

INS. CASE OWNER: James Tay | CC 6 / EQ1900 6754, APB | LKK IDAC: 6754

Surveyor: Adrian | DOI: 12/4/19 | Date / Time: 12/4/19 | Registered in Merimen: 12/4/19

Pre-assign / CCU / FTE

Insured Vehicle No.: SDJ 555R | Claim No.: 0M1A401282
 Name of Insured: ONG SIEW KWEE | Policy No.: 0MPPH218-005141
 Insured Tel No.: _____ | HP: _____ | Make / Model: Infiniti
 Excess Sec II :SS _____ | D.O.A: 12/4/19 | Place of Accident: 26 Tolek Simpan KSE CP
 Is driver the owner? (YES / NO) _____ | Nature of Accident: _____
 If NO, Driver Name / Age: _____ | OI GIA REPORT: YES / NO : _____ | TP GIA REPORT: YES / NO : _____
 Driver Tel No.: _____ | (V/L: YES / NO) _____ | Insured Liability: _____ % | Final ? Yes / No : _____

SDJ 6412R

INSRS: _____ | WSP: _____ | Tel: _____ | Liability: _____ | RMKS: _____
 WSP: Green Forest
 Tel: _____ | Liability: _____ | RMKS: _____
 WSP: _____ | Tel: _____ | Liability: _____ | RMKS: _____
 WSP: _____ | Tel: _____ | Liability: _____ | RMKS: _____

Date/Time	STAGE	DATE / PIC
	Non-Reporting hr (1st)	
	Non-Reporting hr (2nd)	
	Non-Reporting hr (Final)	
	Notification hr (if non-pickup)	
	Call OI	
	After call hr to OI	
	Documentation Check List: Handler	Typist
	Notification hr (if non-pickup)	
	After call hr to OI	
	Authorization To Act	
	Release Voucher	
	Final Repair Bill	
	Car Rental Invoice	
	Towing Invoice	
	LTA / GIA	
	Medical Bill	
	PIR	
	Mandate/Reject Instruction	
	LOD	
	Payment Breakdown Form	
	Post-Repair Photos	
	Others	

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____
 Repair Cost: \$S _____ (days) Reduction: _____ % Email: _____ Call: _____

FINAL SETTLEMENT Date/Time: 9/1/2020 Confirm with: CHAS Email: _____ Call: _____
 Final Liability: % 100 (Agreed / Agreed) BOLA S/N No.: (24)
 Repair Cost: 5/6/19 \$S 4012.50
 Loss of Rental (LOR): \$S _____ (days)
 Loss of Use (LOU): \$S 360.00 (60 x 6 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 _____
 Total: \$S 4372.50 Global Sum SS: 4370.00
FINAL PAYMENT Date/Time: _____ Confirm with: _____ Email: _____ Call: _____
 Payee 1: \$S 4370.00 Name 1: Green Forest Automobile Pte Ltd
 Payee 2: (Strike if N.A.) \$S _____ Name 2: _____
 Payee 3: (Strike if N.A.) \$S _____ Name 3: _____

ASS. REQ. BY:

REF:

Adrian

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

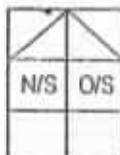
Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 5 days Res.: Yes or NoLum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Vehicle: IN / OUT
Person Contacted: _____Veh No: SJM64132 Yr Regn: 2009 / JanType: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Toyota Allion c.c 1496Colour: Red A/C: Insured / Std / Nil / NASp. Reading 169484 T/Radio: Insured / Std / Nil / NA

Eng/No: _____

C/No: NZT2603033174Gen. Cond: Good / Fair / Poor / BurntSteering: Insider / Jammed / Leaked / Burnt orBrake: Insider / Jammed / Leaked / Burnt orModi: Nil / SRim / STD A/Rim orTyre Size: F: 205/55 R16R: 205/55 R16BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. _____ D.O.I. 13/04/19Survey held at: Green Forest

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

Front O/S, U/C

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

Date / Time Action / Instruction

TPEQ.

