<b>Others</b>					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 446.00	0.00	\$ 0.00	\$ 446.00
GRAND TOTAL					\$ 4,609.56

Remark :

Make/Model : Volvo B9TL DD  
Accident Date : 12.02.2019

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorized Signature  
for SMRT Automotive Services Pte Ltd



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

WP

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	15 Feb 2019 <a href="#">Edit Reg</a>		15 Feb 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$4,609.56</b> <a href="#">Edit Estimates</a>	<b>\$4,609.56</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 adjuster]</span>									
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R								
Main Claimant:	SMRT BUSES LTD, Co. Reg. No.: 198202292D								
Vehicle Reg. No.:	SG5528A	Date of Loss:	12/02/2019 17:00 - :59 [15 Months and 17 Days From LTA Reg Date (Main Yr)]						
Claim Type:	TP / MCT19020343	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD3123T	Policy No. (Claimant):	D-18090224MFBP						
		Excess:							
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sundari Nagarajan - 6347 6071]								
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ONG HWEE JIE] ... [Final Rpt due 26/02/2019]								
<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>III_SG (21/05/2019): Alert - Adj Mandate Approved (\$40.00) - SG5528A - Claim Handler: Sundari Nagaraj...</li> <li>III_SG (14/03/2019): Alert - Adj Mandate Approved (\$40.00) - SG5528A - Claim Handler: Sundari Nagaraj...</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













\*SG5528A (MCT19020343)  
[SHD3123T]  
TP  
SMRT BUSES LTD  
Feb 12 2019 5:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
SMRT Automotive Services Pte Ltd

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



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

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	14/03/19 09:01	Video - Accident	 Load MP4	


  

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
2	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
3	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
4	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
5	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
6	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
7	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
8	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
9	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
10	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
11	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
12	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
13	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
14	19/02/19 09:42	General View	 Load JPG	<input checked="" type="checkbox"/>
15	14/03/19 10:37	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
16	14/03/19 10:37	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
17	14/03/19 10:37	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
18	14/03/19 10:37	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
19	14/03/19 10:37	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
20	14/03/19 10:37	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
21	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
22	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
23	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
24	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
25	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
26	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>
27	14/03/19 10:38	Photo After Spray	 Load JPG	<input checked="" type="checkbox"/>

Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	15/02/19 17:46	TP GIA REPORT	 Load PDF	
2	15/02/19 17:46	TP ESTIMATE	 Load PDF	
3	15/02/19 17:46	ACKNOWLEDGEMENT EMAIL TO III DD 15.02.2019	 Load PDF	
4	19/02/19 09:01	TP ESTIMATE - MARKED	 Load PDF	
5	07/09/19 08:59	Email to TP_Rejection dd 070919	 Load PDF	

No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	18/02/19 08:49	Singapore Accident Statement	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	<a href="#">Reset</a>	<a href="#">Save</a>	<a href="#">Print</a>
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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: CC4/III19002890/JPA3Q2

Date: 17/10/2019

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No: SG5528A Insured Vehicle No: SHD3123T  
 Date of Loss: 12/02/2019 Nature of Claim: TP Claim No: MCT19020343

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SG5528A  
 Make & Model: VOLVO B9TL, 9.4 D AUTO TURBO ABS (A) Engine No: D9196028  
 Reg. Date: 26/10/2017 (Man. Year: 2016) Chassis No: YV3S4P920HA183451  
 Colour: Multi-colour Odometer: 101380 km  
 Engine Capacity: 9364 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: 275/70 R22.5 Rear Tyre Size: 275/70 R22.5  
 Front Left Side: Continental 7 mm Rear Left Side: Continental 7 mm  
 Front Right Side: Continental 7 mm Rear Right Side: Continental 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,448.40	3,103.56	344.84	10.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,941.00	1,506.00	435.00	22.41
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>5,389.40</b>	<b>4,609.56</b>	<b>779.84</b>	<b>14.47</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 15/02/2019  
 Date Inspected: 15/02/2019 Inspected At: SMRT Automotive Services Pte Ltd  
 (Woodlands)  
 60 Woodlands Industrial Park E4  
 Singapore 757705  
 Estimated Period of Repair: 3.0 days

Adjuster: ONG HWEE JIE

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

## REPAIR DETAILS

### Reference

<b>Part Source:</b>	(Last Synchronised: 16 Oct 2019)	
<b>Parts:</b>	N/A	VOLVO B9TL 9.4 D AUTO TURBO ABS (A) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SG5528A)	
<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		*SIDE SHEETMETAL PANEL	Dented	1,634.80 F	*1,634.80 FL
2	1		*SIDE SHEETMETAL PANE	Dented	1,813.60 F	*1,813.60 FL
					<b>Sub Total (S\$)</b>	<b>3,448.40</b>
					<b>- List Item Discount on L Items 0.00/10.00% (S\$)</b>	<b>0.00</b>
					<b>Total Parts (S\$)</b>	<b>3,103.56</b>

F=Franchise part, L=ListItemDisc

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	New	1,325.00	1,060.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	616.00	446.00
Gross Labour Cost (S\$)			1,941.00	1,506.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >