

Surveyor:

mappens

DOI:

ASSIGNMENT

m119

Date / Time:

12/4/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

PL 5400R

Name of Insured:

Singapore Red Cross Society

Insured Tel No.:

HP:

Excess Sec II:SS

D.O.A:

8/4/2019

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place 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

57m 57445



INSRS:

WSP:

Tel:

Liability:

RMKS:

Progressive



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

57m 57445 X: PL 5400R X

06-08-19 8:30P

(PLUS) 0- NO RESPONSE.

16-10-19

GIVE EMAIL INFORM RECD LOD TO SUBMIT REPORT.

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI: 11/08/19

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:

PROLIMINARY 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:

% 100

(Agreed / Assessed) BOLA S/N No.:

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

OO: H/T TP PROVIDED VEHICLE.

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search:

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost:

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

TP / OP

3) Survey fee:

3.30

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

COPY SENT
27/11/19

REF: QBE

ASSIGNMENT

From:

Date:

22/5/2019

Estimated Cost:

OD: ☒ WS / TP RES / OD RES / LVA / RV / MV

To inspect Vehicle No:

SJM 5744S

at Workshop only:

Progressive

at Blk 302A Ubi Road 1#01-45/46

Insured:

Policy No:

Claims No:

Sum Insured:

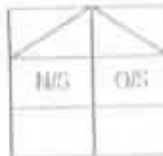
Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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



Est. or Market Value:

HS

IDAC Accident Report:

Consistent? Yes or No

AN / DR Seen:

2

Consistent? Yes or No

Est. Repairs:

3

days: Res.: Yes or No

Lump Sum:

20

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Imp 1028-1-2028

Vehicle: IN / OUT

Date:

Person Contacted

Veh No:

SJM 5744S

at 10:00

1 / 09

Type: ☒ MC / MCycle / Bus / Van / Lorry / Truck / Prime Mover

Truck / Trailer or

CA

Make:

Nissan Latio

CC

1498

Colour:

Brown

ACC

Insured / Std / NI / NA

Sp Reading:

47328

T/Radio: Insured / Std / NI / NA

Eng/No:

ChNo:

JN1BAAC1120020658

Gen. Cond: ☒ Good / Fair / Poor / BurntSteering: ☒ Under / Jammed / Leaked / Burnt orBrake: ☒ Under / Jammed / Leaked / Burnt or

Mod: Nil / STD / STD A/Rim or

Tyre Size:

F:

R:

185/65-R15

DS / DUN / EXNOVA / GY / FS / LIZA / ☒ MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front:

6

Rear:

6

R/Rail:

mm

R/Rail:

6

mm

L/Rail:

6

mm

L/Rail:

6

mm

D.O.A:

8/4/19

D.O.A:

22/5/19

Survey held at

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

LTA 25080

46.1 + 1350 (PBD: + 1020.63 45%)

Date/Time, File Path to:

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to:

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

Site Insp (\$)

☐

Interview (\$)

☐

Tech. Invo (\$)

☐

Weekend (\$)

Report Format:

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

Survey Fee:

Transportation

G + BCL 24

Photos

Others

TOTAL

Bk 3022A Ubi Road 1 #01-45/46 Singapore 408716
TEL: 6741 5336 FAX: 6741 7208 Email: claims@procarcare.com.sg
GST:201006949C RCB NO 201006949C

Not Arthropod
Like mammals
22/5/18
Wheph. Afternoon
3 Lg.
1/5 1350

P-1049.8
102
944.82
1699.82
1359.81

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716
TEL: 6741 5336 FAX: 6741 7208 Email: claims@procarcare.com.sg
GST:201006949C RCB NO:201006949C

M/S : CHOO CHEE YONG
BLK 305A ANCHORVALE LINK #11-01
SINGAPORE 541305

ATTN: QBE INSURANCE

Your Ref No: TP 0419-5473
Claim Type: Third Party
Accident Date: 08/04/2019
TP Veh Reg No: PC5400R

Estimate No: EST1504746
Date: 09 Apr 2019
Policy No: MT111943
Veh Reg No: SJM5744S
Make/Model: NISSAN LATIO 1.5L AT
ABS D/AIRBAG 2WD
4DR
Chassis No: JN1BAAC11Z0020658
Engine No: HR15053470B
Reg. Date: 09/01/2009