COE Expiry: 11/01/29HS # 37W (Red \$ 7310.50 / 66%)

MV: 481K

PV: 25.4K

Nett: 22.61K

Date/Time, File Pass to?

Date/Time, File Return to?

1) _____
2) _____
3) _____
4) _____
5) _____
6) _____

Prel. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Basic & Add.

S + RS, \$

Photos

Others

TOTAL

Date:

GREEN FOREST AUTOMOBILE PTE LTD

8 Kaki Bukit Avenue 4, #05-25 Premier @ Kaki Bukit Singapore 415875

THE CARHUB
8 KAKI BUKIT AVENUE 4
05-25 PREMIER @ KAKI BIKIT
Singapore 415875

TPEQ

16th APRIL 2019

XiaoTong

NZT2603033174

Accident date: 12th APRIL 2019

Estimated repair cost for vehicle no: SJM6413R TOYOTA ALLION 1.5

S/n	Qty	Items	U/price	Amount	
1	1	Front Bumper <i>Det</i>		\$624.80	✓
2	2	Front Bumper Side Bracket <i>RH Dented</i>	\$131.75	\$263.50	58
3	8	Front bumper clips <i>New</i>	\$12.90	\$103.20	30
4	1	Front bumper <i>sponge</i>		\$235.20	105.70
5	1	Front inner shield -RH <i>new</i>		\$165.00	✓
6	1	headlamp -RH <i>ut</i>		\$765.10	✓
7	1	Front bumper fog lamp-RH <i>could</i>		\$381.20	✓
8	1	front bumper fog lamp cover -RH <i>missing</i>		\$156.00	✓
9	1	Front Bumper Number Plate		\$50.00	✓
10	1	Front Bumper emblem logo		\$61.00	✓
11	1	Front Bumper grille Chrome		\$128.30	✓
12	1	Front Bumper Reinforcement <i> Bent</i>		\$485.00	325
13	1	Front RH water tank <i>could</i>		\$325.00	124
14	1	Front RH fender <i>Dented</i>		\$645.00	✓
15	1	Front R/H fender cowling		\$153.55	✓
16	10	Front R/H fender cowling clips	\$5.00	\$50.00	✓
17	1	Front R/H lower arm <i>Bent</i>		\$316.20	✓
18	1	Front R/H knuckle arm <i>2nd</i>		\$395.60	✓
19	1	Front R/H knuckle arm bearing		\$182.25	✓
20	1	Front R/H shock absorber <i>new</i>		\$381.80	✓
21	1	Front R/H drive shaft <i>new</i>		\$1,712.80	✓
22	1	Front Tire <i>new</i>		\$450.00	✓
23	1	front rim <i>ut</i>		\$500.00	350.00

Subtotal :- \$8,530.50

4108.55 SW/350
3081.63

Labour charges

To Remove & refix front undercarriage , drive shaft

~~\$480.00~~ 220

Tuff kote

~~\$100.00~~ +

To remove & refix cushion

~~\$100.00~~ +

To check wheel alignment computer

~~\$150.00~~ 80

Towing charges

~~\$100.00~~ +

Panel beating

~~\$800.00~~ 400

Spray painting

~~\$800.00~~ 600

Subtotal :- \$2,530.00

Total:- \$11,060.50

total : 473163

4/s : 37501

05Pays.

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:

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Business
Owner ID:	1158J
Vehicle Details	
Vehicle No.:	SJM6413R
Vehicle to be Exported:	Yes
Intended Deregistration Date:	15 Apr 2019
Vehicle Make:	TOYOTA
Vehicle Model:	ALLION 1.5 A
Primary Colour:	Red
Manufacturing Year:	2008
Engine No.:	1N2D201405
Chassis No.:	NZT2603033174
Maximum Power Output:	81.0 kW (108 bhp)
Open Market Value:	\$14,135.00
Original Registration Date:	12 Jan 2009
First Registration Date:	12 Jan 2009
Transfer Count:	2
Actual ARF Paid:	\$7,323.00
Intended PARF Rebate Details	
PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE PARF COE Details	
COE Expiry Date:	11 Jan 2029
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10
PQP Paid:	\$26,047.00
COE Rebate Amount:	\$25,367.00
Total Rebate Amount:	\$25,367.00

The information contained herein is correct as at 15 Apr 2019

OK

Shu Pei (LKKAUTO)

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Sent: Thursday, 4 July 2019 9:44 AM
To: Shu Pei (LKKAUTO)
Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019
Attachments: SAS2627937.PDF

Dear Shu Pei,

OI reported – see attached.

You may proceed with DS.

Thank you.

Regards,

Tan Wei Yin

Executive | Claims



EQ Insurance Company Limited

150 Beach Road, #11-01 Tower One, Ngee Ann Complex, Singapore 009540

did: +65 6339 8888 | tel: +65 6223 8488 ext 862 | fax: +65 6223 8100

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Shu Pei (LKKAUTO) [mailto:shupe@lkkauto.com]
Sent: Thursday, July 4, 2019 9:36 AM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank You

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Wednesday, 26 June 2019 2:03 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Shu Pei,

OI had yet to report the accident.

Thank you.

Regards,

Tan Wei Yin

Executive | EQI



EQ Insurance Company Limited

1 Robinson Road, #12-01, Tower Three, Raffles City, Singapore 048510

did: 01-8088883 tel: 65 6123 9633 ext 883 fax: 65 6223 4100

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of it.

From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Wednesday, June 26, 2019 11:25 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>; Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank You

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 14 May 2019 9:48 AM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

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.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 30 April 2019 9:35 AM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>

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

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

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.

Thank You.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 16 April 2019 6:33 PM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>

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

Subject: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SJM 6413R at M/s Green Forest Automobile Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

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

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

Thank You.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAUTO)

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Sunday, 18 August 2019 10:53 PM
To: Hsiao Tong (LKKAUTO)
Subject: Re: SJM6413R DOA 12.04.2019
Attachments: LOA.png; INVOICE.pdf

Dear Hsiao Tong ,

Enclosed is our client's invoice , LOA .

As request following :

1. RC \$ 4012.50 (\$3750 + 7% GST) -As agreed
2. loss of use \$700 (\$100 -under leasing company) x 7 days - 5 days recommend + 1 day waiting PRS + 1 day weekend

@ 100% (your insured exit from car park lot & caused accident)

Total \$ 4712.50/-.

Please let us have your offer soon . Thanks

Regards,
Chris Chan Pick Yuen
GREEN FOREST AUTOMOBILE PTE LTD
HP: 92712214

From: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Sent: Monday, August 5, 2019 9:26 AM
To: 'chris_chanbebe@hotmail.com' <chris_chanbebe@hotmail.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: FW: SJM6413R GIA REPORT

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC6/EQ119006754/Apb3	Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: chan pick yuen <chris_chanbebe@hotmail.com>

Sent: Monday, 5 August 2019 8:57 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: SJM6413R GIA REPORT

Dear Sir / Mdm ,

Enclosed is our client's GIA report .

Please advise OIC , claim number & liability asap . Thanks

Regards,

Chris Chan Pick Yuen

GREEN FOREST AUTOMOBILE PTE LTD



Virus-free. www.avg.com

Hsiao Tong (LKKAuto)

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Monday, 6 January 2020 9:53 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: Re: SJM6413R DOA 12.04.2019 //LKK REF: CC6/EQI19006754/Apb3

Dear Hsiao Tong ,

Accept . DV please . Thanks

[Get Outlook for IOS](#)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, January 6, 2020 8:13:04 AM
To: chan pick yuen <chris_chanbebe@hotmail.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SJM6413R DOA 12.04.2019 //LKK REF: CC6/EQI19006754/Apb3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your video footage.

We are prepared to improve our offer at a global sum of \$4,370.00(all-in).

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Friday, 13 December 2019 9:22 AM
To: chan pick yuen <chris_chanbebe@hotmail.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SJM6413R DOA 12.04.2019 //LKK REF: CC6/EQI19006754/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Enclosed herewith in this email is a copy of our insured's accident report and vehicle damages photos for your perusal.

Please be informed that liability is in disputed. Our Insured reported that your client was speeding in the carpark, and that his vehicle was already out of the parking lot considerably when your client collided into our insured vehicle. But your client's report shows that his vehicle was already in front of our insured vehicle when the accident occurred, which then our insured drove and collided into your client's vehicle when coming out of his parking lot. Based on the photos provided in the GIA reports, the point of impact was between the front right side and front left side of your client's and our insured's vehicle respectively, hence it seems that our insured report is more consistent with respect to the damage shown in the photos.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer at a global sum of **\$2,200.00(all-in)** towards your client's claim.

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

"Best Wishes for Merry Christmas, and Happy New Year 2020"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: chan pick yuen <chris_chanbebe@hotmail.com>

Sent: Thursday, 12 December 2019 12:38 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

SUPER URGENT

Case submitted more than 5 month . Can reply why ?
submitted til now , no body reply 1 email ?

As request following :

1. RC \$ 4012.50 (\$3750 + 7% GST) -As agreed
2. loss of use \$700 (\$100 -under leasing company) x 7 days - 5 days recommend + 1 day waiting PRS
+ 1 day weekend

@ 100% (your insured exit from car park lot & caused accident)

Total \$ 4712.50/-.

Please let us have your offer soon . Thanks

Regards,
Chris Chan Pick Yuen
GREEN FOREST AUTOMOBILE PTE LTD
HP: 92712214

Regards,
Chris Chan Pick Yuen
Workshop Manager
????????????????
New Hock Teck Motor Workshop
1 Kaki Bukit Avenue 6
Block C @ Autobay #01-43
Singapore 417883
+6567479241
Fax : +6567417276

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Thursday, December 5, 2019 11:52 AM
To: Hsiao Tong <chewht@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

URGENT

This case liability is clear but case submitted more than 4 month , no heard from your offer & reply ?
Why no reply why no offer ? 4 month , no reply 1 ? Please reply me by today . Thanks

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Wednesday, November 6, 2019 10:48 PM
To: Hsiao Tong <chewht@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

Final Reminder

Please check all my case (at least 7-8 case) handle by you , all no reply & offer ?
what your busy ?

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Monday, October 21, 2019 11:25 AM
To: Hsiao Tong <chewht@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

2nd Reminder

Please let us have your offer soon . Thanks

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Monday, September 16, 2019 12:48 PM
To: Hsiao Tong <chewht@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

1st Reminder

Our case submitted 1 month but no heard from your offer yet ?
Plaese let us have your offer in next 7 days . Thanks

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Sunday, August 18, 2019 10:52 PM
To: Hsiao Tong <chewht@lkkauto.com>
Subject: Re: SJM6413R DOA 12.04.2019

Dear Hsiao Tong ,

Enclosed is our client's invoice , LOA .
As request following :

1. RC \$ 4012.50 (\$3750 + 7% GST) -As agreed
2. loss of use \$700 (\$100 -under leasing company) x 7 days - 5 days recommend + 1 day waiting PRS + 1 day weekend

@ 100% (your insured exit from car park lot & caused accident)

Total \$ 4712.50/-.

Please let us have your offer soon . Thanks

Regards,
Chris Chan Pick Yuen
GREEN FOREST AUTOMOBILE PTE LTD
HP: 92712214

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Monday, August 5, 2019 9:26 AM
To: 'chris_chanbebe@hotmail.com' <chris_chanbebe@hotmail.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: SJM6413R GIA REPORT

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC6/EQ119006754/Apb3	Hsiao Tong

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

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Monday, 5 August 2019 8:57 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: SJM6413R GIA REPORT

Dear Sir / Mdm ,

Enclosed is our client's GIA report .
Please advise OIC , claim number & liability asap . Thanks

Regards,
Chris Chan Pick Yuen
GREEN FOREST AUTOMOBILE PTE LTD



Virus-free. www.avg.com

Hsiao Tong (LKKAuto)

From: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 6 January 2020 10:36 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Jaime Tay
Subject: RE: Accident Involving SDJ555R (OI : EQI - DM19HO01782/JT, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Hsiao Tong

Please proceed with direct settlement and seek mandate (if necessary).

