

ING CASE OWNER:

CC 4/111 1900

4066, Kpa3

LKK:
IDAC:

Service:

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)

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

Insured Liability: % Final ? Yes / No

CAF8184J



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

11/3
CAF

CAF 8184J - M/INC 18021934/1010112 - M/4: 4/1/18
M/INC 18021934/1010112 - M/4: 26/1/19
CAF 8184J - M/INC 18021934/1010112 - M/4: 26/1/18
M/INC 18021934/1010112 - M/4: 18/1/18
M/INC 18021934/1010112 - M/4: 26/1/19

29/3/19
3/4/19

Peak Liability (TPA) to get a AVF from II
OI AVF uploaded in maximum.
case rejected as TP change lane & pt driving
on own lane - Pending reply from II on
rejection approval.
10/4/19 - Rejection email sent to TP

Rejection
10-08-19

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: S\$ (days) Reduction: %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability: % (Agreed / Assessed) BOLA S/N No.:

Repair Cost: S\$

Loss of Rental (LOR): S\$ (days)

Loss of Use (LOU): S\$ (3 x days)

Loss of Income (LOI): S\$ (3 x days)

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

GIA/LTA Search

Medical:

Disbursement:

Legal Cost

Total:

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1: S\$

Name 1:

Payee 2: (Status if N/A) S\$

Name 2:

Payee 3: (Status if N/A) S\$

Name 3:

If NO or B 28, Ass. Lia:

TP change lane

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

TP
\$350.00 - 250.00

un 10/4/19

ASS. REC. BY:

REF:

NGL /
TH

ASSIGNMENT

SGI = 86847
STW 26934

04.06

From:

Date:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

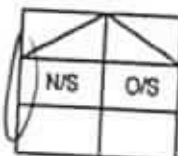
Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

03 days

Res.: Yes or No

Lum Sum:

1.31 %

3 Val.: Yes or No

CA / REV

REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

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

Truck / Traller or

Make:

Colour:

Sp. Reading

Eng/No:

C/No:

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

R:

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

Front

R/Bal.

L/Bal.

D.O.A.

Survey held at

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

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

Date / Time

Action / Instruction

1 File pass to
6/3 ERI not ready.
8800m Car frame

Date/Time, File Pass to?

☐

: Prell. Report

☐

: Final Report

1)

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

S + RS \$

Fees

Others

TOTAL

Report Format :

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

GUAN HIN MOTOR WORKSHOP

NO 10 ANG MO KIO INDUSTRIAL PARK 2A

#02-03 AMK AUTOPOINT 568047

Tel No. : 64837111 Fax No. : 64837221

E-Mail : guanhinmotor@yahoo.com

Buss. Reg. No. : 06035200X

INDIA INTERNATIONAL INSURANCE PTE LTD

64 CECIL STREET #05-00

IOB BUILDING SINGAPORE 049711

Attention : Motor Claim Department

Contact : 63476105 MEENA CHI Fax No. : 62244174

Estimate : ES000862

Date : 06/03/2019

Vehicle Num. : SGF 8684 J

Make/Model : TOYOTA ALTIS-2006

Chassis/Eng# : MR053ZC107118317/3ZZ4561824

Accident Date : 16/02/2019

Claim No. :

Reference :

Policy No. : (25/04/2006)

S/N	Quantity	Particular	Unit Price	Amount S\$
-----	----------	------------	------------	------------

LIST ITEMS :

List Total S\$:

LABOUR :

REPAIR AND SPRAY PAINTING ON FRONT LH DOOR ,REAR LH DOOR,REAR LH FENDER AND REAR BUMPER

Labour Total S\$:

1,000.00

1,000.00

*Not Authorised
Repair After Paint
3 days*

E. & O.E.

Total S\$:

1,000.00

for GUAN HIN MOTOR WORKSHOP

Link Auto Repair & Maintenance

the Page is for the use of the

- To record the work done
- To record the parts used
- To record the labour charges
- To record the total amount
- To record the date of work
- To record the name of the customer
- To record the name of the technician
- To record the name of the supervisor
- To record the name of the manager
- To record the name of the owner
- To record the name of the company

Signature of the technician

Signature of the supervisor

Signature of the manager

Signature of the owner

Print Received Message

This mail is associated with :

***SGF8684J (MCT19020766)**
[SHA3772K]

TP
LOW AH WAH
Feb 26 2019 2:00PM

Guan Hin Motor Workshop

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 04/04/2019 15:18 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SGF8684J - Claim Handler: Sherini Pillai

Approved:0.00:Please proceed to reject TP claim.

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Wednesday, 10 April 2019 3:20 PM
To: Guan Hin Motor Workshop
Cc: Hsiao Tong (LKKAuto); Admin A; Kenneth Kong (LKKAuto)
Subject: Your ref: SGF 8684J (Our Ref: CC4/III19004066/Kga3) *** ACCIDENT INVOLVING SHA 3772K & SGF 8684J ON 26/02/2019 ***
Attachments: OI AVF.MP4; sketch plan and statement.pdf

Your Ref: **SGF 8684J**
Our Ref: CC4/III19004066/Kga3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SHA 3772K & SGF 8684J ON 26/02/2019

We refer to the above matter.

Attached is a copy of our insured car video footage and accident statement for your easy reference. We have reviewed the matter and we are of the view that our driver is not liable for the accident. Our Insured is driving at his own lane and your client cut into his lane. Your client is to be blamed for not checking before changing lane.

In view of the above, 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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Monday, 4 March 2019 5:14 PM
To: Guan Hin Motor Workshop; 'sur@lkkauto.com'; admin-d@lkkauto.com
Cc: Sherini Pillai; Zuhaidah Samsuri
Subject: RE: SGF8684J

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGF8684J 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

From: Guan Hin Motor Workshop [mailto:guanhinmotor@yahoo.com]
Sent: 04 March, 2019 2:46 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: Re: SGF8684J

LKK

GUAN HIN MOTOR WORKSHOP.
No 10 Ang Mo Kio Industrial Park 2A
#02-03 Singapore 568047
Tel: 64837111
Fax: 64837221
L C NG

On Monday, 4 March 2019, 1:36:37 pm SGT, Motor Claim - III <motorclaim@iii.com.sg> wrote:

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: Guan Hin Motor Workshop [<mailto:guanhinmotor@yahoo.com>]
Sent: 04 March, 2019 12:27 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: SGF8684J

Please arrange to survey our vehicle SGF8684J

Traffic accident on 26/02/2019

Involving vehicle SGF8684J and SHA3772K

* Please previous survey list.

GUAN HIN MOTOR WORKSHOP.
No 10 Ang Mo Kio Industrial Park 2A
#02-03 Singapore 568047
Tel: 64837111
Fax: 64837221
L C NG

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

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

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

WP

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	29 Mar 2019 Edit Reg		04 Mar 2019 00:00 Edit Adj Rpt	\$5800.00 Edit Estimates	\$5800.00 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.: 199303821R								
Main Claimant:	LOW AH WAH , ID: S1085061D								
Vehicle Reg. No.:	SGF8684J	Date of Loss:	26/02/2019 14:00 - :59 [154 Months and 1 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19020766	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHA3772K	Policy No. (Claimant):	5101868174						
		Excess:							
Repairer:	Guan Hin Motor Workshop (HQ) BLK 10 ANG MO KIO IND PARK 2A #02-03 AMK AUTOPOINT, 568047 Ang Mo Kio - Tel: 64837111								
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 KENNETH KONG] ... [Final Rpt due 14/03/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> III_SG (04/04/2019): Alert - Adj Mandate Approved (\$0.00) - SGF8684J - Claim Handler: Sherini Pillai III_SG (29/03/2019): Alert - Adj Mandate Maintained - SGF8684J - 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

*SGF8684J (MCT19020766)
[SHA3772K]
TP
LOW AH WAH
Feb 26 2019 2:00PM
[COMFORT TRANSPORTATION PTE LTD]
Guan Hin Motor Workshop

[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	29/03/19 15:31	Video - Accident	1	Load MP4	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
2	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
3	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
4	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
5	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
6	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
7	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
8	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
9	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
10	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
11	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
12	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
13	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
14	18/04/19 11:44	General View	1	Load JPG	<input checked="" type="checkbox"/>
15	18/04/19 11:44	General View	1	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	05/03/19 19:59	EMAIL FROM III DD 04.03.2019	1	Load PDF	
2	15/03/19 14:50	TP ESTIMATE - MARKED.	1	Load PDF	
3	15/03/19 14:50	TP GIA REPORT	1	Load PDF	
4	18/04/19 11:41	REJECTION EMAIL TO TP	1	Load PDF	
5	18/04/19 11:41	INSTRUCTION TO REJECTION	1	Load PDF	

No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	06/03/19 09:26	Singapore Accident Statement	1	Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) </div>			

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/III19004066/KGA3Q2

Date: 23/04/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: SGF8684J Insured Vehicle No: SHA3772K
 Date of Loss: 26/02/2019 Nature of Claim: TP Claim No: MCT19020766

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SGF8684J
 Make & Model: TOYOTA COROLLA, 1.6 (A) Engine No: 3ZZ4561824
 Reg. Date: 25/04/2006 (Man. Year: 2006) Chassis No: MR053ZEC107118317
 Colour: Metallic Gold Odometer: 227902 km
 Engine Capacity: 1598 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: 185/70 R14 Rear Tyre Size: 185/70 R14
 Front Left Side: Falken 6 mm Rear Left Side: Falken 5 mm
 Front Right Side: Falken 6 mm Rear Right Side: Falken 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,000.00	800.00	200.00	20.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Nett Amount (S\$)	1,000.00	800.00	200.00	20.00
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 04/03/2019
 Date Inspected: 06/03/2019 Inspected At: Guan Hin Motor Workshop (HQ)
 BLK 10 ANG MO KIO IND PARK 2A #02-03 AMK AUTOPOINT
 Singapore 568047
 Estimated Period of Repair: 3.0 days

Adjuster: KENNETH KONG

Manager: Chong Pui Lin

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: 22 Apr 2019)
Parts: 143	TOYOTA COROLLA 1.6 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SGF8684J)
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

There are no new parts selected.

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	REPAIR AND SPRAY PAINTING ON FRONT LH DOOR ,REAR LH DOOR ,REAR LH FENDER AND REAR BUMPER	New	1,000.00	800.00
Gross Labour Cost (\$\$)			1,000.00	800.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >