

(INSURED)

INS. CASE OWNER:

CC 4 / III 1900

LKK:

IDAC:

Surveyor:

Lagui

DOI:

ASSIGNMENT

15/7/19

Date / Time:

15/7/19

Registered in Merit:

15/7/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHD 675TH

Name of Insured:

LNU

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

15/7/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: MY SENG BOW

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

MIA 190W432

Policy No.:

MIA 00015

Make / Model:

MERCEDES

Place of Accident:

BPT Jambh K.

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

Insured Liability:

%

Final ? Yes / No

SMF BANGK

SHD 675TH

SHD 2777K



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

01



INSRS:

WSP:

Tel:

Liability:

RMKS:

prml
mto
Tp

INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

MORNING - SHD 675TH

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

After call hr to OI:

Documentation Check List: Handler Typist

Notification hr (if non-pickup)

After call hr to OI:

Authorization To Act

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time: 29/4/19

Confirm with: Alice Leong

Email

Call

Final Liability:

%

100

(Agreed / Assessed BOLA S/N No.: 20.

If NO or B 28, Ass. Lia:

Repair Cost:

SS 7242.11

Loss of Rental (LOR):

SS 1588.00

(

10 days) x \$158.80

Loss of Use (LOU):

SS

-

(5

x

days)

Loss of Income (LOI):

SS

-

(5

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 8830.11

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS 8830.11

Name 1:

Prml Auto Claims Service Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

29/4/19

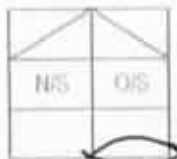
Person

REP

62932

INSURANCE

Make	Model
Registered Class	
OD / TP / WS / TP RES / OI RES / EVA / INV / MV	
Inspected Vehicle No.	
At Workshop no.	
at	
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.	
Bot. or Market Value	
IDAC Accident Report	Consistent? Yes or No
GIA / FR Seen	Consistent? Yes or No
Est. Reports: 8 days	Res: Yes or No
Own Team	3 Val: Yes or No
CA / REV / REP / 24 HRS	
Date	Person Contacted
Date / Time	Action / Instruction



VIN No.	54D 2333K	Yr Bgn	2016
Type	M / Car / M / Cycle / Bus / Van / Lorry / Taxi / Prime Mover /		
Truck / Trailer of			
Make	Toyota Venza 2.5XA	SA	2493
Colour	white	AX	Insured / Std / NI / NA
Sp. Reading	286717	T/Radio	Insured / Std / NI / NA
Eng/No.			
C/Nr.	A4H 300027409		
Gen. Cond.	Good / Fair / Poor / Burnt		
Steering	In order / Jammed / Leaked / Burnt or		
Brake	In order / Jammed / Leaked / Burnt or		
Mod.	Nil / 5Rim / STD A/Rim or		
Tyre Size	F: 205/65R16		
	R:		
BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /			
TOYO / YOKO or	Good		
Front	6 mm	Rear	6 mm
R/Bal	6 mm	L/Bal	6 mm
U/Bal	15/02/19	D.O.L	15/02/19
Survey held at	PRIME		
Des. of Damages	Frt / Rear / O/S / N/S / U/C / Rooftop or		
	REAR O/S		
The U/C / Chassis frame / Body Structure	affected due to collision		

PIP # 6768-33(## Red # 1431.22/ 177)

Date/Time File Pass to:

☐

Prefl. Report

Days Of Repair:

11

☐

Final Report

Resurvey No. of Trip:

Date/Time File Return to:

Survey Fee

Transportation

12

Add Fee:

☐

Site trip

\$

☐

Interview

\$

☐

Field trip

\$

☐

Workshop

\$

1

2

3

4

5

Report Format:

Lump Sum / T.B / L



Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

Date: 15.02.2019

India International Insurance Pte Ltd

64 Cecil Street #04/#05

IOB Building

Singapore 049711

Attn: Motor Claims Dept

RE: ESTIMATE COST OF REPAIR TO VEHICLE SHD2333K TOYOTA VELLFIRE HYBRID (2016)

To Supply

1) 1pc	Rear bumper <i>DE</i>	\$	1,780.57 ✓
2) 1set	Rear bumper clip <i>re</i>	\$	30.00 ✓
3) 1pc	Rear right bumper tow hook cover <i>SC</i>	\$	27.40 ✓
4) 1pc	Rear bumper right side retainer <i>re</i>	\$	92.40 ✓
5) 1pc	Rear bumper right reflector <i>blo</i>	\$	72.10 ✓
6) 1pc	Tail gate <i>me</i>	\$	1,935.00 ✓
7) 1pc	Tail gate "Vellfire" emblem <i>re</i>	\$	70.40 ✓
8) 1pc	Tail gate "E-Four" emblem <i>re</i>	\$	77.50 ✓
9) 1pc	Tail gate "Hybrid Synergy Drive" emblem <i>re</i>	\$	82.10 ✓
10) 1set	Tail gate glass moulding <i>re</i>	\$	245.10 ✓
11) 1pc	Rear end panel top garnish <i>DE</i>	\$	357.90 ✓
12) 1set	Rear end panel top garnish clip <i>re</i>	\$	40.00 ✓
13) 1pc	Rear bumper center right parking sensor (Genuine) <i>? am</i>	\$	569.10 ✓
14) 1pc	Rear bumper center right parking sensor cover (Genuine) <i>re</i>	\$	44.50 ✓
15) 1pc	Rear bumper right side parking sensor (Genuine) <i>?</i>	\$	569.10 <i>am</i>
16) 1pc	Rear bumper right side parking sensor cover (Genuine) <i>re</i>	\$	44.50 <i>am</i>
17) 1pc	Reverse sensor wire <i>X</i>	\$	228.67 <i>am</i>
18) 1pc	Right rear corner panel <i>DE</i>	\$	278.50 ✓

Sub total parts	\$	6,544.84
Less: 25% discount	\$	1,636.21
	\$	4,908.63

To Supply S.Nett Parts

1) 1pc	Rear bumper top scuff plate <i>re price?</i>	\$	461.40 ✓
---------	--	----	----------

2) 1tube Sealant

\$ 40.00 ✓

Sub total S.Nett Parts \$ 501.40

L/charges

1) To tuff kote

\$ 50.00 ✓

2) To remove & refit right & center right reverse sensor, reset reverse sensor light. Check wiring

\$ ~~120.00~~ 60

3) To remove and refit rear glass

\$ 120.00 ✓

4) To transfer tail gate trim cover, handle & mechanism part.

\$ ~~100.00~~ 60

5) To knock rear end panel & floor panel, straighten rear right chassis panel. Remove & replace rear bumper, tail gate & etc. Align & adjust rear bumper and tail gate

\$ ~~1,100.00~~ 800

6) To putty, respray painting rear bumper, end panel, right tail lamp corner panel, tail gate inlet & outer, floor panel, tow hook cover & reverse sensor cover in pearl white. To polish

\$ ~~1,300.00~~ 900

Sub total L/charges \$ 2,790.00
Estimated Grand total \$ 8,200.03

1. I hereby acknowledge that I have read and understand the following terms and conditions of the following:

- To remove rust and spray sanding
- To display damaged parts during recovery
- Parts prices are subject to confirmation
- Third party survey is on a "without prejudice" basis
- If a legal modification(s) is allowed
- Supplementary item(s) must be shown and is subject to final approval from Insurance Company

Acknowledged by Receiver:
Signature:
Date:

Revised
Hp 9001068
8 days
P/P
15/02/19 @ 1535
Resy 64 paint

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Wednesday, 27 February 2019 3:37 PM
To: aliceleong@primeautoclaims.com; Rasul (LKKAUTO); Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: FW: FINALIZE TO SHD2333K
Attachments: img-190227170718.pdf; 55eb4783-0ef8-4a15-b299-d651447b4d72.jpg; 89533a24-8e12-49e0-be07-b704fdaf4d42.jpg; 91399bee-60b0-4e0b-b908-da5c4873cf1d.jpg; be0a9913-f7e2-4dbd-9ca2-550ccdec8b8e.jpg; CSV13184.JPG; IEMN6524.JPG; SVDQ6524.JPG

Importance: High

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/III19002967/R1pb3	Rasul / Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Alice Leong <alicleong@primeautoclaims.com>
Sent: Wednesday, 27 February 2019 3:25 PM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FINALIZE TO SHD2333K
Importance: High

Hi Rasul,

Enclosed our before & after repair photos & our calculation sheet for your retention. Shall we finalize at part by part \$6,768.32 and 8 days

Please let us have your confirmation within three days from our e-mail.

