

ASS. REC. BY:

REF: CS/MSG1900 7223/ESD3

Special Instruction:

Surveyor: Steve ASSIGNMENT (Office)From (Person): Nor Azian Binteof MSGDate/Time: 24.4.19 10.38 a.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SJC 32132

Insured:

at Workshop m/s Vantage AutomotiveTel: 64777409 / 9278 2710of 305 Alexandra Road #02-01Policy No: A80441989QMXClaim No: 590903

Sum Insured:

Excess: \$500.00

Make of Veh:

D.O.A. 16.4.2019

(Client's Record)

CA (REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 24.4.19 11.15 a.mPerson Contacted: MelodyVehicle IN/OUT

| Date/Time       | Action/Instruction (✓) Estimate                           |
|-----------------|-----------------------------------------------------------|
|                 | <u>SJC 32132 - X</u>                                      |
| <u>26/04/19</u> | <u>@ 14:11 pm received PA Nor Azian Binte Noordin</u>     |
|                 | <u>via memo</u>                                           |
| <u>29/04/19</u> | <u>@ 11:19 a.m. mandate requested authorise repair to</u> |
|                 | <u>Nor Azian Binte Noordin via memo.</u>                  |

## ASSIGNMENT

From

Date:

Veh No

SJC 32132

Yr Regn.

28/9/10

Estimated Cost

Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /OD / TP / WS / TP RES / OD RES / EVA / INV / MV

Truck / Trailer or

To Inspect Vehicle No:

Make: Hyundai 139

CC 1598

at Workshop m/s

Colour

Blue

A/C Insured / Std / NI / N

at

Sp. Reading

150 245

T/Rndn: Insured / Std / NI / N.

Insured

Eng/No:

Policy No.

C/No: KMH DC 510 MAU 243304

Claims No

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured:

Excess: \$ 500/-

Steering: In order / Jammed / Leaked / Burnt or

(Client's Record)

Brake: In order / Jammed / Leaked / Burnt or

Make of Veh:

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

(Policy Condition)

Tyre Size:

F:

185/65R15

R:

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

|                |                |
|----------------|----------------|
| <del>N/S</del> | <del>O/S</del> |
| N/S            | O/S            |

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

Bal. or Market Value:

Front

Rear

IDAC Accident Report:

Consistent? : Yes or No

R/Bal.

5

mm

R/Bal.

5

mm

GIA / PR Seen:

Consistent? : Yes or No

L/Bal.

5

mm

L/Bal.

5

mm

Est. Repairs:

days

Res.: Yes or No

D.O.A.

16/4/19

D.O.A.

24/4/19

Lump Sum:

%

3 Val.: Yes or No

Survey held at

Vantage Automotive

CA / REV / REP. / 24 HRS

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

Date:

Person Contacted:

Vehicle: IN / OUT

The UIC / Chassis frame / Body Structure affected due to collision

Date / Time : Action / Instruction

MV - 19,990

PV - 11,369

NV - 7640

Repair limit not exceeding \$ 6,000/-

~~then~~

\$ 6050 - 10 days - Confirmed ✓

23/05/19 Confirmed L/S \$ 6,050/- @ 10 days with Steve.  
(\$ 4,640.70 Red - 43%)

23/5/2019

RECEIVED 14 JUN 2019

Date/Time: File Pass to?

14/06/19

Type: TPH

Date/Time: File Return to?



: Prel. Report



: Final Report

Days Of Repair:

10

Resurvey No. of Trip:

1

Survey Fee:

Transportation

) S. R. C.

) Photos

) Fuel

) ...

Total

2)

Add Fee:



: Site Insp (\$



: Interview (\$



: Tech Invs (\$



: Weekend (\$

Report Format:

Lump Sum / L.B. / L.S. 6,050/- L.S.

200

11

## ...CLAIM SUBFOLDER...(New Assignment)

| CLAIM SUBFOLDER TRACKING |             |               |                                |         |               |            |                                      |
|--------------------------|-------------|---------------|--------------------------------|---------|---------------|------------|--------------------------------------|
| Case                     | Notified    | Est Submitted | Adj Assigned                   | Adj Rpt | Adj Submitted | Ins Auth'd | Status                               |
| Main                     | 17 Apr 2019 |               | 24 Apr 2019<br>10:38<br>Assign |         |               |            | <b>New Assignment</b><br>Cancel Case |

