

ASS. REF. BY

SA/VEH/PT

Steve

REF CS/ INC 19005187/ Escd 307

per of the function

ASSIGNMENT (Office)

From (Person)

Cynthia Ang

of

INC

Estimated Cost

Date/Time 22/3/19 @ 9:34am

OD / TP

WS / TP RES / OD RES / EVA / INV / MY / CS

Bill to:

To Inspect Vehicle Ho

PA8683G

Insured

YN 6827Y

at Workshop info

One Hne Motorworks

Tel

9738 7076

of

11 fuas Bay close

Policy No

Claim No

MT/1034758-002

Sum Insured

Excess

Make of Veh

D.O.A

5/3/2019

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement

Date/Time

11:13pm @ 22/3/19

Person Contacted

India

Vehicle

IN/OUT

Date/Time

Action/Instruction (—) Estimate

PA 8683G-X

YN 6827Y-X

Steve

REF: INC

ASSIGNMENT

From:

Date:

22/3/19

Estimated Cost:

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

To inspect Vehicle No:

PA 8683 G

at Workshop m/s

One line Motorworks

of

11 tuas Bay close, 637765

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

Tricia @ 97387076

2pm-4pm

(Policy Condition)

Remark: The veh had commenced its

repair at the time of inspection.

N/S	O/S
	XX

Bal. or Market Value:

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

days

Res.: Yes or No

Lum Sum:

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

(up)

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

PA 8693 G

Yr Regn:

20/12/10

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

Truck / Trailer or

Make:

Kinglong XMQ 6900K

C.C

6693

Colour

Yellow

A/C:

Insured / Std / NI / NA

Sp. Reading

499785

T/Radio:

Insured / Std / NI / NA

Eng/No:

LA6R10502AB 294174

C/No:

Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

11R22.5

R:

11

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

TOYO / YOKO or

Kinglong

Front

Rear

R/Bal.

7

mm

R/Bal.

7

mm

L/Bal.

7

mm

L/Bal.

7

mm

D.O.A.

5/3/19

D.O.I.

22/3/19

0319 pm

Survey held at

One line Motorworks

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

Rear RH

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

Date / Time

Action / Instruction

Pleading Document

Steve

27/8/19

discuss with Simon & Mr Lau, pls check parts prices. Submit uncertain \$5550, 7 days

2/9/19

(uncertain) \$5800, 7 days

Cf 13,975.00 Red - 71%)

RECEIVED 02 SEP 2019

26/3

Date/Time, File Pass to?



Preli. Report

1)

02/09/19



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

7

Resurvey No. of Trip:

1

Add Fee:



Site Insp (\$)



Interview (\$)



Tech. Invs (\$)



Weekend (\$)

Survey Fee:

290

Transportation:

) S + RS, SI

) Photos

) Others

TOTAL

290

Report Format:

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

5,800/- 1/5)

Nivitha (LKK Auto)

From: Cynthia Ang <Cynthia.Ang@income.com.sg>
Sent: Friday, 22 March 2019 9:34 AM
To: assignments@lkkauto.com
Cc: Toh Choon Hin; Daniel Koh; Thio Tse Kiat
Subject: TP CASES FARMED OUT TO LKK ON 22/03/2019

Dear Veron / Nivitha,

Please assist to survey the vehicles as per Mr Toh's instruction :-

SN	OIC	Claim No.	Vehicle	WorkShop Name	WorkShop Address	WorkShop Contact	Survey Type	Survey Time	OI Veh	DOA	Additional Remarks
1	Charlotte Chew	MT/1035703-002	XB5499S	HOME ADDRESS	1 TUAS SOUTH STREET 13 SINGAPORE 637084	Mr. Koh / 68983113	Physical Survey	14:00-16:00	SGY2065K	12/03/2019	Poh Seng Enterprises Pte Ltd
2	Jeff Lin	MT/1034758-002	PA8683G	HOME ADDRESS	11 TUAS BAY CLOSE SINGAPORE 637765	Tricia Woo / 97387076	Physical Survey	14:00-16:00	YN6827Y	05/03/2019	One Line Motorworks Trading

Please contact workshops.

Please ack.

Thank You

With Regards

Cynthia Ang
Admin Assistant
Motor Insurance
T +65 6430 7900
www.income.com.sg



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

in wit
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PLEASE CONSIDER OUR ENVIRONMENT BEFORE YOU PRINT THIS EMAIL...