Thank you

Alice Leong

Manager, Motor Claims

Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

A member of the Prime Group

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Hsiao Tong (LKKAUTO)

From: Alice Leong <aliceleong@primeautoclaims.com>
Sent: Thursday, 7 March 2019 12:38 PM
To: Hsiao Tong (LKKAUTO)
Cc: Sherini Pillai
Subject: ACCIDENT ON 15.02.2019 INVOLVING VEHICLES SHD2333K & SHD6752H
Attachments: img-190307142816.pdf

Importance: High

Hi Hsiao Tong,

Enclosed our LOD with supporting documents for your retention.

BOLA Scenario: Chain collision and our taxi is the 1st vehicle in the chain

For swift & amicable settlement, please let us have your offer.

Thank you

Alice Leong

Manager, Motor Claims

Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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View Received Message

This mail is associated with :

***SHD2333K (MCT19020432)**
[SHD6752H]
TP
PRIME CAR RENTAL & TAXI SERVICES PTE LTD
Feb 15 2019 8:00AM
[COMFORT TRANSPORTATION PTE LTD]
Prime Auto Claims Service Pte Ltd

Reply Reply All Mark as Unread Print Message Delete Message Forward

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 16/04/2019 09:36 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$8830.11) - SHD2333K - Claim Handler: Sherini Pillai

Approved:8830.11.

DOCUMENTS SUMMARY
There are no documents.

Claim Audit

AUDIT TRAIL

No.	On	Audit	Remarks	By
1	18 Feb 2019 14:12	Clm Veh Model Changed	(204073) TOYOTA VELLFIRE 2.5 (A).	[A] Lau Shu Pei
2	18 Feb 2019 14:12	Clm Created	Reg No: SHD2333K. Acct Date: 2019/02/15. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Prime Auto Claims Service Pte Ltd (HQ)	[A] Lau Shu Pei
3	18 Feb 2019 14:12	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	18 Feb 2019 14:12	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/02/27	[A] Lau Shu Pei
5	18 Feb 2019 14:12	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	18 Feb 2019 14:12	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
7	18 Feb 2019 14:12	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] Lau Shu Pei
8	20 Feb 2019 09:42	Clm Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
9	20 Feb 2019 09:42	Clm Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	20 Feb 2019 16:52	Adj Mandate Request	Cur.Req:0.00;PODS Liability: 100% (BOLA 28) Remarks: 3 vehicles chain collision whereby Insured driver was 2nd car.	[A] CHEW HSIAO TONG
11	21 Feb 2019 09:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/02/27	[I] Lalitha Krishnan
12	21 Feb 2019 09:31	Adj Mandate Set	Approved:0.00.	[I] Lalitha Krishnan
13	08 Apr 2019 16:43	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	08 Apr 2019 16:43	Clm Dtl Modified	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
15	08 Apr 2019 16:43	Clm Dtl Modified	JPJ Reg. Date: -> 2016/08/25.	[A] JOANNE LEE KHANG MIN
16	08 Apr 2019 16:43	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	15 Apr 2019 15:28	Adj Mandate Request	Cur.Req:8830.11;PODS Liability: 100% Quantum: (a)CORw/GST: \$7,242.11 + (b)LOR (10days x \$158.80): \$1,588.00 = Total: \$8,830.11 Vehicle Model: Toyota Vellfire 2.5XA (2493cc) 8 recommendation repair days + 2Weekend = 10days For your approval please	[A] CHAN JIA LE

Date From



Date To



Audit Type

None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2110107	08/04/2019 16:43	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD2333K	SHD6752H	10.70

Jia Le (LKK Auto)

From: Alice Leong <aliceleong@primeautoclaims.com>
Sent: Monday, 22 April 2019 2:43 PM
To: Jia Le (LKK Auto)
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: RE: Your Ref: SHD2333K *Our Ref: CC4/III19002967/R1pb3 [ACCIDENT INVOLVING SHD6752H & SHD2333K ON 15/02/2019]

Importance: High

Hi Jia Le

All requested document mail out to your office.

Thank you

Alice Leong
Manager, Motor Claims

Prime Auto Claims Service Pte Ltd
6 Benoi Place Singapore 629927
T (65): 6861 0908 | F (65) 6515 2948
HP (65) 9818 4304

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From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: 22 April, 2019 2:19 PM
To: Alice Leong <aliceleong@primeautoclaims.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Your Ref: SHD2333K *Our Ref: CC4/III19002967/R1pb3 [ACCIDENT INVOLVING SHD6752H & SHD2333K ON 15/02/2019]

"WITHOUT PREJUDICE"

Dear Alice,

Please duly sign the DV enclosed and return the original DV, LOD, Tax Invoice to us.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

Sent: Monday, 22 April 2019 1:55 PM

To: Jia Le (LKK Auto)

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: RE: Your Ref: SHD6752H *Our Ref: CC4/III19002967/R1pb3 [ACCIDENT INVOLVING SHD2333K & SHD6752H ON 15/02/2019]

Hi Jia Le,

We accepted your below offer. Please let us have your DV.

Thank you

Alice Leong

Manager, Motor Claims

Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: 22 April, 2019 1:37 PM

To: Alice Leong <aliceleong@primeautoclaims.com>

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

Subject: Your Ref: SHD6752H *Our Ref: CC4/III19002967/R1pb3 [ACCIDENT INVOLVING SHD2333K & SHD6752H ON 15/02/2019]

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair	\$ 7,242.11
2. Loss of Rental (10days x \$158.80)	\$ 1,588.00
TOTAL	\$ 8,830.11

Please confirm acceptance

"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,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@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: Friday, 15 February 2019 12:20 PM
To: Pei Yee; 'sur@lkkauto.com'; admin-d@lkkauto.com
Cc: 'Alice Leong'; Sherini Pillai; Zuhaidah Samsuri
Subject: RE: PRI REQUEST TO ACCIDENT ON 15.02.2019 INVOLVING SHD2333K & SHD6752H
Attachments: img-190215130610.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SHD2333K and let us have your report urgently.

This claim will be handled by Ms Sherini.

*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

12:44pm@15/2/19
vehicle in
person@, chrisiy

From: Pei Yee [mailto:peiyee@primeautoclaims.com]
Sent: 15 February, 2019 11:57 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: 'Alice Leong' <aliceleong@primeautoclaims.com>
Subject: RE: PRI REQUEST TO ACCIDENT ON 15.02.2019 INVOLVING SHD2333K & SHD6752H
Importance: High

Dear Gabriel,

We select LKK Auto Consultants Pte. Ltd. Please proceed

Thank you & Best regards,

Pei Yee
Prime Auto Claims Service Pte. Ltd.
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

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

Sent: Friday, February 15, 2019 11:50 AM

To: Pei Yee

Cc: 'Alice Leong'

Subject: RE: PRI REQUEST TO ACCIDENT ON 15.02.2019 INVOLVING SHD2333K & SHD6752H

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: Pei Yee [<mailto:peiyee@primeautoclaims.com>]

Sent: 15 February, 2019 11:15 AM

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

Cc: 'Alice Leong' <aliceleong@primeautoclaims.com>

Subject: PRI REQUEST TO ACCIDENT ON 15.02.2019 INVOLVING SHD2333K & SHD6752H

Importance: High

Hi

The above referred

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

Please inform surveyor to avoid 1230-1330pm lunch hour.

***We select LKK Auto Consultants Pte. Ltd.**

***Please arrange PRI soonest possible due to loss of income and loss of rental per day count.**

Thank you.

Thank you & Best regards,

Pei Yee

Prime Auto Claims Service Pte. Ltd.
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling

and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

DISCLAIMER:

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

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

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

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

India International Insurance Pte Ltd.

Registration No. 198703792-K



Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

Date: 07.03.2019

Our Ref: SHD2333K
Your Ref: SHD6752H

India International Insurance Pte Ltd
64 Cecil Street #04/#05
IOB Building
Singapore 049711

Without prejudice

Attn: Ms. Sherini (Motor Claims Dept)

Dear Madam,

ACCIDENT ON 15.02.2019 INVOLVING VEHICLE NO SHD2333K & SHD6752H

We are on behalf of M/s Prime Car Rental & Taxi Services Pte Ltd the owner of vehicle SHD2333K in their third party claim against your insured / driver of SHD6752H negligence caused the accident.