| Main                                                                                                          | Reference                                                                                                                         | Claim Details          | Documents                                                                     | Show All |         |             |              |            |       |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------|----------|---------|-------------|--------------|------------|-------|
| <b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>                        |                                                                                                                                   |                        |                                                                               |          |         |             |              |            |       |
| Insured:                                                                                                      | <b>TUTY ALAWIYAH BINTE ISNIN</b> , ID: S8104651D, Tel: +6596644804, Email: T.ALAWIYAH.ISNIN@GMAIL.COM                             |                        |                                                                               |          |         |             |              |            |       |
| Vehicle Reg. No.:                                                                                             | <b>SJC3213Z</b>                                                                                                                   | Date of Loss:          | 16/04/2019 15:00 - :59<br>[102 Months and 19 Days From LTA Reg Date (Man Yr)] |          |         |             |              |            |       |
| Claim Type:                                                                                                   | <b>OD / 590903</b>                                                                                                                | Policy/Cover Note No.: | A80441989QMX (Comprehensive)<br>Coverage: 28/09/2018 - 27/09/2019             |          |         |             |              |            |       |
|                                                                                                               |                                                                                                                                   | Excess:                | S\$500.00                                                                     |          |         |             |              |            |       |
| Repairer:                                                                                                     | <b>Vantage Automotive Limited (Alexandra)</b> 305 Alexandra Road #02-01, Vantage Automotive Centre, 159942 Alexandra - Tel:       |                        |                                                                               |          |         |             |              |            |       |
| Handling Insurer:                                                                                             | <b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888 ... [Handled by <b>Nor Azlan Binte Noordin</b> - 6594 2558] |                        |                                                                               |          |         |             |              |            |       |
| Adjuster:                                                                                                     | <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Imm.Advice due 25/04/2019]                                         |                        |                                                                               |          |         |             |              |            |       |
| Driver/Custodian:                                                                                             | <b>TUTY ALAWIYAH BINTE ISNIN</b> (38 / Female), NRIC: S8104651D, Tel: +6596644804 Email: T.ALAWIYAH.ISNIN@GMAIL.COM               |                        |                                                                               |          |         |             |              |            |       |
| Adj Asg. Remarks:                                                                                             | Pls revert with MV                                                                                                                |                        |                                                                               |          |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;">View All Compose Case Mail</span>                 |                                                                                                                                   |                        |                                                                               |          |         |             |              |            |       |
| There are no mail for this case.                                                                              |                                                                                                                                   |                        |                                                                               |          |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b> <span style="float: right;">View All Search Tasks Create New Task Complete</span> |                                                                                                                                   |                        |                                                                               |          |         |             |              |            |       |
| Due Date                                                                                                      | Priority                                                                                                                          | Type                   | Task Group                                                                    | Subject  | Handler | Assigned By | Completed On | Created On | Done? |
| No results.                                                                                                   |                                                                                                                                   |                        |                                                                               |          |         |             |              |            |       |

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Friday, 14 June 2019 9:51 AM  
**To:** 'Melody Teoh Man Lin'; SUR; Steve Chen (LKK Auto)  
**Cc:** 'Liu Chun Cheong'; 'Katherine Chong'; 'Simon Koh Eng Aun'; 'Andy Ooi Lee Keong'  
**Subject:** RE: OD CLAIM: SJC3213Z - FINALIZATION  
**Attachments:** SUPPLEMENTARY 2.pdf

Dear Melody,

Supplementary approved by MSIG.

Confirmed final fig \$ 6,050.00 (lump sum) @ 10 days of repairs before excess \$ 500/- & GST.

Final invoice and all supporting documents sent over to MSIG Insurance (Singapore) Pte. Ltd.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Melody Teoh Man Lin [mailto:[melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)]  
**Sent:** Thursday, 13 June 2019 4:54 PM  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>; Andy Ooi Lee Keong <[andy.ooi.leekeong@simedarby.com.sg](mailto:andy.ooi.leekeong@simedarby.com.sg)>  
**Subject:** RE: OD CLAIM: SJC3213Z - FINALIZATION

Dear Shirley,

My apologies, we shall finalize this case at **\$6050.00**

Please refer to the attached report above.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

**Regent Motors Limited (FORD)**

## Shirley Hiew (LKK Auto)

---

**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Monday, 13 May 2019 4:19 PM  
**To:** 'Melody Teoh Man Lin'; SUR; Steve Chen (LKK Auto)  
**Cc:** 'Liu Chun Cheong'; 'Katherine Chong'; 'Chong Min Seng'; 'Simon Koh Eng Aun'  
**Subject:** RE: OD CLAIM: SJC3213Z  
**Attachments:** SUPPLEMENTARY.pdf

