

INS' CASE OWNER:

CC 4, LPC 1900 3437, K11a3 n2

IDAC:

Surveyor:

Auk

DOI:

25/1/19

Date / Time:

25/1/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

68E 4314T

Claim No.:

18/19/19/2005/02448

Name of Insured:

Sunrise Insurance S/S Pte

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A.:

23/02/19

Place of Accident:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

SHE 8202 X



INSRS:

WSP:

Tel:

Liability:

RMKS:

WSP: WSP (yayng)



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

2/2
joySHE 8202 X - CUMULATIVE 16000000/10000000 : 20/1/19
68E 4314T - X

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:

01/02/19

- SUBIC MANDATE APPROVAL TO LPC

08/02/19

- LPC APPROVED MANDATE @ LOI/R 2.5 DAYS
- SEND 1ST OFFER TO TP.

23/02/19

- RECEIVED ORIG. DV. TP ACCEPTED OFFER.
- ALL GOOD IN OFFER.
- TO CLOSE.

3-6-19

LOD IN FOR MANDATE

PRELIMINARY ADVICE

Date/Time: 08/02/19

Sent By: 93

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: L/S

S\$ 2,700.00 (2 days) Reduction: 19 %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time: 08/02/19

Confirm with:

KATEALI

Email ☒ Call ☐

Final Liability:

% 100 (Agreed / Assessed) BOLA S/N No.: 27

If NO or B 28, Ass. Lia:

Repair Cost: (w/loss)

S\$ 2,889.00

COID PRR-ENDED TP

Loss of Rental (LOR):

S\$ 463.08 (25 days) x \$177.23

Loss of Use (LOU):

S\$ - (\$ x days)

Loss of Income (LOI):

S\$ 175.00 (\$30 x 25 days)

LOR only ☐ LOU only ☐LOR + LOU ☐ LOR + LOI ☒ [Tick only one]

GIA/LTA Search:

S\$ 7.49

Medical:

S\$ -

Disbursement:

S\$ -

(e.g. Tow/ Independent)

Legal Cost:

S\$ -

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$450.00

Total:

S\$ 3,464.57

Global Sum S\$: 3,460.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$ 3,460.00

Name 1:

COMPTONCLERO ENGINEERING PTE LTD

Payee 2: (Strike if N.A.)

S\$ -

Name 2:

Payee 3: (Strike if N.A.)

S\$ -

Name 3:



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: 18/19/19/VC05/021448

Date: 05/03/2019

Our ref: CC4/LPC19003437/K1ja3

The Motor Claims Department
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHC 8202X

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 25/02/2019 at the premises of M/s ComfortDelGro Engineering Pte Ltd (Loyang) and have the following to report:-

Workshop Estimate Amount	: S\$	5,300.00
Revised Estimate Amount	: S\$	2,700.00
"Check" Items Amount	: S\$	-
Total (Including Check Items)	: S\$	2,700.00
Market Value	: S\$	- (est.)
LTA Reimbursement Value	: S\$	- (est.)
Nett Value	: S\$	- (est.)

Description of Damage:

The vehicle sustained damages at the
Rear N/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2.0 days

Yours faithfully,

KALVIN ANG
Licensed Appraiser

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHC 8202X

DATE 25/2/2019 11:25

MAKE :

MODEL : MERCEDES BENZ

L/Sum

L/ce

LONPAC

Qty	Parts Description/ Labour	Type	Unit Price	Amount	
	Rear Bumper — <i>Redone</i>			\$ 1,510.00	
	Rear Bumper Reinforcement <i>Xru</i>			\$ 1,150.00	
	Rear Bumper Bracket Lower (LH/RH) <i>Xru</i>		\$ 135.00	\$ 270.00	
	Rear Bumper Bracket Top (LH/RH) <i>Xru</i>		\$ 125.00	\$ 250.00	
	Rear Bumper Retainer Mounting (LH/RH) <i>Xru</i>		\$ 115.00	\$ 230.00	
	Rear Bumper Lower Cover — <i>cut</i>			\$ 325.00	
	Taillamp (LH) — <i>on</i>			\$ 1,280.00	
	SUB TOTAL			\$ 5,015.00	
	LESS 20%			\$ 1,003.00	
	DISCOUNTED TOTAL			\$ 4,012.00	
	Rear Bumper Sensor — <i>sketch</i>			\$ 388.00	Nett
	Rear Bumper Rubber Mat — <i>on</i>			\$ 50.00	Nett
				\$ 438.00	
	Labour Charge			200	
	Panel Beating			\$ 400.00	
	Spray Painting Charge			\$ 300.00	200
	Wiring Charge			\$ 30.00	20
	Remove/Refix Reverse Sensor			\$ 120.00	30
	TOTAL LABOUR			\$ 850.00	
	ESTIMATE TOTAL			\$ 5,300.00	
<i>1/ka l/r 10/10/19</i> <i>25/2/19 1400h.</i> <i>2 hrs</i> <i>L/s</i> <i>After Repair photo</i> • This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company. • The repair charges are subject to insurance surveyor's approval. • 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: _____					