Appended below our client's claim:

1. Cost of repair	\$ 7,242.11
2. Loss of rental @\$158.80 x 10 days (Incl. 2 Sun)	\$ 1,588.00
	<hr/>
Total	\$ 8,830.11
	<hr/>

We enclose herewith copy of our invoice no 3213, Letter of authority & Letter of Certification for your retention. Please acknowledge receipt.

For an amicable settlement, please let us have your offer.

Yours faithfully,

Alice Leong

e-mail: aliceleong@primeautoclaims.com

Encl.

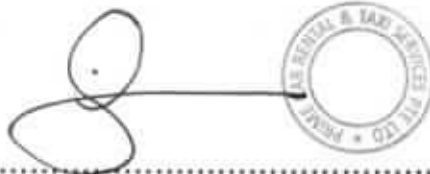
LETTER OF AUTHORITY

To: PRIME AUTO CLAIMS SERVICE PTE. LTD.

Re: ACCIDENT ON 15.02.2019 INVOLVING SHD2333K & SHD6752H
ALONG BUKIT TIMAH ROAD SLIP ROAD

I/ We, M/S Prime Car Rental & Taxi Services Pte Ltd hereby authorized you to carry out repairs of the damage caused to my / our vehicle no. SHD2333K in the above accident.

I/ We further also confirm and agree that all sums of money to be recovered by you on my/ our behalf shall be paid to you. I/ We hereby also authorise the third party insurer to release to you such sums of money recovered on my / our behalf.



.....
Signature (Company's stamp if applicable)

Name:

NRIC:

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: TP / MCT19020432
 Claimant Ref: SHD 2333K

We/I, Prime Auto Claims Service Pte Ltd ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 7,242.11 (repair cost), S\$ 1,588.00 (loss of use/rental), S\$ - (search fee), vehicle no. SHD 2333K that was damaged pursuant to the accident which occurred on 15/02/2019 (date) at Bukit Timah Road Slip Road (location) involving vehicle no. SHD 6752H (insured vehicle). This is pursuant to the inspection conducted on 15/02/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Prime Car Rental & Taxi Services Pte Ltd ("the third party claimant") of vehicle no. SHD 2333K to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SHD 2333K (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 8,830.11 to Prime Auto Claims Service Pte Ltd

Dated this 28th day of April

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by "the workshop" (with chop)

Lim Bill Chay

S26113246

c/o No. 6 Bessie Ave.

S 629927

PR

claim, manager.

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

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

Singapore 408933



Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

GST Reg. No: 201606560M

Reg No. 201606560M

MESSRS INDIA INTERNATIONAL INSURANCE PTE LTD

64 Cecil Street
#04/05 10B Building
SINGAPORE 049711

DATE : 28/02/2019

WORKS ORDER NO : 3237

VEHICLE NO : SHD2333K

ITEM	DESCRIPTION	UNIT PRICE	AMOUNT
Make/Model : TOYOTA VELLFIRE HYBRID Repair Date : 15/02/2019 Terms of Payment : COD			
<u>THIRD PARTY CLAIM</u>			
<u>TO SUPPLY</u>			
1	IPC REAR BUMPER	\$	1780.57
2	1SET REAR BUMPER CLIP	\$	30.00
3	IPC RIGHT BUMPER TOW HOOK COVER	\$	27.40
4	IPC REAR BUMPER RIGHT SIDE RETAINER	\$	92.40
5	IPC REAR BUMPER RIGHT REFLECTOR	\$	72.10
6	IPC TAIL GATE	\$	1935.00
7	IPC TAIL GATE "VELLFIRE" EMBLEM	\$	70.40
8	IPC TAIL GATE "E-FOUR" EMBLEM	\$	77.50
9	IPC TAIL GATE "HYBRID SYNERGY DRIVE" EMBLEM	\$	82.10
10	1SET TAIL GATE GLASS MOULDING	\$	245.10
11	IPC REAR END PANEL TOP GARNISH	\$	357.90
12	1SET REAR END PANEL TOP GARNISH CLIP	\$	40.00
13	IPC REAR BUMPER CENTER RIGHT PARKING SENSOR (GENUINE)	\$	569.10
14	IPC REAR BUMPER CENTER RIGHT PARKING SENSOR COVER (GENUINE)	\$	44.50
15	IPC RIGHT REAR CORNER PANEL	\$	278.50
		\$	5,702.57
16	LESS: 25% DISCOUNT	\$	-1425.65
		\$	4,276.92

Compound interests at the rate of 1% per month
will be charged on late payment.