Estimate Repair Cost to Vehicle No :SJM5744S

| Description | U/Price | Quantity | Price | Amount |
|-------------|---------|----------|----------------------|-------------|
| | | | <u>SS</u> | <u>SS</u> |
| | | | Total | SS 2,371.63 |
| | | | Add GST @ 7% | 166.01 |
| | | | Total Amount Payable | SS 2,537.64 |

TOTAL: SINGAPORE DOLLAR TWO THOUSAND FIVE HUNDRED THIRTY SEVEN AND CENTS SIXTY FOUR ONLY

For Progressive Car Care Pte Ltd

AUTHORISED SIGNATURE



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: VC012485
Our ref: CC4/QBE19006646/Upa3

Date: 30/05/2019

The Motor Claims Department
M/s QBE INSURANCE (SINGAPORE) PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SJM 5744S

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 22/05/2019, at the premises of M/s Progressive Car Care Pte Ltd - Ubi and have the following to report:-

| | | | |
|-------------------------------|-------|----------|--------|
| Workshop Estimate Amount | : S\$ | 2,371.63 | (est.) |
| Revised Estimate Amount | : S\$ | 1,350.00 | (est.) |
| "Check" Items Amount | : S\$ | - | (est.) |
| Total (Including Check Items) | : S\$ | 1,350.00 | (est.) |
| Market Value | : S\$ | - | (est.) |
| LTA Reimbursement Value | : S\$ | - | (est.) |
| Nett Value | : S\$ | - | (est.) |

Description of Damage:

The vehicle sustained damages at the
Front Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

MARCUS CHUA
Licensed Appraiser

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC

Owner ID: 7426C

Vehicle Details

Vehicle No.: SJM5744S

Vehicle to be Exported: No

Intended Deregistration Date: 22 May 2019

Vehicle Make: NISSAN

Vehicle Model: LATIO 1.5L AT ABS D/AIRBAG 2WD 4DR

Primary Colour: Grey

Manufacturing Year: 2008

Engine No.: HR15053470B

Chassis No.: JN1BAAC11Z0020658

Maximum Power Output: 80.0 kW (107 bhp)

Open Market Value: \$18,191.00

Original Registration Date: 09 Jan 2009

First Registration Date: 09 Jan 2009

Transfer Count: 3

Actual ARF Paid: \$18,191.00

Intended PARF Rebate Details

PARF Eligibility: Forfeited

PARF Eligibility Expiry Date: -

PARF Rebate Amount: \$0.00

Intended COE Rebate Details

COE Expiry Date: 08 Jan 2029

COE Category: A - Car (1600cc & below)

COE Period(Years): 10

PQP Paid: \$26,047.00

COE Rebate Amount: \$25,080.00

Total Rebate Amount: \$25,080.00

The information contained herein is correct as at 22 May 2019

OK

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Advertiser Login

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AutoInn
An Inspiration For Car Buyers