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHC 8202X

DATE 25/2/2019 11:25

MAKE :

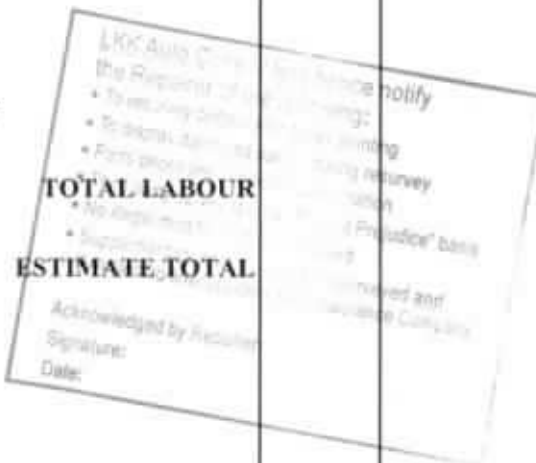
MODEL : MERCEDES BENZ

L/Sum

L/ce

LONPAC

Qty	Parts Description/ Labour	Type	Unit Price	Amount	
	Rear Bumper			\$ 1,510.00	
	Rear Bumper Reinforcement ?			\$ 1,150.00	
	Rear Bumper Bracket Lower (LH/RH) ?		\$ 135.00	\$ 270.00	
	Rear Bumper Bracket Top (LH/RH) ?		\$ 125.00	\$ 250.00	
	Rear Bumper Retainer Mounting (LH/RH) ?		\$ 115.00	\$ 230.00	
	Rear Bumper Lower Cover			\$ 325.00	
	Taillamp (LH)			\$ 1,280.00	
	SUB TOTAL			\$ 5,015.00	
	LESS 20%			\$ 1,003.00	
	DISCOUNTED TOTAL			\$ 4,012.00	
	Rear Bumper Sensor			\$ 388.00	Nett
	Rear Bumper Rubber Mat			\$ 50.00	Nett
				\$ 438.00	
	Labour Charge			200	
	Panel Beating			\$ 400.00	
	Spray Painting Charge			\$ 300.00	200
	Wiring Charge			\$ 30.00	20
	Remove/Refix Reverse Sensor			\$ 120.00	30
	TOTAL LABOUR			\$ 850.00	
	ESTIMATE TOTAL			\$ 5,300.00	
This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.					



Kali 16/11/19

25/2/19 1400hr.

2 hrs

L/s

After Repair photo

COMFORTDELGRO

Date/Time: 25.02.2019 10:12 Page : 1

Team: ARC Repair TP(CLS0)1

JOB CARD

Sales Order:

JC NO.: 305271976

OWNER: COMFORT TRANSPORTATION PTE LTD
S: 7010045
OWNER NO: 383 SIN MING DRIVE
ESS: Singapore SINGAPORE 575717
65508755

REGN NO:	SHC8202X	MILEAGE
MAKE:	MERCEDES BENZ	FUEL E 1/2 F
MODEL:	E220CDI (E6)	DATE/TIME IN 24.02.2019 08:35
VR OF MANU:	13.05.2015	TARGET DATE
CHASSIS CODE:	WDD2120012B168240	COMPLETION DATE/TIME

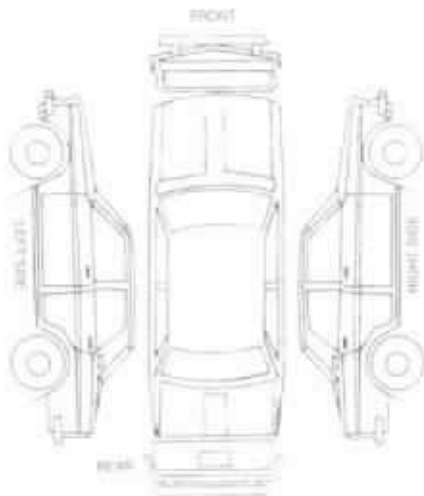
LONPAC

JUNT CARD NO:

JOB DESCRIPTION

Accident Date: 23.02.2019
NATURE: 3P 23.02.2019/B

S/NO LABOR CODE DESCRIPTION



CKED & PASSED OUT BY:

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

Redemption Slip

Exit Pass

No.: SHC8202X LKE

Vehicle No.: SHC8202X

Signature of Service Advisor

Signature/Date

Name of Service Advisor

Date

Returned to Service Reception upon collection

To be kept by Security Guard

Date : 27.02.19

Fax:

