

ASS. REC. BY:

REF:

CS/E7118009610 / Nisbet

Special Instruction:

SUNWAY

ASSIGNMENT (Office)

From (Person): Yee Pei Li

of

E71

Date/Time: 22052018 11:41am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SKN 65J

Insured:

SJY 8311A

at Workshop m/s

Tan Chong Motor.

Tel:

of 911 Bukit Timah Rd

Policy No:

Claim No:

D8MPC18J0826

Sum Insured:

Excess:

Make of Vch:

(Client's Record)

D.O.A.

24042018

CA / REV / REP. / REV 24 HRS 'DS'

30052018 @ 11am owner waiting

H.O.D. Endorsed:

Date/Time:

Person Contacted:

Lawrence

Vehicle IN/OUT

Date/Time

Action/Instruction (✓) Estimate

SKN 65J - X

SJY 8311A - X

04/06/18 @ 10:52 a.m. revised to Pei Li via email.

REF:

ETI

8931C

ASSIGNMENT

From: Date:

Estimated Cost:

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

To Inspect Vehicle No:

SKN 65J

at Workshop m/s

Tan chong

of

911, Bukit Timah Rd

Insured:

Policy No.

Claims No.

Sum Insured:

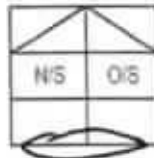
Excess:

(Client's Record)

I am owner waiting
175'

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:

days

Res: Yes or No

Lum Gum:

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS 175'

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SKN 65J

Yr Regn:

2018 MAR

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

Truck / Trailer or

Make:

NISSAN X-TRAIL 2.0

cc

1997

Colour:

WHITE

A/C: Insured / Std / NI / NA

Sp. Reading:

2301

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

JMIJANT3220010838

Gen. Cond: Good / Poor / Burnt

Steering: Good / Jammed / Leaked / Burnt or

Brake: Good / Jammed / Leaked / Burnt or

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

Tyre Size:

F: 225/55R19

R:

B5 / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or

Front:

Rear:

R/Bal:

6

mm

R/Bal:

6

mm

L/Bal:

6

mm

L/Bal:

6

mm

D.O.A:

24/04/18

D.O.A:

30/05/18

Survey held at

TAN CHONG

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

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

Date / Time

Action / Instruction

29/08/18 Confirmed P/P \$ 2,240.76 @ 3 days with Resul.
(+ 2,282.12 Red - 50%)

RECEIVED 1 AUG 2018

RECEIVED 1 SEP 2018

ETIAD W

Date/Time: File Pass to?

31/08/18

1)

Type

Date/Time: File Return to?



: Prel. Report



: Final Report

Days Of Repair:

3

Resurvey No. of Trip:

1

Survey Fee:

250

Transportation:

1. S-RS \$

1. Photo

1. Notes

1. TOTAL

250

Add Fee:



Site Insp \$



Interview \$



Tech Insp \$



Weekend \$

Report Format:

Lump Sum / I.B.I. \$ 2,240.76 P/P

TAN CHONG MOTOR SALES PTE. LTD.
911, BUKIT TIMAH ROAD
SINGAPORE 589623

28/04/18
1706

ESTIMATE : ACCIDENT/BOOT REPAIRS
WORKSHOP : BUKIT TIMAH
CONTACT NO : 4694091
REFERENCE : INS/IC/LAW/0153/2018
DATE : 28-APR-2018

ERGO INSURANCE PTE LTD
5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
S(038885)
TEL : 68299199
FAX : 68299247/9248
ATTN : CLAIM MANAGER

DIRECT SETTLEMENT

OWNER CLAIMING LOSS OF USE / RENTAL

CAR AT WORKSHOP / CAR NOT AT WORKSHOP

KINDLY REVERT TO ME ASAP

EMAIL : lawrenceteo@tanchong.com

H/P : 94568832

FAX : 64697472

OWNER'S NAME : TAY LEE HENG & TAY AN TER
ADDRESS : 7 TAI KENG AVE

S(535491)

TELEPHONE NO :

TYPE OF CLAIM : THIRD PARTY CLAIM
POLICY NO : TP-SJY8311A
VEHICLE NO : SFN65J
MODEL CODE : JPH00RT32EMAF---A
MODEL/YEAR : NISSAN X-TRAIL FACELIFT MY2017
ENGINE NO : HR20225750C
CHASSIS NO : JN1JANT3220010838
MILEAGE : 1 KM
DATE IN : 28/04/2018
LIABILITY : 0.00
EXCESS CLAUSE : 0.00
ESTIMATE BY : LAWRENCE
ACCIDENT DATE : 24/04/2018

Wor/Wor ??

an
APR 7
11am
30/05/18

TAN CHONG MOTOR SALES PTE. LTD.
DUKIT TIMAR W/SECF
SERVICE DEPARTMENT

ESTIMATED LABOUR CHARGES FOR ACCIDENT VEHICLE REGD NO SKH65J

S/NO JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1 RP1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00	/
2 RS	SUPPLY & INSTALL REVERSE SENSOR	110.00	/SHO
3 SEAL1	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	100.00	X
4 II/001	REPAIR END PANEL AND REFINISH REAR BUMPER	100.00	585
5 II/002	SP/PAINT REAR BUMPER(2 TONE), BUMPER SPOILER AND END PANEL	120.00	750
TOTAL LABOUR CHARGES		2530.00	

TAN CHONG MOTOR SALES PTE. LTD.
BUKIT TIMAH W/SHOP
SERVICE DEPARTMENT

MATERIAL LIST FOR ACCIDENT VEHICLE REGN NO 886653

		DAMAGED PARTS & PRICES		
S/NO	PARTS DESCRIPTION	PARTS NUMBER	NETT	LIST S/NETT REMARKS
1	GROMMET ARC \$4.50 EA X 06	76881-JG00A	27.00 ? X	} AN
2	GROMMET ARC \$2.50 EA X 04	76848-JG00B	10.00 ? X	
3	CLIP ARC \$2.50 EA X 03	01553-10641	7.50 ? X	
4	CLIP ARC \$2.50 EA X 02	76847-JG00A	5.00 ? X	
5	CLIP ARC \$3.00 EA X 04	76882-JG10A	12.00 ? X	
6	FILLET-MLOG RH REAR ARC	78860-4CE1A	150.00 ? X	
7	STAY-RR BUMPER RH	H5210-4CCHA	174.80 ? X	
8	STAY-RR BUMPER LH	H5211-4CCHA	174.80 ? X	
9	REINF-BUMPER RH	85032-4CC0A	533.80 ? X	
10	CLIP BUMPER \$1.20 EA X 02	66820-4BASA	2.40 M -	
11	GROMMET BUMPER \$1.80 EA X 02	01281-00711		3.60 M -
12	REY-RR BUMPER CENTER	85040-6PL0A	84.00 ? X	5 U
13	FINISHER BUMPER	85070-1EADA	105.00 ? X	8 U
14	8 MLOG RR BUMPER SPOILER	85072-6PL1A	153.10 CR -	
15	BRACKET-BUMPER RH	85220-4CE0A	35.90 M -	
16	FACE-RR BUMPER	85022-8FR0H	633.80 DF -	
17	SUNDRIES	HPH		100.00 20
18	REVERSE SENSOR(J11 & T32)	SENSOR-TES140		210.00 ? X 5 U
SUB TOTAL			2099.10	0.00 313.60
LESS DISCOUNT (NETT-20.00%, LIST-30.00%, S/NETT-.00%)			419.82	0.00 0.00
GRAND TOTAL			1679.28	0.00 313.60
OVERALL TOTAL			1992.88	

LEGEND: REMARKS(OK) = APPROVED, REMARKS(X) = NOT APPROVED

TAN CHONG MOTOR SALES PTE. LTD.
BUKIT TIRAH W/SHOP
SERVICE DEPARTMENT

SUMMARY OF ESTIMATE FOR VEHICLE REGN NO SXN45J

TOTAL LABOUR CHARGES	2130.00
TOTAL SPARE PARTS CHARGES	1992.88
GRAND TOTAL	4522.88 *

* All charges do2 not include GST.

SURVEYOR'S PARTICULARS

NAME
SURVEYED DATE
AUTHORIZED DATE
EXCESS CLAUSE
LIABILITY
REMARKS

Rasul - Hp 96010068

30/05/18 @ 1100

3 days

0.00

0.00

30/05/18 @ 1100

Regy 24 point

[Signature]
6/6/18

PIS NOTE : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges & spare parts in the process of repairs, we shall inform you accordingly.

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 is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

TAN CHONG MOTOR SALES PTE. LTD.
811, BUKIT TIMAR ROAD
SINGAPORE 589623

FINALISED : ACCIDENT/BODY REPAIRS
WORKSHOP : BUKIT TIMAR
CONTACT NO : 4594091
REFERENCE : IRB/IC/LAW/0153/2018
DATE : 28-APR-2018

ERGO INSURANCE PTE LTD
5 TEMASEK BOULEVARD
#04-01 SUMTEC TOWER FIVE
S(039985)
TEL : 68299139
FAX : 68299247/9248
ATTN : CLAIM MANAGER

OWNER'S NAME : TAY LEE MENG & TAY AH TER
ADDRESS : 7 TAI FENG AVE
S(533491)
TELEPHONE NO : 96348863

TYPE OF CLAIM : THIRD PARTY CLAIM
POLICY NO : TP-SJT8311A
VEHICLE NO : SKH65J
MODEL CODE : J0RNRRIT32ENAF---A
MODEL/YEAR : NISSAN X-TRAIL FACELIFT MY2013
ENGINE NO : NR20225758C
CHASSIS NO : JN1JANT32E0010638
MILEAGE : 1 KM
DATE IN : 28/04/2018
LIABILITY : 0.00
EXCESS CLAUSE : 0.00
ESTIMATE BY : LAWRENCE
ACCIDENT DATE : 24/04/2018