click here to view
our **PRISTINE USED CARS**
at **GREAT PRICES**

Browse by Category

Sort by Date Posted

20 results/page

19 vehicles

latio

Advanced Search Submit

| | Make | Model | Price | Depreciation | Reg Date | Eng Cap | Mileage | Veh Type | Status |
|--|--|--|----------|--------------|-------------|----------|------------|-----------|-----------|
| Search Selection | latio | | Any | Any | 2009 | Any | Any | Any | Available |
| | Nissan | Latio 1.5A Sports Premium (New 5-yr COE) | \$28,800 | \$5,750 /yr | 16-Jul-2009 | 1,498 cc | 142,000 km | Hatchback | Available |
| <p>Hari Raya Promotion! Most Spacious Rear Cabin In Its Class! Very Well Maintained Unit! Flexible Finance Packages With Low Monthly Repayment! 1 Year Complimentary Service Shield For Extra Assurance! Bu...</p> <p>Hua Yang Credit Pte Ltd</p> <p>Posted: 22-May-2019 Tags: 2009 Nissan Latio, 2009 nissan latio, Nissan Latio, nissan latio, Nissan, Latio, latio, Used Nissan</p> | | | | | | | | | |
| | Nissan | Latio 1.5A | \$11,800 | N.A | 08-Sep-2009 | 1,498 cc | 110,000 km | Sedan | Available |
| <p>100% Available, Renew 5 Years COE \$27800. Like New! 100% Accident Free, Leather Seat, Sport Rims, Good For Short Term Used, Low Depreciation, Trade In Welcome.</p> <p>Saxi</p> <p>Posted: 22-May-2019 Tags: 2009 Nissan Latio, 2009 nissan latio, Nissan Latio, nissan latio, Nissan, Latio, latio, Used Nissan</p> | | | | | | | | | |
| | Nissan | Latio 1.5A Premium (New 5-yr COE) | \$29,988 | \$5,990 /yr | 27-Aug-2009 | 1,498 cc | 119,898 km | Sedan | Available |
| <p>1 Of The Cheapest Sedan With Spacious Cabin In The Market! Low Depreciation, Low Running Cost! 0 Repairs Needed, Superb Condition Inside Out! Up To 90% Loan Of Car Price Available! Drop By Today To Vie...</p> <p>Karz Automobile</p> <p>Posted: 21-May-2019 Tags: 2009 Nissan Latio, 2009 nissan latio, Nissan Latio, nissan latio, Nissan, Latio, latio, Used Nissan</p> | | | | | | | | | |
| | Nissan | Latio 1.5A Sports (New 10-yr COE) | \$44,800 | \$4,480 /yr | 24-Jun-2009 | 1,498 cc | 60,616 km | Hatchback | Available |
| <p>Too Good To Export! Super Rare Nissan Latio Sports With Only 1 Owner The Past 10 Years. 5 Years New COE At \$30800. Option To Renew For 5/10 Years. Genuinely Low Mileage Of Only 60000kms Travelled! Cho...</p> <p>Posted: 19-May-2019 Tags: 2009 Nissan Latio, 2009 nissan latio, Nissan Latio, nissan latio, Nissan, Latio, latio, Used Nissan</p> | | | | | | | | | |
| | <p>Is your COE expiring? Let us help you renew it!</p> <p>Getting your COE renewed is easy, fast and affordable. We'll help you renew your COE and get a loan for it. Get the cheapest loan in town and an approval in 2 days without effort! Enquire today.</p> | | | | | | | | |
| | Nissan | Latio 1.5A (New 5-yr COE) | \$26,800 | \$5,350 /yr | 27-May-2009 | 1,498 cc | - | Sedan | Available |
| <p>Full Loan Available At \$600 Plus, We Can Help To Convert To 210 Usage If Needed. In House Loan Or Bank Loan Available! Balloon Scheme Available! Fast, Easy And Flexible Loan Approval! We Are sgCarMart...</p> <p>88 Motor Trading</p> <p>Posted: 18-May-2019 Tags: 2009 Nissan Latio, 2009 nissan latio, Nissan Latio, nissan latio, Nissan, Latio, latio, Used Nissan</p> | | | | | | | | | |
| | Nissan | Latio 1.5A Premium (New 5-yr COE) | \$28,800 | \$5,750 /yr | 30-Dec-2009 | 1,498 cc | 142,144 km | Sedan | Available |
| Compare | <p>(100% Quality Buy!) Vehicle Fully Done Up In Showroom Condition With Premium Grooming And Brand New Paint Coat. Purchase Comes With 6 Months Engine And Gearbox Protection Plan With 24/7 Roadside Assis...</p> | | | | | | | | |

Nivitha (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 12 April 2019 4:44 PM
To: 'assignments'
Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref: VC012485

Hi all

Kindly survey the third party claim .

regards

10:17am @15/4/19
pei wen
vehicle not in

Jenny Toh

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

Website LinkedIn Twitter



From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Friday, 12 April 2019 4:30 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg

**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Friday, April 12, 2019 1:54 PM

To: Claims

Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref : VC012485

Dear Pei Wen

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

| COMPANY |
|-------------------------------------|
| Appraisal Associates Pte Ltd |
| Automobile Inspection Services |
| KM Auto Assessors Pte Ltd |
| LKK Auto Consultants Pte Ltd |
| Priority Services |
| Infiniti Appraisal Service |
| Quantum Risk Management (S) Pte Ltd |

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Friday, 12 April 2019 1:07 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Lily <bhlim@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Wendy <wendy@procarcare.com.sg>
Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Thank You.

Regards,

Pei Wen NG
Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 6 August 2019 3:11 PM
To: peiwen@procarcare.com.sg
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63 *** LKK
REF: CC4/QBE19006646/Uea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of Claims**
Sent: Friday, 12 April 2019 4:30 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

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From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Friday, April 12, 2019 1:54 PM

To: Claims

Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref : VC012485

Dear Pei Wen

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

| COMPANY |
|-------------------------------------|
| Appraisal Associates Pte Ltd |
| Automobile Inspection Services |
| KM Auto Assessors Pte Ltd |
| LKK Auto Consultants Pte Ltd |
| Priority Services |
| Infiniti Appraisal Service |
| Quantum Risk Management (S) Pte Ltd |

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

Website LinkedIn Twitter



From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims

Sent: Friday, 12 April 2019 1:07 PM

To: Jenny Toh <jennyv.toh@qbe.com>

Cc: Lily <bhlim@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Wendy <wendy@procarcare.com.sg>

Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC4/QBE19006646/Uea3

06 AUG 2019

SINGAPORE RED CROSS SOCIETY
15 PENANG LN
RED CROSS HOUSE
SINGAPORE 238486

Dear Sir/Madam,

ACCIDENT INVOLVING PC 5400R AND SJM 5744S ON 08/04/2019

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

c.c. *QBE Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

Asher Sng (LKKAUTO)

From: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Sent: Wednesday, 16 October 2019 4:58 PM
To: Asher Sng (LKKAUTO); Mei Kwan (LKKAUTO); Jenny Toh
Cc: Admin A; CS A Team; claims-singapore
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63 *** LKK
REF: CC4/QBE19006646/Uea3 - QBE REF : VC012485

Hi Asher,

Please let us have the Final SR.

We have received TP LOD and will be handling it at our end.

Thank you.

Syaheeda Othman

Assistant Manager, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1130 | +65 9233 6977

Website LinkedIn Twitter



From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, 25 September 2019 8:39 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63 *** LKK REF: CC4/QBE19006646/Uea3

Hi Jenny,

We refer to the email below.

We are still pending third party LOD.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 24 September 2019 6:28 PM

To: Jenny Toh <jenny.toh@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63 *** LKK REF: CC4/QBE19006646/Uea3

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Jenny Toh <jenny.toh@qbe.com>

Sent: Tuesday, 24 September, 2019 5:35 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref: VC012485

Hi Mei Kwan

What is the outcome for this case?

regards

Jenny Toh

Senior Assistant
Claims / Asia
1 Raffles Quay, #29-10 South Tower, Singapore 048583
+65 6224 6633 | +65 6477 1225
[Website](#) [LinkedIn](#) [Twitter](#)



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 30 May 2019 12:13 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

QBE ref: VC012485
LKK REF: CC4/QBE19006646/Uwa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJM 5744S

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Our case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)
Sent: Monday, 13 May, 2019 1:58 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Your ref: VC012485
LKK ref : CC4/QBE19006646/pa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

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

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 15 April, 2019 2:54 PM

To: 'Jenny Toh' <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Your ref: VC012485
LKK ref : CC4/QBE19006646/pa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

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

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)
Sent: Monday, 15 April, 2019 10:19 AM
To: 'Jenny Toh' <jenny.toh@qbe.com>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Dear Sir/Mdm,

Thank you for the assignment.

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

Best Regards,

G.Nivitha| Admin
LKK Auto Consultants Pte Ltd
Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(468933)

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Friday, 12 April 2019 4:44 PM
To: 'assignments' <assignments@lkkauto.com>
Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref: VC012485

Hi all

Kindly survey the third party claim .

regards

Jenny Toh
Senior Assistant
Claims / Asia
1 Raffles Quay, #29-10 South Tower, Singapore 048583
+65 6224 6633 | +65 6477 1225
[Website](#) [LinkedIn](#) [Twitter](#)



From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Friday, 12 April 2019 4:30 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

We choose LKK Auto Consultants Pte Ltd.

Thank You.

Regards,

Pei Wen NG
Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Friday, April 12, 2019 1:54 PM
To: Claims
Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Our ref : VC012485

Dear Pei Wen

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY

| |
|-------------------------------------|
| Appraisal Associates Pte Ltd |
| Automobile Inspection Services |
| KM Auto Assessors Pte Ltd |
| LKK Auto Consultants Pte Ltd |
| Priority Services |
| Infiniti Appraisal Service |
| Quantum Risk Management (S) Pte Ltd |

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Jenny Toh

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

Website LinkedIn Twitter



From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims

Sent: Friday, 12 April 2019 1:07 PM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Lily <bhlim@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Wendy <wendy@procarcare.com.sg>

Subject: PROGRESSIVE/TP/SJM 5744 S(PC 5400 R)/DOA 08.04.2019/EST \$2371.63

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Thank You.