Claim handler for this case is Ms Jaime Tay.

Best Regards,

Joel Goh
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg



A Member of Citystate

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, January 6, 2020 8:11 AM
To: EQI PRS
Cc: Admin A
Subject: RE: Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Sirs/Mdm,

Attached is a copy of video footage from third party for your reference. Our insured was coming out from parking lot and collided with third party who was on main driveway. Liability is not in our insured favour.

We will proceed to negotiate and settle the matter with third party.

Thank you.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 15 August 2019 7:53 AM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving SDJ555R (OI : EQJ - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Monday, 22 July 2019 11:24 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Subject: RE: Accident Involving SDJ555R (OI : EQJ - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Reminder.

Thks.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Tan Wei Yin

Sent: Wednesday, July 10, 2019 10:29 AM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

Cc: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>

Subject: RE: Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Hsiao Tong,

Please advise estimates and prelim advice.

Thks.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Tan Wei Yin

Sent: Thursday, July 4, 2019 9:44 AM

To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>

Subject: Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Shu Pei,

OI reported – see attached.

You may proceed with DS.

Thank you.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of

From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, July 4, 2019 9:36 AM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - DM19HO01782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank You

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Wednesday, 26 June 2019 2:03 PM

To: Shu Pei (LKKAUTO) <shupe@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - DM19H001782/WY, and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

Dear Shu Pei,

OI had yet to report the accident.

Thank you.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64869882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of

From: Shu Pei (LKKAUTO) [mailto:shupe@lkkauto.com]

Sent: Wednesday, June 26, 2019 11:25 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Joel Goh <joel.goh@eqinsurance.com.sg>; Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank You

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAUTO)

Sent: Tuesday, 14 May 2019 9:48 AM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

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.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 30 April 2019 9:35 AM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>

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

Subject: RE: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

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.

Thank You.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 16 April 2019 6:33 PM

To: egiprs@eqinsurance.com.sg; 'Joel Goh' <joel.goh@eqinsurance.com.sg>; 'Janet Tan' <janet.tan@eqinsurance.com.sg>

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

Subject: Direct Settlement - Accident Involving SDJ555R (OI : EQI - TBA) and SJM6413R (TP : LKK REF - CC6/EQI19006754/Apb3) on 12.04.2019

WITHOUT PREJUDICE

Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SJM 6413R at M/s Green Forest Automobile Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

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

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

Thank You.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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



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 EQ INSURANCE COMPANY LTD

Date: 20/01/2020

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	SDJ 555R	(Insd Veh)	Your Ref. No. : DM19HO01782/JT
	SJM 6413R	(TP Veh)	Our Ref. No. : CC6/EQI19006754/Apa3q2
Date of Accident	12/4/2019		

Liability	100%	
Final Repair Cost	: \$ 4,012.50	
Loss of Use	: \$ 360.00	6 days
Rental (If any)	: \$	days
Others:	: \$	
	: \$	
	4,372.50	
Final Settlement Sum	: \$ 4,370.00	GLOBAL SUM
Remarks	:	

Payment Instruction: Payee's Breakdown

1)	GREEN FOREST AUTOMOBILE PTE LTD	: \$ 4,370.00
		: \$

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

EQ INSURANCE COMPANY LTD

Ref : CC6/EQ19006754/Apa3q2

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEXSINGAPORE 069110

Date : 20-01-2020



Code : EQI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SDJ 555R	Veh. Inspected	SJM 6413R
Policy No.	DMPPHQ18-005141	Coverage (\$)	0.00
Claim No.	DM19HO01782/JT	Excess (\$)	0.00
Assign From		Assign Date	13/04/2019