ROUNDING ADJ \$ -0.02

XT PAGE ...

Manager

TAX INVOICE

NO. : 3213

**Prime Auto Claims Service Pte Ltd**

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

GST Reg. No: 201606560M

Reg No. 201606560M

TESSRS INDIA INTERNATIONAL INSURANCE PTE LTD

64 Cecil Street
#04/05 10B Building
SINGAPORE 049711

DATE 28/02/2019

WORKS ORDER NO 3237

VEHICLE NO SHD2333K

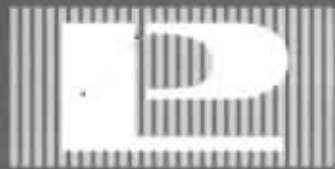
ITEM	DESCRIPTION	UNIT PRICE	AMOUNT
	BALANCE B/F	\$	4,276.92
	Make/ Model : TOYOTA VELLFIRE HYBRID		
	Repair Date : 15/02/2019		
	Terms of Payment : COD		
	<u>TO SUPPLY S.NETT PARTS</u>		
17	IPC REAR BUMPER TOP SCUFF PLATE	\$	461.40
18	ITUBE SEALANT	\$	40.00
		\$	501.40
	<u>LABOUR CHARGES</u>		
19	TO TUFF KOTE	\$	50.00
20	TO REMOVE & REFIT RIGHT & CENTER RIGHT REVERSE SENSOR, RESET REVERSE SENSOR	\$	60.00
21	TO REMOVE AND REFTT REAR GLASS	\$	120.00
22	TO TRANSFER TAIL GATE TRIM COVER, HANDLE & MECHANISM PART	\$	60.00
23	TO KNOCK REAR AND PANEL & FLOOR PANEL, STRAIGHTEN REAR RIGHT CHASSIS PANEL	\$	800.00
	REMOVE & REPLACE REAR BUMPER, TAIL GATE & ETC. ALIGN & ADJUST REAR BUMPER AND	\$	0.00
	TAIL GATE	\$	0.00
24	TO PUTTY, RESPRAY PAINTING REAR BUMPER, end panel, right tail lamp corner panel,	\$	900.00
	TAIL GATE INLET & OUTER, FLOOR PANEL,	\$	0.00
	TOW HOOK COVER & REVERSE SENSOR COVER IN PEARL WHITE TO POLISH	\$	0.00
		\$	1,990.00

Compound interests at the rate of 1% per month
will be charged on late payment.

SUB TOTAL \$ 6,768.32
GST 7% \$ 473.81
ROUNDING ADJ \$ -0.02
TOTAL \$ 7,242.11

PREPARED BY

PRIME AUTO CLAIMS SERVICE
Manager



PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Prime Taxi Office
5, Benoi Place
Singapore 629926
Tel : 6898 2000
Fax : 6862 2628
Email : primetaxi@singnet.com.sg
Website : www.primetaxi.com.sg

Co. Cert. No: 199606293Z
Gst Reg. No: 19-9606293-Z

Your Ref : Please advise

Our Ref: SHD2333K

Date : 20.02.2019

To : Whom It May Concern

From : Prime Car Rental & Taxi Services Pte Ltd

RE: LETTER OF CERTIFICATION FOR MR. CHAN CHENG KIONG

This letter serves to confirm that Mr. Chan Cheng Kiong, Nric Number S1447234G is a Taxi Master for Prime Car Rental & Taxi Services Pte Ltd hiring the Vehicle Registration Number SHD2333K for Singapore Dollar One Hundred and Fifty Eight and Cents Eighty (\$158.80) Only.

Should clarification require I can be contacted at 94524182.

Thank you with Best Regards

Yours Sincerely


.....
Mr Chan Kong Loong
Workshop Manager

SHAN KONG LOONG
S75301061
WORKSHOP MANAGER
NO. 5 BENOI PLACE
SINGAPORE 629926

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	21 Feb 2019 Edit Reg		15 Feb 2019 00:00 Edit Adj Rpt	S\$6,768.33 Edit Estimates	S\$6,768.33 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -								
Main Claimant:	PRIME CAR RENTAL & TAXI SERVICES PTE LTD, Co. Reg. No.: 1996062932								
Vehicle Reg. No.:	SHD2333K	Date of Loss:	15/02/2019 08:00 - :59 [29 Months and 21 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19020432	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD6752H	Policy No. (Claimant):	5068045737-04						
		Excess:							
Repairer:	Prime Auto Claims Service Pte Ltd (HQ) 6 Benoi Place, 629927 Pioneer - Tel: 68610908								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sherini Pillai]								
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 27/02/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> III_SG (16/04/2019): Alert - Adj Mandate Approved (S\$8830.11) - SHD2333K - Claim Handler: Sherini Pil... III_SG (21/02/2019): Alert - Adj Mandate Approved (S\$0.00) - SHD2333K - Claim Handler: Sherini Pillai 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SHD2333K (MCT19020432)

[SHD6752H]






































TP

PRIME CAR RENTAL & TAXI SERVICES PTE LTD

Feb 15 2019 8:00AM

[COMFORT TRANSPORTATION PTE LTD]

Prime Auto Claims Service Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			View			View in Browser		
Photos/Images									3 per page			<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)								Thumbnail	Print			
1	20/02/19 16:52	Odometer Reading								Load JPG	<input checked="" type="checkbox"/>			
2	20/02/19 16:52	Chassis Number								Load JPG	<input checked="" type="checkbox"/>			
3	20/02/19 16:52	General View								Load JPG	<input checked="" type="checkbox"/>			
4	20/02/19 16:52	General View								Load JPG	<input checked="" type="checkbox"/>			
5	20/02/19 16:52	General View								Load JPG	<input checked="" type="checkbox"/>			
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29	20/02/19 16:52	General View								Load JPG	<input checked="" type="checkbox"/>			
30	20/02/19 16:52	General View								Load JPG	<input checked="" type="checkbox"/>			
31	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
32	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
33	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
34	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
35	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
36	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			
37	30/03/19 10:21	Reinspection Photo								Load JPG	<input checked="" type="checkbox"/>			

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	18/02/19 14:12	EMAIL FROM III DD 15022019	 Load PDF	
2	18/02/19 14:12	TP GIA REPORT	 Load PDF	
3	18/02/19 17:32	TP ESTIMATE- MARKED	 Load PDF	
4	08/04/19 17:01	WORKSHOP INVOICE	 Load PDF	
5	08/04/19 17:01	RENTAL RECEIPT	 Load PDF	
6	08/04/19 17:01	LOD	 Load PDF	
7	15/04/19 15:07	LOA	 Load PDF	
8	13/05/19 09:18	AUTHORISATION TO ACT FORM	 Load PDF	
9	13/05/19 09:18	DISCHARGE VOUCHER	 Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	19/02/19 09:17	Singapore Accident Statement	 Load PDF	

Documents Checklist

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

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

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

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

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III19002967/R1PB3Q2

Date: 13/05/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd

Policy No: MCOM0015

Claimant Vehicle No: SHD2333K

Insured Vehicle No: SHD6752H

Date of Loss: 15/02/2019

Nature of Claim: TP

Claim No: MCT19020432

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SHD2333K

Make & Model: TOYOTA VELLFIRE, 2.5 (A)

Reg. Date: 25/08/2016 (Man. Year: 2016)

Colour: White

Engine Capacity: 2493 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): Market Value/New Car Price

Engine No: 2ARH687838

Chassis No: AYH300027409

Odometer: 286717 km

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: 215/65 R16

Rear Tyre Size: 215/65 R16

Front Left Side: Goodride 6 mm

Rear Left Side: Goodride 6 mm

Front Right Side: Goodride 6 mm

Rear Right Side: Goodride 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,410.03	4,778.33	631.70	11.68
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,790.00	1,990.00	800.00	28.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	8,200.03	6,768.33	1,431.70	17.46
+ GST 7.00/7.00% (S\$)	574.00	473.78	100.22	17.46
Nett Amount (S\$)	8,774.03	7,242.11	1,531.92	17.46
+ Car Rental (10.0 x S\$158.80/day) (S\$)		1,588.00		
Nett Liability (S\$)		8,830.11		