Regards,

Pei Wen NG
Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road | 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



With effect from 1 Sep 2018, **Progressive Automotive Pte Ltd has been rebranded as **Progressive Car Care Pte Ltd**. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

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**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

| Affiliated to Federation Internationale Des Experts En Automobile | | | | |
|--|--|-----------------------|------------------------------|---|
| QBE INSURANCE (SINGAPORE) PTE LTD | | | Ref : CC4/QBE19006646/Uea3q2 | |
| 1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583 | | | Date : 30-10-2019 |  |
| | | | Code : QBE | |
| 1. Policy Particulars :- THIRD PARTY CLAIM | | | | |
| Insured Veh. | PC 5400R | Veh. Inspected | SJM 5744S | |
| Policy No. | 8-V0013722-MVA-R003 | Coverage (\$) | 0.00 | |
| Claim No. | VC012485 | Excess (\$) | 0.00 | |
| Assign From | JENNY | Assign Date | 12/04/2019 | |
| 2. Vehicle Particulars & Condition | | | | |
| Make & Model | NISSAN LATIO (A) | c.c | 1498 | |
| Engine No. | HIDDEN | Year of Reg. | 2009 | |
| Chassis No. | JN1BAAC11Z0020658 | Colour | BROWN | |
| Odometer | 47328 | Steering | IN ORDER | |
| Brakes | IN ORDER | Modification | SPORTS RIM | |
| General | GOOD | | | |
| 3. Conditions of Tyres | | | | |
| | Size | Make | Balance | |
| R/H Front Tyre | 185/65 R15 | MICHELIN | 6 mm | |
| L/H Front Tyre | 185/65 R15 | MICHELIN | 6 mm | |
| R/H Rear Tyre | 185/65 R15 | MICHELIN | 6 mm | |
| L/H Rear Tyre | 185/65 R15 | MICHELIN | 6 mm | |
| 4. Description of Damages | | | | |
| THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION. DAMAGES SEE DETAILS. | | | | |
| 5. General Information | | | | |
| Accident Date | 08/04/2019 | Inspection Date | 22/05/2019 | |
| Survey held at | PROGRESSIVE CAR CARE PTE LTD BLK 3022A UBI ROAD 1 #01-45/46, SINGAPORE 048716 | | | |
| 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 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJM 5744S

| Qty | Description of Parts | Condition | Estimate By Workshop (\$) | Our Adjusted (\$) |
|---|--|-----------------|---------------------------|-------------------|
| REPLACEMENT OF PARTS | | | | |
| 1 | FRONT BUMPER | DEFORMED / TORN | 456.30 | 456.30 |
| 10 | FRONT BUMPER CLIPS @\$4.40 | NECESSARY | 44.00 | 44.00 |
| 1 | FRONT BUMPER SIDE HOLDER -RH | NOT NECESSARY | 23.00 | - |
| 1 | FRONT BUMPER SIDE HOLDER -LH | BENT | 23.00 | 23.00 |
| 1 | FRONT BUMPER FOG LAMP COVER -LH | NOT NECESSARY | 95.90 | - |
| 1 | FRONT BUMPER TOWING COVER -LH | CUT | 24.20 | 24.20 |
| 1 | FRONT BUMPER CENTRE GRILLE (NPA) | NO SUCH PARTS | - | - |
| 1 | FRONT HEADLAMP -LH | SERVICEABLE | 372.00 | - |
| 1 | GRILLE ASSY | CRACKED | 388.20 | 388.20 |
| 1 | GRILLE LOGO | NECESSARY | 65.70 | 65.70 |
| 11 | GRILLE TOP CLIP @\$4.40 | NECESSARY | 48.40 | 48.40 |
| | LESS 10% DISCOUNT | | -154.07 | -104.98 |
| | | | 1,386.63 | 944.82 |
| SPECIAL NETT ITEMS | | | | |
| 1 | SET FRONT NUMBER PLATE WITH CASING (SN) | SCRATCHED | 35.00 | 35.00 |
| | | | 35.00 | 35.00 |
| LABOUR | | | | |
| | TO KNOCK OUT DENTS ,REMOVE,REPLACE ACCIDENT PARTS. | | 500.00 | 300.00 |
| | TO RESPRAY PAINT ON ACCIDENT PORTIONS. | | 400.00 | 400.00 |
| | TO CHECK WIRING. | | 20.00 | 20.00 |
| | TO TUFF-KOTE. | NOT NECESSARY | 30.00 | - |
| | | | 950.00 | 720.00 |
| GRAND TOTAL | | | 2,371.63 | 1,699.82 |
| RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) | | | | 1,350.00 |

Report Ref No. CC4/QBE19006646/Uea3q2

CHUA KANG SENG

Licensed Appraiser

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