O/S
Cou
#80X02
= #160/-

TAN CHONG MOTOR SALES PTE. LTD.
 BUKIT TINAH W/SHOP
 SERVICE DEPARTMENT

LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO SEN453

S/NO JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1 RP1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00	120.00
2 RS	SUPPLY & INSTALL REVERSE SENSOR	110.00	110.00
3 SEAL1	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	100.00	.00
4 RS/001	REPAIR END PANEL AND RENEW REAR BUMPER	1000.00	585.00
5 RS/002	S/PAINT REAR BUMPER(2 TONS), BUMPER SPOILER AND END PANEL	1200.00	750.00
TOTAL LABOUR CHARGES		2530.00	1565.00

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 is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

TAN CHONG MOTOR SALES PTE. LTD.
 SUKIT TIMAH W/SHOP
 SERVICE DEPARTMENT

MATERIAL LIST FOR ACCIDENT VEHICLE REGN NO SKN65J

S/NO	PARTS DESCRIPTION	PARTS NUMBER	DAMAGED PARTS & PRICES			REMARKS
			NETT	LIST	S/NETT	
1	GROMMET ARC \$4.50 EA X 06	76881-J000A	27.00			X
2	GROMMET ARC \$2.50 EA X 04	76846-J000D	10.00			X
3	CLIP ARC \$2.50 EA X 03	01553-10641	7.50			X
4	CLIP ARC \$2.50 EA X 02	76847-J000A	5.00			X
5	CLIP ARC \$3.00 EA X 04	76882-JG10A	12.00			X
6	FILLET-MLDO RH REAR ARC	76840-4CE1A	150.00			X
7	STAY-RH BUMPER RH	H5210-4CCMA	174.80			X
8	STAY-RH BUMPER LH	H5211-4CCMA	174.80			X
9	REINP-BUMPER RH	85032-4CC0A	533.80			X
10	CLIP BUMPER \$1.20 EA X 02	66820-4BASA	2.40			OK
11	GROMMET BUMPER \$1.80 EA X 02	01281-00711			3.60	OK
12	BRKT-RH BUMPER CENTER	85040-67L0A	84.00			X
13	FINISHER BUMPER	85070-1XA0A	105.00			X
14	S MLDO RH RHPR SPOILER	85072-67L1A	193.10			OK
15	BRACKET-BUMPER RH	85220-4CE0A	35.90			OK
16	FACE-RH BUMPER	85022-67R0H	623.80			OK
17	SUNDRIES	NPR			20.00	OK
18	REVERSE SENSOR(J11 & T32)	SENSOR-TX5140			210.00	X
SUB TOTAL			815.20	0.00	23.60	
LESS DISCOUNT (NETT-20.00%, LIST-30.00%, S/NETT-.00%)			163.04	0.00	0.00	
GRAND TOTAL			652.16	0.00	23.60	
OVERALL TOTAL			675.76			

LEGEND: REMARKS(OK) = APPROVED, REMARKS(X) = NOT APPROVED

TAN CHONG MOTOR SALES PTE. LTD.
911, BUKIT TIMAH ROAD
SINGAPORE 599623

SUMMARY OF OVERALL CHARGES FOR VEHICLE REGN NO 8EH45J

NETT ITEM	815.20
LESS 10.00%	-163.04
NETT AMOUNT	652.16
LIST ITEM	0.00
LESS 10.00%	0.00
LIST AMOUNT	0.00
SPECIAL NETT ITEM	23.60
LESS .00%	0.00
SPECIAL NETT AMOUNT	23.60
TOTAL LABOUR CHARGES	1565.00
TOTAL SPARE PARTS CHARGES	675.76
TOTAL CHARGES	2240.76
ADD 7 % GST	156.85
GRAND TOTAL	2397.61

Date: 02.05.2018
Our Reference: DSMPC1800826/RH/pl
Your Reference: SKN 65J

To: TAN CHONG MOTOR SALES PTE LTD

Sent via Fax
or
Email lawrenceteo@tanchong.com

Pre-Repair Survey (PRS) Acknowledgement

Vehicle For Inspection: SKN 65J
Insured's Vehicle: SIY 8311A
Date Of Accident: 24.04.2018

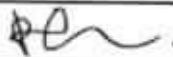
We acknowledge receipt of your request for PRS on: 30.04.2018

In compliance with "State Courts Practice Directions Amendment No.1 of 2016", do select an assessor from the list below and indicate your selection in the box marked *.

*

AIS	Automobile Inspection Services Pte Ltd	LBS	L.B.S Auto Consultants Pte Ltd
FTA	FormTeam Consultancy Pte Ltd	LKK	LKK Auto Consultants Pte Ltd
IAS	Infiniti Appraisal Service	PS	Priority Services
JPK	JP Knights Pte Ltd	VAC	Vicom Ltd

☐	Your request for inspection does not have your client's cost of repair estimate, kindly forward a copy.
☐	Your request for inspection does not have your client's GIA report, kindly forward a copy.
☒	We acknowledge your interest for direct settlement, we will assess & revert soon.
☐	Our Insured's driver has not reported the accident to us today.
☒	Others: <u>OFFICER-IN-CHARGE - ROHAINI</u>

Prepared by:		Pei Li	6829 9194	<u>claims@ergo.com.sg</u>
Signature:				FAX : 6829 9247

Assessor use only:

Assignment Date: _____
Assignment Time: _____

Remarks:

Workshop use only:

Assessor attended workshop on:

Date: _____
Time: _____
Inspector: _____

☐ Vehicle not available at the appointed date and time.

Kindly acknowledge our Assessor presence for the above job .

Workshop Acknowledgement & Stamp.

Note: Our Inspection is on a without admission to liability basis.

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Monday, 4 June 2018 10:52 AM
To: 'Survey Report (ERGO Insurance Pte. Ltd.)'
Cc: 'assignments'; 'SUR'; 'Catherine Chong (LKK Auto)'
Subject: RE: OI : SJY8311A / TP : SKN65J/LKK / DOA : 24/04/2018 (DSMPC1800826)
Attachments: SKN 65J - Preli Advise.pdf

Dear Pei Li,

Enclosed herewith preliminary advice of SKN 65J.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315

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

From: Catherine Chong (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Monday, 28 May 2018 9:59 AM
To: 'Survey Report (ERGO Insurance Pte. Ltd.)' <Survey.Report@ergo.com.sg>
Cc: 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: OI : SJY8311A / TP : SKN65J/LKK / DOA : 24/04/2018 (DSMPC1800826)

Dear Pei Li,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Survey Report (ERGO Insurance Pte. Ltd.) [mailto:Survey.Report@ergo.com.sg]
Sent: Monday, 28 May, 2018 9:11 AM
To: admin-d@lkkauto.com
Subject: FW: OI : SJY8311A / TP : SKN65J/LKK / DOA : 24/04/2018 (DSMPC1800826)

RE-SENT

From: Survey Report (ERGO Insurance Pte. Ltd.)
Sent: Tuesday, 22 May, 2018 11:41 AM
To: 'admin-d@lkkauto.com'
Subject: OI : SJY8311A / TP : SKN65J/LKK / DOA : 24/04/2018 (DSMPC1800826)

Catherine Chong (LKK Auto)

From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Sent: Tuesday, 22 May, 2018 11:41 AM
To: 'admin-d@lkkauto.com'
Subject: OI : SJY8311A / TP : SKN65J/LKK / DOA : 24/04/2018 (DSMPCL800826)
Attachments: SJY8311A - SAS.pdf; SKN65J - SAS.pdf; SKN65J - ESTIMATE.pdf; SKN65J - PRS FORM.pdf; RE: ACCIDENT INVOLVING SKN65J & SJY8311A ON 24.04.2018 INS/IC/LAW/0153/2... (19.4 KB)

Dear Catherine,

In compliance with "State Courts Practice Directions Amendment No.1 of 2016" in regards to the Pre Repair Survey, both TP repairer and ERGO Insurance Pte Ltd have agreed on your company **LKK AUTO CONSULTANTS PTE LTD** to be the "Single Joint Expert".

Please assist to conduct this survey from **TAN CHONG MOTOR SALES PTE LTD.**

ADDRESS : 913 BUKIT TIMAH ROAD
SINGAPORE 589622

PERSON TO CONTACT : LAWRENCE TEO @ 6703 8914 / 6466 7711

ERGO OFFICER-IN-CHARGE : ROHAINI

*Note: To survey on **DIRECT SETTLEMENT** basis. Please advise the consistency of damages to third party vehicle and Inform the repairer in writing, that you are require to conduct a re-survey before vehicle is returned to claimant. They are to contact your office directly. Please do keep us in the loop.*

Please fill up the necessary on ERGO PRS Form from workshop and return to us together on your update of the survey status via Survey.Report@ergo.com.sg.

Attached are estimate, insured and third party SAS (note: reports not to be released to any Third Party).

Kindly acknowledge receipt of this email.

Thank you.

Yee Pei Li

Claims Assistant (Motor)
ERGO Insurance Pte. Ltd.
5 Temasek Boulevard
#04-01 Suntec Tower Five
Singapore 038985
Tel : 65 6829 9199 DID: 65 6829 9194
Website: www.ergo.com.sg

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.



Auto
Consultants
Pte Ltd

Company Registration No. 199007198R

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

Your Ref: DSMPC1800826

Date: 04 June 2018

Our Ref: CS/EG118009610/R1sb

The Motor Claims Department
ERGO INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO. SKN 65J

Please be informed that we had conducted the inspection of the abovementioned vehicle on 03/05/2018 at the premises of M/s Tan Chong Motor Sales Pte Ltd and have the following to report:-

Workshop Estimate Amount	: <u>S\$ 4,522.80</u>
Revised Estimate Amount (Labour)	: <u>S\$ 2,240.76</u>
"Check" Items Amount	: <u>S\$ 1,027.12</u>
Market Value	: <u>S\$ -</u>
LTA Reimbursement Value	: <u>S\$ -</u>
Nett Value	: <u>S\$ -</u>

Description of Damage:

The vehicle sustained damages at the rear portion.



Comments/ Present Status:

Damages Consistent.

Repair days: 3 Days

Yours faithfully,
Mohammed Rasul
Automotive Assessor

Suwanna (LKK Auto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 26 March 2019 9:21 AM
To: Suwanna (LKK Auto)
Cc: Admin A
Subject: FW: Accident involving SJY8311A and SKN65J on 24/04/2018
Attachments: 22032019101018-0001.pdf; SKN65J SAS.PDF; SJY8311A SAS.PDF

Follow Up Flag: Follow up
Flag Status: Flagged

-----Original Message-----

From: Jeannie Cheng <jeannie.cheng@ergo.com.sg>
Sent: Friday, 22 March, 2019 11:39 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Accident involving SJY8311A and SKN65J on 24/04/2018

Hi Mei Kwan,

Can you please assist? Liability is clear.

Thank you.

Warmest Regards,
Jeannie Cheng
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five Singapore 038985 jeannie.cheng@ergo.com.sg

www.ergo.com.sg

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.

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From: CLAIMS01 [mailto:claims01@ergo.com.sg]

Sent: Friday, March 22, 2019 10:10 AM

To: Jeannie Cheng

Subject: Scan Data from CLAIMS01

Number of Images: 6

Attachment File Type: PDF

Device Name: CLAIMS01

Device Location:

Jia Le (LKK Auto)

From: Norsipah <norsipah@tanchong.com>
Sent: Thursday, 18 April 2019 10:23 AM
To: Hsiao Tong (LKKAuto); Admin A; Jia Le (LKK Auto)
Subject: RE: Your Ref: SKN65J *Our Ref: CS/EGI/18009610/R1da3-1 [ACCIDENT INVOLVING SJY8311A(ERGO) & SKN65J ON 24/04/2018]

Hi,

Noted. Looking forward in receiving the payment soon.

Thank you.

Best Regards,
Sipah
Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589623

From: Lawrence Teo <lawrenceteo@tanchong.com>
Sent: Tuesday, April 16, 2019 03:47 PM
To: Norsipah <norsipah@tanchong.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: RE: Your Ref: SKN65J *Our Ref: CS/EGI/18009610/R1da3-1 [ACCIDENT INVOLVING SJY8311A(ERGO) & SKN65J ON 24/04/2018]

Dear Sipah,

Fyna.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd
913 Bukit Timah Road
Singapore 589622
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472
Email: lawrenceteo@tanchong.com
Website: www.tanchong.com :: www.nissan.com.sg

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: 16 April 2019 15:24
To: Lawrence Teo <lawrenceteo@tanchong.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Your Ref: SKN65J *Our Ref: CS/EGI/18009610/R1da3-1 [ACCIDENT INVOLVING SJY8311A(ERGO) & SKN65J ON 24/04/2018]

Your Ref: **SKN 65J** Without Prejudice
Our Ref: CS/EGI/18009610/R1da3-1

Dear Sirs/Mdm.

ACCIDENT INVOLVING SJY 8311Z(QBE) & SKN 65J ON 24/04/2018

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 2,397.61
2. Loss of Use (2days x \$80.00)	\$ 160.00
3. LTA/GIA Search Fee	\$ 2.00
TOTAL	\$ 2,559.61

We will proceed to close file.

"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)

SATISFACTORY NOTE

TAN CHONG MOTOR SALES PTE LTD (TCMS)

AUTOLUTION INDUSTRIAL PTE LTD (AIPL)

TC AUTOCLINIC PTE LTD (TCAC)

☒
☐
☐

DATE:

OWNER NAME:

TAY LEE MANG
TAY AN TAN

NRIC NO.:

ADDRESS:

7 TAY KIAN AVE
S 535491

TYPE OF CLAIM:

☐

OWN DAMAGE (OD)

☐

OWN DAMAGE (OD) & UNINSURED LOSS
(EXCESS & LOSS OF USAGE) VIA
TCMS / AIPL / TCAC

☐

THIRD PARTY THROUGH
TCMS / AIPL / TCAC

☒

THIRD PARTY - OWNER
DIRECT CLAIM AGAINST
THIRD PARTY INSURANCE

☐

WINDSCREEN / GLASS (W/S)

VEHICLE MODEL:

NISSAN T-TRAC

INSURANCE CO.:

DLG - F&W

REGN. NO.:

SKN65J

CLAIM NO.:

CHASSIS NO.:

POLICY NO.:

DATE OF ACCIDENT:

24/04/18

DATE RECEIVED:

05/06/18

DATE COMPLETED:

07/06/18

We / I hereby confirmed that the accident repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd and that all necessary repairs as resulted of the accident of the above vehicle have been completed to our / my satisfaction and that We / I have no futher claim whatsoever against the above Company in respect thereof. Terms and Conditions as stipulated in the overleaf applies.

We / I have taken delivery of my car after all necessary repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd on*

Note: In the event of an Own Damage Claim, your Insurance Company may under policy terms & conditions, or as standard Industrial Practice, increase the loading on your premium during Insurance Policy renewal. Your NCD [Non Claim Discount] may also be affected, subject to business policy of respective Insurance Company.

x

(NAME / SIGNATURE OF INSURED)

FOOTNOTE:

☐

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER
THROUGH TCMS'S LEGAL AID

☐

DEPOSIT PAID BY OWNER

☐

OWNER WILL MAKE CLAIM AGAINST
THIRD PARTY INSURANCE COMPANY

☐

DOCUMENTS RETURNED TO
OWNER

☐

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER UNINSURED LOSS. (EXCESS
PAYMENT & LOSS OF USAGE)

INSURANCE CO. COPY

* Delete When Necessary

PC187876

LKC

Letter Of Claim For Uninsured Loss

Insurance Company: ERAO Date: 21 OCT 2018
 Address: _____
 Attention: Claims Department - Motor Claims Manager



Dear Sir/Madam,

Subject: Accident involving vehicle number SPN6SJ & SY8311A
 at Singapore Trade Mart Caravan on 24.4.2018.

I am the owner of Vehicle Number SPN6SJ which was involved with the accident as mentioned above.

As the accident was solely caused by your insured vehicle, bearing registration number SY8311A, I hereby submit my claim against your company for the uninsured loss which are as follows:

Excess payment for OD claim	\$	<u>160.00</u>
Loss of usage (S\$/day) for <u>2</u> days x <u>80</u>	\$	<u>160.00</u>
Car rental as per invoice attached	\$	<u>2.00</u>
Search fee	\$	<u>2397.61</u>
Others <u>Cost of Repair</u>	\$	<u>2559.61</u>
Total claim amount	\$	<u>2559.61</u>

Enclosed please find copies of GIA report, invoices and certificate of insurance for your necessary review.

Kindly reply me within 14 days from the date hereof, or alternatively let me have the full and final settlement for all uninsured loss which amounted to \$ 2559.61, failing which I will have to recover all losses via legal action. Please also note your prompt action will help to reduce the claim cost.

Yours sincerely

(Owner of motor vehicle)
 Name: Tay Lee Meng
 Address: 7 Edie Kap Avenue
 Telephone: 96348863

S(5)5491

**Third Party Direct Settlement
Letter of Authority**

1. Accident involving vehicle number SKN65J & STY8211A at Singapore Customs for Car Custom on 24.4.2018
2. I, Tay Lee Meng NRIC S1038931C, owner of motor vehicle no. SKN65J hereby authorize my repair workshop, namely TAN CHONG MOTOR SALES PTE LTD to act for me with respect to the following:
- a) To submit my claims for all losses including uninsured loss, rental car charges, medical fees, excess payment and cost of repairs.
 - b) To resolving my claim as they deem fit, including settling the matter on basis of my contributing negligence if any.
 - c) To receive payment for settlement of my claim and all payment be made payable to the workshop for cost of repairs and other uninsured losses.
 - d) To sign discharge voucher on my behalf.
3. I understand that the claim for loss of use of my vehicle will be based on the number of days estimated by the surveyor in his report to be required for repair. The actual number of days may be more due to unavailability of parts, weekend, holidays and other operational exigencies and I accept that it may not be possible to claim for the extra days. In addition, any contributory negligence part of my claim can also affect portion of my claim for loss of usage.
4. I further acknowledge that any settlement that workshop may reach on my behalf is on a without prejudice basis and without admission of liability basis insofar as the driver/owner/insures of the other vehicle is concerned.
5. For successful recovery of upfront Excess payment by claimant, the workshop shall effect refund accordingly to the mode of upfront payment:
- a) For upfront Excess payment by credit card, the refund shall be credited to the respective Credit Card Account via Credit Card Company handling the transaction.
 - b) For Excess payment by cash, the workshop shall refund the amount to the claimant via cheque payment.

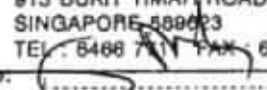
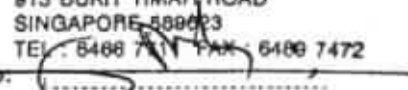
Dated this 30 (Day) of 05 (Month) 18 (Year)

Claimant Particulars

Name: Tay Lee Meng
Address: 7 Tai Leng Road
Tel No.: S(535477)
Signature: 

Authorized Workshop

Workshop: BUKIT TIMAH
Claim Officer: LAWRENCE TEO

TAN CHONG MOTOR SALES PTE LTD
913 BUKIT TIMAH ROAD
SINGAPORE 588023
Signature: 
& Co. Stamp: 
TEL: 5468 7471 FAX: 5468 7472

Email: lawrenceteo@tanchong.com

Tan Chong Motor Sales Pte Ltd

911 Bukit Timah Road Tan Chong Motor Centre Singapore 589622
SERVICE CENTRES
913, BUKIT TIMAH ROAD, SINGAPORE 589623, TEL: 64694091/92
17 LORONG 8 TOA PAYOH SINGAPORE 319254, TEL: 63570753/4/5
GST Regn No: 19-9106231-D
Co. Regn No : 199106231D



TAX INVOICE

GST REG: 19-9106231-D

NAME : ERGO INSURANCE PTE LTD
ADDRESS : 5 TEMASEK BOULEVARD
TELEPHONE : #04-01 SUNTEC TOWER FIVE S(038985)
MODEL : 68299199
ENGINE NO : JDRNRRZT32EWAFF---A
CHASSIS NO : MR20225758C
VEHICLE NO : JN1JANT32Z0010838
SKN65J

INVOICE NO :
INVOICE DATE : W12140004
TERMS : 17-SEP-2018
DATE REC'D : CREDIT
SA/SE : 31-MAY-2018
JOB NO : LAW
MILEAGE : BG1035966
YOUR REFERENCE : 002515
INS/IC/LAW/0153/20

ITEMS	JOB DESCRIPTION	AMOUNT
	LABOUR	
1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00
2	SUPPLY & INSTALL REVERSE SENSOR	110.00
3	REPAIR END PANEL AND RENEW REAR BUMPER	585.00
4	S/PAINT REAR BUMPER(2 TONE), BUMPER SPOILER AND END PANEL	750.00
	SUBTOTAL	1565.00
	PARTS	
1	GROMMET BUMPER \$1.80 EA X 02 Qty:2 @ \$1.80 each (Special Nett Item)	3.60
2	CLIP BUMPER \$1.20 EA X 02 Qty:2 @ \$1.20 each (Disc:20.00% After Disc:\$1.92each)	1.92
3	FACE-RR BUMPER Qty:1 @ \$623.80 each (Disc:20.00% After Disc:\$499.04each)	499.04
4	S MLDG RR BMPR SPOILER Qty:1 @ \$153.10 each (Disc:20.00% After Disc:\$122.48each)	122.48
5	BRACKET-BUMPER RH Qty:1 @ \$35.90 each (Disc:20.00% After Disc:\$28.72each)	28.72
6	SUNDRIES Qty:1 @ \$20.00 each (Special Nett Item)	20.00
	SUBTOTAL	675.76

DOLLARS:

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this invoice must be made within seven (7) days from the date of this invoice, otherwise it shall be assumed that this invoice has been accepted as correct and conclusive.

CUSTOMER

Tan Chong Motor Sales Pte Ltd

911 Bukit Timah Road Tan Chong Motor Centre Singapore 589622
SERVICE CENTRES
913, BUKIT TIMAH ROAD, SINGAPORE 589623, TEL: 64694091/92
17 LORONG 8 TOA PAYOH SINGAPORE 319254, TEL: 63570753/4/5

GST Regn No: 19-9106231-D
Co. Regn No : 199106231D



TAX INVOICE

GST REG: 19-9106231-D

NAME : ERGO INSURANCE PTE LTD
ADDRESS : 5 TEMASEK BOULEVARD
TELEPHONE : #04-01 SUNTEC TOWER FIVE S(038985)
MODEL : 68299199
ENGINE NO : JDRNRRT32EWAFF---A
CHASSIS NO : MR20225758C
VEHICLE NO : JN1JANT32Z0010838
SKN65J

INVOICE NO :
INVOICE DATE : W12140004
TERMS : 17-SEP-2018
DATE REC'D : CREDIT
SA/SE : 31-MAY-2018
JOB NO : LAW
MILEAGE : BG1035966
YOUR REFERENCE : 002515
INS/IC/LAW/0153/20

ITEMS	JOB DESCRIPTION	AMOUNT
1	REMARKS AIG CLAIM AGAINST ERGO INSURANCE DOA:24.04.2018	
2	TOC:DIRECT SETTLEMENT	
3	OUR REF:INS/IC/LAW/0153/2018	
4	SATISFACTION NOTE ATTACHED	
5	T/P VEHICLE NO:SJY8311A	
6	OIC:PEI LI (ERGO)AUTHORISE ON 21.05.2018 @ 0907HRS	
7	SURVEY BY:RASUL (LKK) ON 30.05.2018 @ 1100HRS	
	RECOMMEND 3 DAYS REPAIR	
	OWNER CLAIM LOSS OF USE	
	REPAIR FROM 05.06.2018-07.06.2018	
	Insurance Co : ERGO INSURANCE PTE LTD	
	Policy No..... TP-SJY8311A	
	Claim Type ... DIRECT SETTLEMENT / THIRD PARTY CLAIM	
	DOA..... 24-APR-2018	
	Our Ref..... INS/IC/LAW/0153/2018	
	Surveyor..... M/S LKK ENGINEERING & MANAGEMENT SERVICES	
	LABOUR :	1565.00
	PARTS :	675.76
	SUBTOTAL :	2240.76
	TOTAL :	2240.76
	GST(7%) :	156.85
	AMOUNT DUE :	2397.61

(NB : NC=No Charge;P=Included in Package;W=Warranty;G=Goodwill)
DOLLARS: TWO THOUSAND THREE HUNDRED NINETY
SEVEN AND CENTS SIXTY ONE ONLY.

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this invoice must be made within seven (7) days from the date of this invoice, otherwise it shall be assumed that this invoice has been accepted as correct and conclusive.

CUSTOMER



GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE
6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-064546
Date of Request: 28/04/2018

Your Ref No: Online Purchase

Tan Chong Motor Sales Pte Ltd
911, Bukit Timah Road
Singapore 589622

Dear Sir/Madam,

Enquiry Date 28/04/2018
Enquiry By Eric Koh Yong Lang
TP Vehicle No. SJY8311A
Accident Date 24/04/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:
Date:
☒ GIRO ☐ Cash ☐ Cheque



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

To : M/s ERGO INSURANCE PTE LTD

Date: 29/04/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	SJY 8311A	(Insd Veh)	Your Ref. No. : DSMPC1800826
	SKN 65J	(TP Veh)	Our Ref. No. : CS/EGI18009610/R1da3q2-1
Date of Accident	24/4/2018		

Liability	100%	
Final Repair Cost	: \$ 2,397.61	
Loss of Use	: \$ 160.00	2 days
Rental (If any)	: \$	days
Others:	: \$ 2.00	
	: \$	
	2,559.61	
Final Settlement Sum	: \$ 2,559.61	
Remarks	:	

<u>Payment Instruction: Payee's Breakdown</u>		
1)	TAN CHONG MOTOR SALES PTE LTD	: \$ 2,559.61
		: \$

JOANNE LEE

LKK Auto Consultants Pte Ltd

**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

ERGO INSURANCE PTE LTD

Ref : CS/EGI18009610/R1sbe2

5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
SINGAPORE 038985

Date : 19-09-2018



Code : EGI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SJY 8311A	Veh. Inspected	SKN 65J
Policy No.		Coverage (\$)	0.00
Claim No.	DSMPC1800826	Excess (\$)	0.00
Assign From	YEE PEI LI	Assign Date	22/05/2018

2. Vehicle Particulars & Condition

Make & Model	NISSAN X-TRAIL 2.0	c.c	1997
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	JN1JANT32Z0010838	Colour	WHITE
Odometer	2301	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/55 R19	BRIDGESTONE	6 mm
L/H Front Tyre	225/55 R19	BRIDGESTONE	6 mm
R/H Rear Tyre	225/55 R19	BRIDGESTONE	6 mm
L/H Rear Tyre	225/55 R19	BRIDGESTONE	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.
--

5. General Information

Accident Date	24/04/2018	Inspection Date	30/05/2018
Survey held at	TAN CHONG MOTOR SALES PTE LTD 911, BUKIT TIMAH RD. SINGAPORE 589623.		

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:	3 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 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKN 65J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
6	GROMMET ARC @\$4.50 (N)	NOT NECESSARY	27.00	-
4	GROMMET ARC @\$2.50 (N)	NOT NECESSARY	10.00	-
3	CLIP ARC @\$2.50 (N)	NOT NECESSARY	7.50	-
2	CLIP ARC @\$2.50 (N)	NOT NECESSARY	5.00	-
4	CLIP ARC @\$3.00 (N)	NOT NECESSARY	12.00	-
1	FILLET-MLDG RH REAR ARC (N)	NOT NECESSARY	150.00	-
1	STAY-RR BUMPER RH (N)	NOT NECESSARY	174.80	-
1	STAY-RR BUMPER LH (N)	NOT NECESSARY	174.80	-
1	REINF-BUMPER RR (N)	NOT NECESSARY	533.80	-
2	CLIP BUMPER @\$1.20 (N)	NECESSARY	2.40	2.40
1	BRKT-RR BUMPER CENTER (N)	SERVICEABLE	84.00	-
1	FINISHER BUMPER (N)	SERVICEABLE	105.00	-
1	S MLDG RR BMPR SPOILER (N)	CRACKED	153.10	153.10
1	BRACKET-BUMPER RH (N)	NECESSARY	35.90	35.90
1	FACE-RR BUMPER (N)	DEFORMED	623.80	623.80
	LESS 20% DISCOUNT		-419.82	-163.04
			1,679.28	652.16
<u>SPECIAL NETT ITEMS</u>				
1	REVERSE SENSOR (SN)	SHORTED	110.00	110.00
2	GROMMET BUMPER @\$1.80 (SN)	NECESSARY	3.60	3.60
1	SUNDRIES (SN)	NECESSARY	100.00	20.00
1	REVERSE SENSOR (J11 & T32) (SN)	SERVICEABLE	210.00	-
			423.60	133.60
<u>LABOUR</u>				
	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL.		120.00	120.00
	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA.	NOT NECESSARY	100.00	-
	REPAIR END PANEL AND RENEW REAR BUMPER.		1,000.00	585.00

Report Ref No. CS/EGI18009610/R1sbe2



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. 19-9607196-R

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	S/PAINT REAR BUMPER (2 TONE), BUMPER SPOILER AND END PANEL.		1,200.00	750.00
			2,420.00	1,455.00
GRAND TOTAL			4,522.88	2,240.76
RECOMMENDED COST OF REPAIRS				2,240.76

Report Ref No. CS/EGI18009610/R1sbe2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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