Disclaimer

This e-mail contains privileged or confidential information which is intended only for the use of the

recipient(s) named above. If you have received this message in error, please notify the sender immediately and delete all copies of it. Thank you.

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	9925H
Vehicle Details	
Vehicle No.:	PA8683G
Vehicle to be Exported:	No
Intended Deregistration Date:	26 Mar 2019
Vehicle Make:	KING LONG
Vehicle Model:	XMQ6900K
Primary Colour:	Multi-Colour
Manufacturing Year:	2010
Engine No.:	ISBE420521843354
Chassis No.:	LA6R1DSB2AB204174
Maximum Power Output:	-
Open Market Value:	\$105,885.00
Original Registration Date:	20 Dec 2010
First Registration Date:	20 Dec 2010
Transfer Count:	1
Actual ARF Paid:	\$5,295.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	19 Dec 2020
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	10
QP Paid:	\$32,001.00
COE Rebate Amount:	\$5,532.00
Total Rebate Amount:	\$5,532.00

The information contained herein is correct as at 26 Mar 2019

OK

Steve Chen (LKK Auto)

From: Penny Loo <penny.onelinemotorworks@gmail.com>
Sent: Monday, June 10, 2019 1:03 PM
To: Steve Chen (LKK Auto)
Subject: Re: PA8683G (DOA: 5/3/2019)

Dear Steve,

We refer to your tele-conversation with our Miss Tricia on 7/6/2019.

1. We are not agreeable to your recommended total labour charges of \$3730.00. It is way too low.
2. Your recommended cost for bumper of highest \$2000.00 is not acceptable. We counter propose \$2500.00.
3. You reject the rear right inspection lid cover (\$2600.00). Please take note that the lid cover material is aluminium. How to repair ? After repair it will be wavy. For the sake of good an amicable solution , we propose cost of same at \$2200.00.
4. We are not agreeable to your recommended cost of sticker at \$500.00. Please take note that we unable re-produce the sticker only on that damaged spot because it come with the complete set. We counter propose cost at \$2500.00.

Kindly let us hear from you as soon as possible.

Regards,

David Leong
Claim Consultant

On Tue, Jun 4, 2019 at 6:17 PM Penny Loo <penny.onelinemotorworks@gmail.com> wrote:
Dear Steve ,

We are not agreeable to your recommendation lump sum \$5450.00 , 7 days.

We counter propose lump sum \$10,520.00 and 10 days for repair. We attached herewith our revise marked estimate for your reference.

Kindly let us hear from you as soon as possible.

Regards,
Tricia

On Mon, Jun 3, 2019 at 7:34 PM Steve Chen (LKK Auto) <SteveChen@lkkauto.com> wrote:

Dear Penny,

We have come out with the finalize \$5450 (Lumpsum, before GST). 7 repair days.

Kindly confirm.

Thanks

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315

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

From: Penny Loo [mailto:penny.onlinemotorworks@gmail.com]
Sent: Thursday, May 30, 2019 2:32 PM
To: Steve Chen (LKK Auto)
Subject: PA8683G (DOA: 5/3/2019)

Hi Steve,

Could you kindly finalize PA8683G as soon as possible.

Looking forward to your reply.

Much appreciated.

Regards,

Tricia

Tel: 63395885 / 97387076

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	06/03/2019 17:21
Date Of Accident	05/03/2019 06:30
Exact Location Of Accident	PIONEER SECTOR 1
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	PA8683G
Insured/Policyholder	
Name Of Registered Owner	TIONG HENG TRANSPORT PTE LTD
Co Reg No	201329925H
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-82990950
Vehicle Particulars	
Manufacturer	KING LONG
Model	6900
Exact Purpose for which vehicle was being used at time of accident	WORK PURPOSE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	BUS
Insurance Company	
Name of Insurance Company	NTUC INCOME INSURANCE CO-OPERATIVE LTD
Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Fleet Policy	NO
Policy Number	5106662190
Cover Note Number	
Driver	
Name of Driver	OMAR BIN AHMAD
NRIC No	S2102093A
Date Of Birth	04/12/1951
Occupation	OUTDOOR
Date Of Driving Pass	22/10/1982
Driving Experience	36 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-82990950
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address 1 SOON LEE STREET #06-36 PIONEER CENTRE
Postcode 627605
Was driver an employee of the Insured's Company YES
If No, Relationship of the Driver with the Insured
Vehicle Registration Number of Driver's Own Vehicle -
Insurance Company of Driver's Own Vehicle -

General Information of the Accident

Type Of Accident COLLISION - HEAD TO REAR
Weather Conditions CLEAR
Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO
Number of vehicles (including own vehicle) involved in the accident 2
Was any body injured in the Accident? NO
Was any injured conveyed to hospital by ambulance? NO
Was any other material or property damaged? YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO
Number of Passengers (Including Driver) 39

Details of Police Action

Was the accident reported to the police? NO
If Yes, Please state which Police Station
Was notice of intended Prosecution given? NO
If Yes, against whom?

Circumstances of Accident

REFER ATTACHED

Attachment(s)

Are accident photos available for attachment? YES
Was there any video captured by Car Camera? NO
Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number YN6827Y
Vehicle Make/Model/Colour
Details Of Properties
Vehicle Category COMMERCIAL VEHICLE
Name of Driver CHINNADURAI SARAVANAN
NRIC/Passport Number G7704539U
Contact Number
Address
Postcode
Insurance Company Name
Nature Of Damage
No. Of Passenger (Including Driver)

Sketch Plan


SKETCH PLAN


IMPORTANT NOTICE


1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

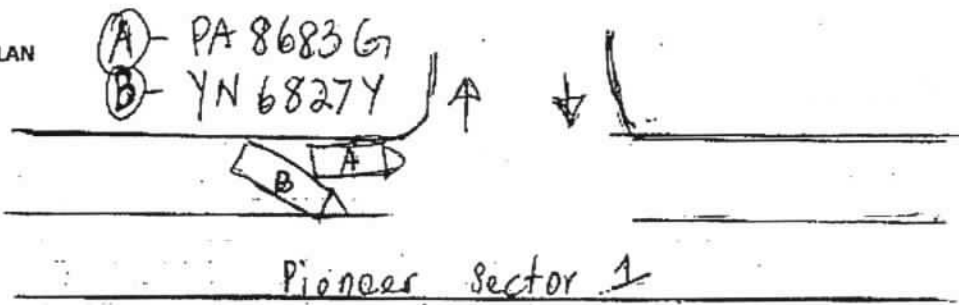

Policyholder's Signature
Date & Time: 5/3/19
1600 hrs.


Driver's Signature
(If driver is not the policyholder)
Date & Time:


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

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On the date 5/3/19 morning 0630hrs. My Bus PA8683G was stationary along Pioneer Sector 1. Out of a sudden, a lorry YN6827Y hit on to the right back of my vehicle.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time: 5/3/19
1600hrs

Driver's Signature

(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature

Name:
NRIC/FIN No.:

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and approved by Insurance Company

ONE LINE MOTORWORKS TRADING

11 Old Toh Tuck Road, SINGAPORE 597649
 Tel/FAX: 6465 3365
 Email: penny.onelinemotorworks@gmail.com

22/3/2019

NTUC Income Insurance Co-operative Ltd
 To : Attending Surveyor

BY HAND

Dear Sirs,

THIRD PARTY CLAIM – REPAIR ESTIMATE FOR PA 8683 G

Traffic accident on 5/3/2019 involving PA 8683 G and YN 6827 Y along Pioneer Sector 1.

We append below our repair estimate for PA 8683 G.

Parts required :-

1 pc	Rear bumper assy.	BR
1 pc	Rear bumper LED lamp	CR BR
1 pc	Rear right taillamp	CR BR
1 pc	Rear lid cover	SVC
1 pc	Rear right lower inspection lid cover	X R
1 pc	Rear right lower vertical side panel	OR
Less 10% trade discount		
1 set	Rear body graphic sticker (special net item)	NEC
Total parts cost		

\$ 3800.00	2000 ✓
\$ 310.00	248 ✓
\$ 960.00	850 ✓
\$ 4200.00	X
\$ 2600.00	X
\$ 280.00	✓
\$12150.00	-10%
\$ 1215.00	3049.20
\$10935.00	
\$ 3100.00	500 ✓
\$14035.00	

Labour charges :-

- | | | |
|--|------------|------|
| a. To supply and spray insulation foam on all affected accident parts. | \$ 1200.00 | 800 |
| b. To putty and spray painting on rear bumper, rear lid cover, rear panel and all affected accident parts. | \$ 2400.00 | 1500 |
| c. To cut/knock/straighten all necessary parts including repairing and changing of all damaged parts and align same. | \$ 2100.00 | 1400 |
| d. To check wiring. | \$ 40.00 | 30 |

Total repair cost

\$19775.00

Note :- This estimate is based on visible damage only. Should any hidden parts and/or labour charges required during works in progress, insurer and/or their surveyor will be notified accordingly.

ONE LINE MOTORWORKS TRADING

DAVID LIANG (h/p 96662662)
 Claims Consultant

Steve (LKK)
 8377 8813

W/L Prepullie
 22/3/19 3:37 pm

7 days

L/S R-y AF spray

26/3/19



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

DAMAGE ASSESSMENT REPORT

NTUC INCOME INSURANCE CO-OPERATIVE LTD Ref: CS/INC19005187/Esd3e2

73 BRAS BASAH ROAD
#05-01 NTUC TRADE UNION HOUSESINGAPORE
189556

Date: 04-09-2019



ATTN : JEFF LIN

Code: INC

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	YN 6827Y	Veh. Inspected	PA 8683G
Policy No.		Coverage (\$)	0.00
Claim No.	MT/1034758-002	Excess (\$)	0.00
Assign From	CYNTHIA ANG	Assign Date	22/03/2019

2. Vehicle Particulars & Condition

Make & Model	KING LONG XMQ6900K	c.c	6693
Engine No.	HIDDEN	Year of Reg.	2010
Chassis No.	LA6R1DSB2AB204174	Colour	YELLOW
Odometer	499785 KM	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	11 R22.5	LING LONG	7 mm
L/H Front Tyre	11 R22.5	LING LONG	7 mm
R/H Rear Tyre	11 R22.5	LING LONG	7 mm
L/H Rear Tyre	11 R22.5	LING LONG	7 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	05/03/2019	Inspect Date / Time	22/03/2019 (03:19 PM)
Survey held at	11 TUAS BAY CLOSE		
Repairer	ONE LINE MOTORWORKS TRADING		

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:	7 Working Days
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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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. PA 8683G

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	REAR BUMPER ASSY	BROKEN	3,800.00	2,000.00
1	REAR BUMPER LED LAMP	BROKEN	310.00	248.00
1	REAR RIGHT TAILLAMP	CRACKED	960.00	850.00
1	REAR LID COVER	SERVICEABLE	4,200.00	-
1	REAR RIGHT LOWER INSPECTION LID COVER	TO REPAIR SEE LABOUR	2,600.00	-
1	REAR RIGHT LOWER VERTICAL SIDE PANEL	BROKEN	280.00	280.00
	LESS 10% DISCOUNT		-1,215.00	-337.80
			10,935.00	3,040.20
<u>SPECIAL NETT ITEMS</u>				
1	SET REAR BODY GRAPHIC STICKER (SN)	NECESSARY	3,100.00	500.00
			3,100.00	500.00
<u>LABOUR</u>				
	TO SUPPLY AND SPRAY INSULATION FOAM ON ALL AFFECTED ACCIDENT PARTS.		1,200.00	800.00
	TO PUTTY AND SPRAY PAINTING ON REAR BUMPER, REAR LID COVER, REAR PANEL AND ALL AFFECTED ACCIDENT PARTS.		2,400.00	1,500.00
	TO CUT / KNOCK / STRAIGHTEN ALL NECESSARY PARTS INCLUDING REPAIRING AND CHANGING OF ALL DAMAGED PARTS AND ALIGN SAME. INCLUSIVE OF THE REPAIR OF REAR RIGHT LOWER INSPECTION LID COVER.		2,100.00	1,400.00
	TO CHECK WIRING.		40.00	30.00
			-	-
			-	-
			-	-
			5,740.00	3,730.00
GRAND TOTAL			19,775.00	7,270.20
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) (UN-CONFIRM)				5,800.00

Report Ref No. CS/INC19005187/Esd3e2



Report Ref No. CS/INC19005187/Esd3e2

CHEN TSUE YEE
Automotive Assessor

A handwritten signature in black ink, appearing to be 'K.K. LAU'.

K.K.LAU CPT(RET)

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

REGD Auto Consultant-SAE, Licensed Appraiser

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