Vehicle Reg No. SHC8202X CTPL

23.02.19

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

- | | | | | |
|----|---|---|---------------|--------------------------|
| 1. | The repair job shall bill to: | <u>LONPAC</u> | <u>---</u> | <u>GBE4314T</u> |
| 2. | The finalized amount shall be: | | | |
| | (a) Spare Parts after List discount | | | |
| | (b) Labour Charges | | | |
| | Total for Part-By-Part Repair Cost | | | |
| | (c) Lumpsum Repair (if applicable) | | | |
| | Total for Lumpsum repair cost after Less: | <u>20%</u> | | <u>\$2,700.00</u> |
| | Final Lumpsum Repair cost | | | <u>\$2,700.00</u> |
| 3. | Estimated normal period for repairs: | <u>2</u> | working days. | |
| 4. | We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days | | | |
| 5. | Thank you for your assistance. | We confirm the estimates and finalized amount | | |
| |  |  | | |
| | Signature : _____ | Signature : _____ | | |
| | Name : <u>LIM KWOK ENG</u> | Name : <u>KALIN</u> | | |
| | Tel : <u>62148316</u> | Date : <u>27/2/19</u> | | |
| | Fax : <u>65468156</u> | | | |

For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid		NO		
3. Survey Fees				
4. LTA Search Fee	\$7.49			
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

Nivitha (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 25 February 2019 12:55 PM
To: 'Admin-D (LKKAuto)'; assignments@lkkauto.com
Cc: MT_Claim_SG
Subject: Our Ref: 18/19/19/VC05/021448 [External General]
Attachments: 25022019125214.pdf

1.33pm @ 25/2/19
vehicle in
syok kalvin

Lonpac External - General

Dear Catherine/Nivitha

Please see attached and arrange survey.

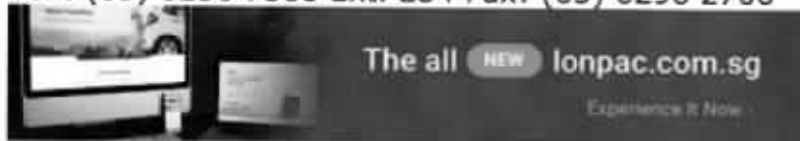
Regards,

Ong Li Li

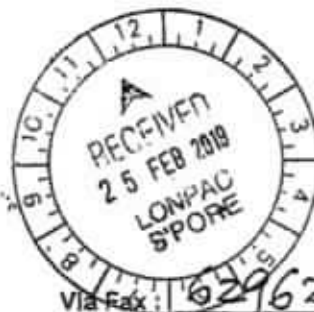
Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.



COMFORTDELGRO ENGINEERING

Our Ref: 305271976Date: 25/2/19Time of Fax: 1130HRSVia Fax: 62962706ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701Mainline +65 5383 6280
Facsimile +65 8280 9755

www.cdge.com.sg

Company Registration No: 195326548W

Workshop

Your Insured: GBE4314TDate of Acc: 23/2/19

* 10 pages

Loyang
59 Loyang Drive
Singapore 508969

Attn: Motor Claims Dept.

Dear Sirs

SURVEY OF CLIENT'S DAMAGED VEHICLE REG NO SHC8202X

1 The client has engaged us to repair the vehicle and submit claims against the other party/parties involved in the accident.

2 In accordance to the motor claims framework, we hereby request your presence At 59 Loyang Drive, Singapore 508969 to survey our client's damaged vehicle.

3 Enclosed, please find:

- I) Our initial estimate of repairs of the damaged vehicle.
- II) Accident report made by our client.

4 I would appreciate it if you could call us to arrange for the survey of the vehicle

→ Lim Kwok Eng, Tel no. 62148355 or Hp no. 98240811
 Juman Bin Masudin Tel no. 62148315 or Hp no. 96355306
 Lim Tien Siong Tel no. 62148398, or Hp no. 96358546
 Chiang Liat Choon Tel no. 62148314 or Hp no. 92966006
 Fauzy Bin Mokhtar Tel no: 62148319 or Hp no: 81259176
 Larry Ng Tel: 6214 8316

5 If we do not hear from you within the next 48 hours, we shall deem it that you have waived your rights to survey our client's vehicle and we shall proceed to engage independent surveyor without further reference to you. We henceforth reserve our rights to claim for loss of use and loss of rental during any delayed period of this survey arrangement.

6 This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a Motor Surveyor appointed by the insurance company.

7 Thank you.

Yours faithfully

for Vice President
Crash Repairs & Claims Recovery

Mei Kwan (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 5 March, 2019 12:02 PM
To: Mei Kwan (LKKAUTO)
Cc: MT_Claim_SG; Admin A; Joy Irene (LKKAUTO); CS A Team
Subject: RE: Our Ref: 18/19/19/VC05/021448 [External General]
Attachments: GBE4314T 230219.PDF

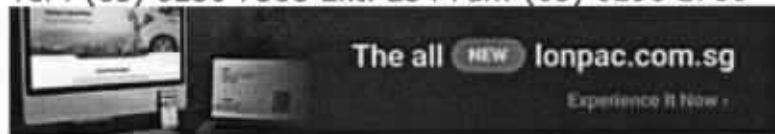
Categories: HMK

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.

From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Tuesday, 5 March, 2019 11:20 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Joy Irene (LKKAUTO); CS A Team
Subject: RE: Our Ref: 18/19/19/VC05/021448 [External General]

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/19/19/VC05/021448
LKK REF: CC4/LPC19003437/K1ja3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

We have not authorized repairs.

Kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Joy and she can be contacted at DID: 6841 2409.



This email has been checked for viruses by AVG antivirus software.
www.avg.com

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Monday, 1 July 2019 4:04 PM
To: ONG LI LI
Cc: 'MT_Claim_SG'; Admin A; Vic (LKKAuto)
Subject: MANDATE REQUEST: 18/19/19/VC05/021448 / GBE 4314T AND SHC 8202X ON 23.02.19
Attachments: SURVEY REPORT.pdf; LOD.pdf; RE-SURVEY PHOTOS.pdf; SURVEY PHOTOS.pdf

Ref: 18/19/19/VC05/021448

Dear Li Li,

This is a head-to-rear scenario where our insured vehicle hit TP vehicle from behind.

Liability is not in our favour- BOLA 27.

Summary to offer to repairer M/s **COMFORTDELGRO ENGINEERING PTE LTD** is as follows:

	TP CLAIMED	OUR REVISED TO OFFER
Cost of Repairs	\$ 5,300.00 (estimate)	\$ 2,889.00 with GST
Loss of Rental	\$ 531.69 (\$177.23 x 3 days)	\$ 531.69 (\$177.23 x 3 days)
Loss of Income	\$ 240.00 (\$80 x 3 days)	\$ 150.00 (\$50 x 3 days)
LTA Search Fee	\$ 7.49	\$ 7.49
TOTAL	\$ 6,079.18	\$ 3,578.18

Relevant supporting claim documents attached for your perusal and reference.

Our revised to offer is for your approval.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
LONPAC INSURANCE BHD			Ref : CC4/LPC19003437/K1ha3n2	
300 BEACH ROAD #17-04/07 THE CONCOURSE SINGAPORE 199555			Date : 25-07-2019	
			Code : LPC2	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBE 4314T	Veh. Inspected	SHC 8202X	
Policy No.	Z18VC05001330	Coverage (\$)	0.00	
Claim No.	18/19/19/VC05/021448	Excess (\$)	0.00	
Assign From	ONG LI LI	Assign Date	25/02/2019	
2. Vehicle Particulars & Condition				
Make & Model	MERCEDES BENZ E220	c.c	2143	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	WDD2120012B168240	Colour	WHITE	
Odometer	413664	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	225/55 R16	WEST LAKE	6 mm	
L/H Front Tyre	225/55 R16	WEST LAKE	6 mm	
R/H Rear Tyre	225/55 R16	WEST LAKE	6 mm	
L/H Rear Tyre	225/55 R16	WEST LAKE	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	23/02/2019	Inspection Date	25/02/2019	
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		2 Working Days		

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHC 8202X

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	REAR BUMPER	DEFORMED	1,510.00	1,510.00
1	REAR BUMPER REINFORCEMENT	SERVICEABLE	1,150.00	-
2	REAR BUMPER BRACKET LOWER (LH/RH) @\$135.00	SERVICEABLE	270.00	-
2	REAR BUMPER BRACKET TOP (LH/RH) @\$125.00	SERVICEABLE	250.00	-
2	REAR BUMPER RETAINER MOUNTING (LH/RH) @\$115.00	SERVICEABLE	230.00	-
1	REAR BUMPER LOWER COVER	CUT	325.00	325.00
1	TAILLAMP (LH)	CRACKED	1,280.00	1,280.00
	LESS 20% DISCOUNT		-1,003.00	-623.00
			4,012.00	2,492.00
<u>SPECIAL NETT ITEMS</u>				
1	REAR BUMPER SENSOR (SN)	SHORTED	388.00	388.00
1	REAR BUMPER RUBBER MAT (SN)	NECESSARY	50.00	50.00
			438.00	438.00
<u>LABOUR</u>				
	PANEL BEATING.		400.00	200.00
	SPRAY PAINTING CHARGE.		300.00	200.00
	WIRING CHARGE.		30.00	20.00
	REMOVE/REFIX REVERSE SENSOR.		120.00	30.00
			850.00	450.00
GRAND TOTAL			5,300.00	3,380.00
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				2,700.00

Report Ref No. CC4/LPC19003437/K1ha3n2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

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