2. Vehicle Particulars & Condition

Make & Model	TOYOTA ALLION	c.c	1496
Engine No.	HIDDEN	Year of Reg.	2009
Chassis No.	NZT2603033174	Colour	RED
Odometer	169484	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	205/55 R16	GOODYEAR	6 mm
L/H Front Tyre	205/55 R16	GOODYEAR	6 mm
R/H Rear Tyre	205/55 R16	GOODYEAR	6 mm
L/H Rear Tyre	205/55 R16	GOODYEAR	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION AND UNDERCARRIAGE. DAMAGES SEE DETAILS.

5. General Information

Accident Date	12/04/2019	Inspection Date	13/04/2019
Survey held at	GREEN FOREST AUTOMOBILE 8 KAKI BUKIT AVENUE 4 #05-25 PREMIER @ KAKI BUKIT SINGAPORE 415875		

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:	5 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. SJM 6413R

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT BUMPER	DEFORMED	624.80	624.80
2	FRONT BUMPER SIDE BRACKET @\$131.75	O/S DAMAGED	263.50	58.00
8	FRONT BUMPER CLIPS @\$12.90	NECESSARY	103.20	30.00
1	FRONT BUMPER SPONGE	CRACKED	235.20	105.70
1	FRONT INNER SHIELD -RH	NOT NECESSARY	165.00	-
1	HEADLAMP -RH	CUT	765.10	765.10
1	FRONT BUMPER FOG LAMP -RH	CRACKED	381.20	381.20
1	FRONT BUMPER FOG LAMP COVER -RH	MISSING	156.00	156.00
1	FRONT BUMPER NUMBER PLATE	NOT NECESSARY	50.00	-
1	FRONT BUMPER EMBLEM LOGO	NOT NECESSARY	61.00	-
1	FRONT BUMPER GRILLE CHROME	NOT NECESSARY	128.30	-
1	FRONT BUMPER REINFORCEMENT	BENT	485.00	325.00
1	FRONT RH WATER TANK	CRACKED	325.00	124.00
1	FRONT RH FENDER	DENTED	645.00	645.00
1	FRONT RH FENDER COWLING	NOT NECESSARY	153.55	-
10	FRONT RH FENDER COWLING CLIPS @\$5.00	NOT NECESSARY	50.00	-
1	FRONT R/H LOWER ARM	BENT	316.20	316.20
1	FRONT R/H KNUCKLE ARM	DAMAGED	395.60	395.60
1	FRONT R/H KNUCKLE ARM BEARING	DAMAGED	182.25	182.25
1	FRONT R/H SHOCK ABSORBER	NOT NECESSARY	381.80	-
1	FRONT R/H DRIVE SHAFT	NOT NECESSARY	1,712.80	-
1	FRONT TIRE	NOT NECESSARY	450.00	-
	LESS 25% DISCOUNT		-	-1,027.21
			8,030.50	3,081.64
SPECIAL NETT ITEMS				
1	FRONT RIM (SN)	CUT	500.00	350.00
			500.00	350.00
LABOUR				
	TO REMOVE & REFIX FRONT UNDERCARRIAGE ,DRIVE SHAFT.		480.00	220.00

Report Ref No. CC6/EQ119006754/Apa3q2



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.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TUFF KOTE.	NOT NECESSARY	100.00	-
	TO REMOVE & REFIX CUSHION .	NOT NECESSARY	100.00	-
	TO CHECK WHEEL ALIGNMENT COMPUTER.		150.00	80.00
	TOWING CHARGES.	NOT NECESSARY	100.00	-
	PANEL BEATING.		800.00	400.00
	SPRAY PAINTING.		800.00	600.00
			2,530.00	1,300.00
GRAND TOTAL			11,060.50	4,731.64

RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			3,750.00
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Report Ref No. CC6/EQ19006754/Apa3q2

ADRIAN LING WAI PING

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

Licensed Appraiser

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