INSPECTION

Date of Assignment: 15/02/2019

Date Inspected: 15/02/2019 Inspected At:

Prime Auto Claims Service Pte Ltd (HQ)

6 Benoi Place

Singapore 629927

Estimated Period of Repair: 8.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

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

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 08 Apr 2019)
Parts: M1-MPV	TOYOTA VELLFIRE 2.5 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SHD2333K)	
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		*REAR BUMPER	Deformed	1,780.57 FL	*1,780.57 FL
2	1		*SET REAR BUMPER CLIP	Necessary	30.00 FL	*30.00 FL
3	1		*REAR RIGHT BUMPER TOW HOOK COVER	Scratched	27.40 FL	*27.40 FL
4	1		*REAR BUMPER RIGHT SIDE RETAINER	Necessary	92.40 FL	*92.40 FL
5	1		*REAR BUMPER RIGHT REFLECTOR	Broken	72.10 FL	*72.10 FL
6	1		*TAIL GATE	Buckled	1,935.00 FL	*1,935.00 FL
7	1		*TAIL GATE VELLFIRE EMBLEM	Necessary	70.40 FL	*70.40 FL
8	1		*TAIL GATE E-FOUR EMBLEM	Necessary	77.50 FL	*77.50 FL
9	1		*TAIL GATE HYBRID SYNERGY DRIVE EMBLEM	Necessary	82.10 FL	*82.10 FL
10	1		*SET TAIL GATE GLASS MOULDING	Necessary	245.10 FL	*245.10 FL
11	1		*REAR END PANEL TOP GARNISH	Deformed	357.90 FL	*357.90 FL
12	1		*SET REAR END PANEL TOP GARNISH CLIP	Necessary	40.00 FL	*40.00 FL
13	1		*REAR BUMPER CENTER RIGHT PARKING SENSOR (GENUINE)	Damaged	569.10 FL	*569.10 FL
14	1		*REAR BUMPER CENTER RIGHT PARKING SENSOR COVER (GENUINE)	Necessary	44.50 FL	*44.50 FL
15	1		*REAR BUMPER RIGHT SIDE PARKING SENSOR (GENUINE)	Not Necessary	569.10 FL	*- FL
16	1		*REAR BUMPER RIGHT SIDE PARKING SENSOR COVER (GENUINE)	Not Necessary	44.50 FL	*- FL
17	1		*REVERSE SENSOR WIRE	Not Necessary	228.67 FL	*- FL
18	1		*RIGHT REAR CORNER PANEL	Deformed	278.50 FL	*278.50 FL
19	1		*REAR BUMPER TOP SCUFF PLATE	Bent	461.40 FS	*461.40 FS
20	1		*TUBE SEALANT	Necessary	40.00 FS	*40.00 FS

F=Franchise part. S=SpcNett. L=ListItemDisc.

Sub Total (\$\$)	7,046.24	6,203.97
- List Item Discount on L Items 25.00/25.00% (\$\$)	1,636.21	1,425.64
Total Parts (\$\$)	5,410.03	4,778.33

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO TUFF KOTE	New	50.00	50.00
2	TO REMOVE & REFIT RIGHT & CENTER RIGHT REVERSE SENSOR ,RESET REVERSE SENSOR LIGHT ,CHECK WIRING	New	120.00	60.00
3	TO REMOVE AND REFIT REAR GLASS	New	120.00	120.00
4	TO TRANSFER TAIL GATE TRIM COVER ,HANDLE & MECHANISM PART	New	100.00	60.00
5	TO KNOCK REAR END PANEL & FLOOR PANEL,STRAIGHTEN REAR RIGHT CHASSIS PANEL.REMOVE & REPLACE REAR BUMPER ,TAIL GATE & ETC .ALIGN & ADJUST REAR BUMPER AND TAIL GATE	New	1,100.00	800.00
6	TO PUTTY,RESPRAY PAINTING REAR BUMPER ,END PANEL,RIGHT TAIL LAMP CORNER PANEL,TAIL GATE INLET & OUTER,FLOOR PANEL,TOW HOOK COVER & REVERSE SENSOR COVER IN PEARL WHITE .TO POLISH	New	1,300.00	900.00
Gross Labour Cost (\$\$)			2,790.00	1,990.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >