



# TP Claims against NTUC Income: Follow-Through Survey

Date : 08/04/2019

S/No	Income Reference	Claimant (Owner / Taxi Company)	Claimant Vehicle No.	Income Vehicle No.	Date of Accident	Time of Accident	Estimate
1	MT/1037915-002	COMFORT TRANSPORTATION PTE LTD	SHA 7964Y	XD 7250T	28/03/2019	10:15	\$ 3,308.62
2	MT/1038338-002	SMRT BUSES LTD	SMB 2E	SJG 2932S	22/03/2019	7:10	\$ 1,117.30
3	-	COMFORT TRANSPORTATION PTE LTD	SHA 3277Z	FBF 830R	01/04/2019	9:40	\$ 5,392.04
4	MT/1038897-002	CITYCAB PTE LTD	SHC 7116T	SGN 1129A	03/04/2019	0:20	\$ 6,026.16
5							

eBaoTech

GeneralClaim

Hello, NAC\_PAYA\_UBI\_800601

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My Desktop

Notice of Loss

## Policy Query

Policy No.	<input type="text"/>	Date of Accident	<input type="text" value="22/03/2019 13:39"/>
Vehicle No. (For Motor)	<input type="text" value="SJG29325"/>	Certificate Number	<input type="text"/>

Search

Select	Policy No.	Certificate Number	Policyholder Name	Policyholder NRIC	Product	Cover Type	Vehicle No.	Insured Object	Commence Date	Expiry Date
<input checked="" type="radio"/>	5101384173		PANG SENG SAN	S1214267F	GPC	drive CLASSIC	SJG29325	SJG29325	21/06/2018	20/06/2019

Continue

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	28/03/2019 15:48
Date Of Accident	22/03/2019 07:10
Exact Location Of Accident	WOODLANDS ROAD JUNCTION WITH BUKIT PANJANG ROAD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMB2E
<b>Insured/Policyholder</b>	
Name Of Registered Owner	SMRT BUSES LTD
Co Reg No	198202292D
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-NOPHONE
<b>Vehicle Particulars</b>	
Manufacturer	MERCEDES-BENZ
Model	OC500LE1830H-12.0 D (A)

Exact Purpose for which vehicle was being used at time of accident

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	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	YES
Policy Number	D-18090224MFBP
Cover Note Number	

Driver

Name of Driver	LOH AH TEE
NRIC No	S1278259D
Date Of Birth	12/09/1957
Occupation	OUTDOOR
Date Of Driving Pass	12/01/1979
Driving Experience	40 YEARS AND 2 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-80000000
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	6 ANG MO KIO STREET 62
Postcode	569140
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 - U-TURN
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)	1

#### 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

I WAS MAKING A U-TURN (RIGHT MOST LANE) AT THE JUNCTION OF WOODLANDS ROAD AND BUKIT PANJANG ROAD, A PTE CAR (SJG2932S) WHICH WAS ON THE 2ND LANE ENCROACHED INTO MY LANE AND GRAZED THE LEFT FRONT PORTION OF MY BUS WHEN THE PTE CAR WAS MAKING A RIGHT TURN. AFTER THE CAR SIDE-SWIPE MY BUS, I STOP MY BUS HOWEVER THE PTE CAR CONTINUED TO REVERSE AND STOP. WE EXCHANGED PARTICULARS AND ASSESSED THE DAMAGES. MY BUS SUSTAINED SCRATCHES ON THE LEFT FRONT PORTION. THE PTE CAR SUSTAINED SCRATCHES ON THE RIGHT FRONT PORTION. THERE WERE 2 PAX IN THE PTE CAR. NO INJURIES REPORTED.

#### Attachment(s)

Are accident photos available for attachment?	NOT AVAILABLE DUE TO CIRCUMSTANCES OF ACCIDENT
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	PENDING DOWNLOAD
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SJG2932S
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	

Insurance Company Name

NTUC INCOME INSURANCE CO-OPERATIVE LTD

Nature Of Damage

No. Of Passenger (Including Driver)

**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:

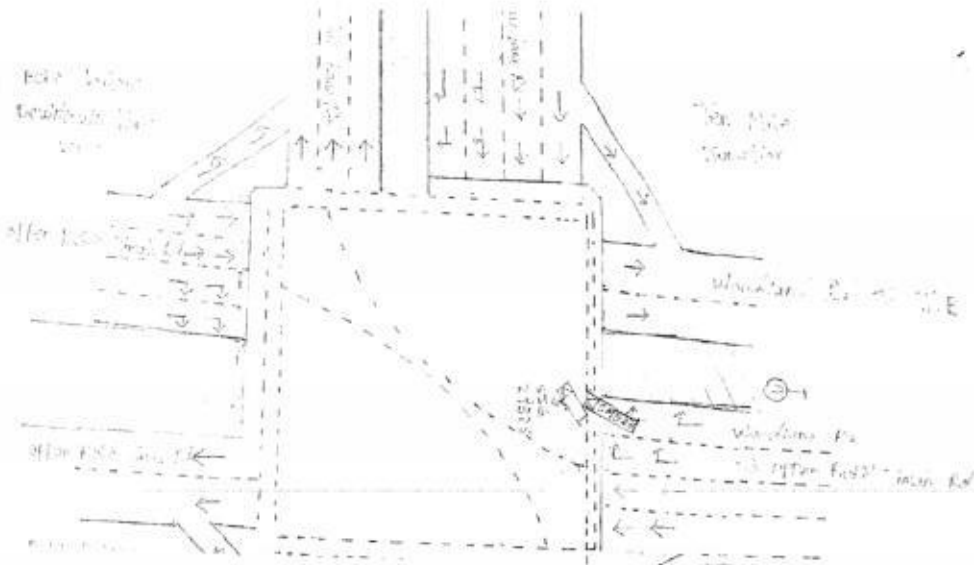
Driver's Signature  
(If driver is not the policyholder)  
Date & Time:



Reporting Centre Personnel's Signature  
Name: **BALQISH**  
NRIC/FIN No.: **S8340325Z**

Sketch Plan Pg. 2

### SKETCH PLAI



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

[illegible]

## DECLARATION

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

Policyholder's Signature  
Date & Time:



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

Reporting Centre Personnel's Signature  
Name: BALQISH  
NRIC/FIN No.: S8340325Z





[> Back to OneMotoring](#)**Enquire Transfer Fee****Vehicle Details**

Vehicle No. :	SMB2E
Vehicle Type :	H20 - Public Transport Bus/Coach/Minibus
Vehicle Attachment 1 :	Air-Conditioned
Vehicle Scheme :	OmniBus (SMRT Non ARF-exempted)
Vehicle Make :	MERCEDES BENZ
Vehicle Model :	OC500LE1830H
Chassis No. :	WEB63442021000059
Propellant :	Diesel
Engine No. :	45796600138256
Engine Capacity :	11967 cc
Maximum Power Output :	-
Maximum Laden Weight :	17800 kg
Unladen Weight :	11740 kg
Year Of Manufacture :	2008
Original Registration Date :	16 Sep 2008
Lifespan Expiry Date :	15 Sep 2025
Road Tax Expiry Date :	15 Sep 2019
Inspection Due Date :	15 Sep 2019
Intended Transfer Date :	11 Apr 2019
CO2 Emission :	-
CO Emission :	-
HC Emission :	-
NOx Emission :	-
PM Emission :	-

Late renewal fee(s) will be imposed if road tax / lay up has expired. Please use Enquire Road Tax Payable for fee(s) payable.

Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.

**Amount Payable**

	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Transfer Fee :	25.00	-	25.00
<b>Total Amount Payable :</b>			<b>25.00</b>

You may print this page for reference.

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## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672



Date Generated : 29/03/2019

User ID : JeongCH

### Section A - Accident Details

Registration Number	SMB2E
Case Reference Number	BUS03/19/5048
Registration Date	9/16/2008
Company Type	SMRT Buses Ltd
Make	MERCEDES
Model	MBOC500
Name of Driver	LOH AH TEE
Type of Accident	Side Swipe
Accident Date and Time	3/22/2019 7:10 AM
Accident Reported Date and Time	3/22/2019 8:15 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100772
Special Instruction to ARC, if any	SMB2E - LEFT FRONT PORTION SJG2932S (TP) - INSURED WITH NTUC
Prepared Date and Time	3/26/2019 1:31 PM
Chassis Number	WEB63442021000059
Mileage	
Work Shop	
Repair Completion Date and Time	

### Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$530.00	\$265.00
Total Spray Cost	\$432.00	\$262.00
Total Spare Part Cost	\$111.82	\$0.00
Total Other Cost	\$0.00	\$0.00
<b>TOTAL COST</b>	<b>\$1,073.82</b>	<b>\$527.00</b>
Lump Sum Total	\$1,050.00	\$550.00
Number of Repair Days	2.0	1.0
Prepared / Adjusted By	Jeong Choon Hwee	Hwee Jie
ARC / Surveyor Sign Off Date	26/03/2019 1:41 PM	26/03/2019 5:38 PM
Signature		
Remarks		LS repair. After paint photo

### Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	

  
8/4/19



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 29/03/2019

User ID : JeongCH

### Section D - Details of Repair Estimates

#### Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION	\$530.00	\$265.00
Total Labour	\$530.00	\$265.00

#### Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO PUTTY & RESPRAY	\$432.00	\$262.00
Total Spray Painting & Panel Beating	\$432.00	\$262.00

#### Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

#### Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6009700	VE		LAMP,BLINKER,FRONT,L EFT, FOR MB OC 500 LE	1.00	\$155.30	10.00	\$139.77	Replace	Replace
Total					\$155.30		\$139.77		

CRA-

#### Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

LKK Auto Consultants hence notify  
the Reparer 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 Reparer  
Signature:  
Date:

1117-30



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 05/04/2019

User ID : CatherineLee

Section A - Accident Details	
Registration Number	SMB2E
Case Reference Number	BUS/03/19/5046
Registration Date	16/9/2008
Company Type	SMRT Buses Ltd
Make	MERCEDES
Model	MBOC500
Name of Driver	LOH AH TEE
Type of Accident	Side Swipe
Accident Date and Time	22/3/2019 7:10 AM
Accident Reported Date and Time	22/3/2019 8:15 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100772
Special Instruction to ARC, if any	SMB2E - LEFT FRONT PORTION SJO29325 (TP) - INSURED WITH NTUC
Prepared Date and Time	26/3/2019 1:31 PM
Chassis Number	WEB83442021000359
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$530.00	\$265.00
Total Spray Cost	\$432.00	\$262.00
Total Spare Part Cost	\$111.82	\$111.82
Total Other Cost	\$0.00	(\$105.40)
<b>TOTAL COST</b>	<b>\$1,073.82</b>	<b>\$533.42</b>
Lump Sum Total	\$1,050.00	\$550.00
Number of Repair Days	2.0	1.0
Prepared / Adjusted By	Jeong Choon Hwee	Hwee Jie
ARC / Surveyor Sign Off Date	26/03/2019 1:41 PM	26/03/2019 5:38 PM
Signature		
Remarks		L/S repair. After paint photo

Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 05/04/2019

User ID : CatherineLee

### Section D - Details of Repair Estimates

#### Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION.	\$530.00	\$265.00
Total Labour	\$530.00	\$265.00

#### Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO PUTTY & RESPRAY	\$432.00	\$262.00
Total Spray Painting & Panel Beating	\$432.00	\$262.00

#### Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Lump Sum Adjustment by Surveyor	\$0.00	(\$105.40)
Total Other Costs	\$0.00	(\$105.40)

#### Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6009700	VE		LAMP BLINKER-FRONT L EFT. FOR MB OC 500 LE	1.00	\$155.30	10.00	\$139.77	Replace	Replace
Total					\$155.30		\$139.77		

#### Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

u/s \$550 /- 1 days

**National Assessment Centre Services**

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

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H



NTUC INCOME INSURANCE CO-OPERATIVE LTD Ref: NS/INC19005782/Jqd3s2

73 BRAS BASAH ROAD

#05-01 NTUC TRADE UNION HOUSESINGAPORE Date: 11-04-2019

189556



Code: INC4

**1. Policy Particulars :- THIRD PARTY CLAIM**

Insured Veh.	SJG 2932S	Veh. Inspected	SMB 2E
Policy No.	5101384173	Coverage (\$)	0.00
Claim No.	MT/1038338-002	Excess (\$)	0.00
Assign From		Assign Date	29/03/2019

**2. Vehicle Particulars & Condition**

Make & Model	MERCEDES BENZ OC500	c.c	11967
Engine No.	HIDDEN	Year of Reg.	2008
Chassis No.	WEB63442021000059	Colour	GREEN
Odometer	-	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

**3. Conditions of Tyres**

	Size	Make	Balance
R/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm
L/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm
R/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	7/7 mm
L/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	7/7 mm

**4. Description of Damages**

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION.  
DAMAGES SEE DETAILS.

**5. General Information**

Accident Date	22/03/2019	Inspection Date	29/03/2019
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

**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:	1 Working Days
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# National Assessment Centre Services

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

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H



Page No.:1 of 1

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 2E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	<b>REPLACEMENT OF PARTS</b>	CRACKED		
	LAMP, BLINKER: FRONT, LEFT, FOR MB OC 500 LE		155.30	155.30
	LESS 10% DISCOUNT		-	-15.53
			155.30	139.77
	<b>LABOUR</b>			
	TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION.		530.00	265.00
	TO PUTTY & RESPRAY.		432.00	262.00
			962.00	527.00
<b>GRAND TOTAL</b>			<b>1,117.30</b>	<b>666.77</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) (CONFIRMED)</b>				<b>550.00</b>

Report Ref No. NS/INC19005782/Jqd3s2

ONG HWEE JIE

Automotive Assessor

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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