Dear Melody,

Supplementary approved by insurance.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Denise Tay (LKKAuto) [mailto:[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)]  
**Sent:** Friday, 3 May 2019 8:37 AM  
**To:** Melody Teoh Man Lin <[melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chong Min Seng <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>  
**Subject:** RE: OD CLAIM: SJC3213Z

Dear Melody,

Please note on lump sum repair cost not exceeding \$6600.00 (including any checked or supplementary items)

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

---

**From:** Denise Tay (LKKAuto)  
**Sent:** Friday, 3 May 2019 8:35 AM  
**To:** Melody Teoh Man Lin <[melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chong Min Seng <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>  
**Subject:** RE: OD CLAIM: SJC3213Z

## Denise Tay (LKKAUTO)

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**From:** Denise Tay (LKKAUTO)  
**Sent:** Friday, 3 May 2019 8:37 AM  
**To:** Melody Teoh Man Lin; SUR; Steve Chen (LKK Auto)  
**Cc:** Liu Chun Cheong; Katherine Chong; Chong Min Seng; Simon Koh Eng Aun  
**Subject:** RE: OD CLAIM: SJC3213Z

Dear Melody,

Please note on lump sum repair cost not exceeding \$6600.00 (including any checked or supplementary items)

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

---

**From:** Denise Tay (LKKAUTO)  
**Sent:** Friday, 3 May 2019 8:35 AM  
**To:** Melody Teoh Man Lin <[melody.teoh.manlin@simeдарby.com.sg](mailto:melody.teoh.manlin@simeдарby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** Liu Chun Cheong <[liu.chun.cheong@simeдарby.com.sg](mailto:liu.chun.cheong@simeдарby.com.sg)>; Katherine Chong <[katherine.chong@simeдарby.com.sg](mailto:katherine.chong@simeдарby.com.sg)>; Chong Min Seng <[chong.min.seng@simeдарby.com.sg](mailto:chong.min.seng@simeдарby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simeдарby.com.sg](mailto:simon.koh.engaun@simeдарby.com.sg)>  
**Subject:** RE: OD CLAIM: SJC3213Z

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle SJC 3213Z **repair cost not exceeding \$6600.00 (including any checked or supplementary items). Excess \$500.00**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

**Veron Chen (LKKAUTO)**

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**From:** Melody Teoh Man Lin <melody.teoh.manlin@simedarby.com.sg>  
**Sent:** Thursday, 2 May 2019 6:17 PM  
**To:** Nor Azian Binte Noordin; Simon Koh Eng Aun  
**Cc:** Liu Chun Cheong; Katherine Chong; SUR; Zheng Hanyang  
**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

Dear Nor Aizan,

We accept your offer.

Your insured has also agreed on lump sum basis repair.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

**Regent Motors Limited (FORD)**

**AutoFrance (PEUGEOT)**

**DID: +65 6477 7409**

**HP : +65 9278 2710**

**Email: [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)**



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**From:** Nor Azian Binte Noordin [mailto:[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)]

**Sent:** Thursday, May 02, 2019 6:02 PM

**To:** Melody Teoh Man Lin <melody.teoh.manlin@simedarby.com.sg>; Simon Koh Eng Aun  
<simon.koh.engaun@simedarby.com.sg>

**Cc:** Liu Chun Cheong <liu.chun.cheong@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>;  
Chong Min Seng <chong.min.seng@simedarby.com.sg>; SUR <sur@lkkauto.com>; Zheng Hanyang  
<hanyang\_zheng@sg.msig-asia.com>

**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

Dear Simon / Melody,

Any update on this case?

Best Regards

Nor Azian Binte Noordin  
Executive, Claims Services (Motor)  
Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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**From:** Nor Azian Binte Noordin  
**Sent:** Thursday, May 02, 2019 11:44 AM  
**To:** 'melody.teoh.manlin@simeдарby.com.sg' <[melody.teoh.manlin@simeдарby.com.sg](mailto:melody.teoh.manlin@simeдарby.com.sg)>; 'Simon Koh Eng Aun' <[simon.koh.engaun@simeдарby.com.sg](mailto:simon.koh.engaun@simeдарby.com.sg)>  
**Cc:** 'Liu Chun Cheong' <[liu.chun.cheong@simeдарby.com.sg](mailto:liu.chun.cheong@simeдарby.com.sg)>; 'Katherine Chong' <[katherine.chong@simeдарby.com.sg](mailto:katherine.chong@simeдарby.com.sg)>; 'Chong Min Seng' <[chong.min.seng@simeдарby.com.sg](mailto:chong.min.seng@simeдарby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Zheng Hanyang <[hanyang\\_zheng@sg.msig-asia.com](mailto:hanyang_zheng@sg.msig-asia.com)>  
**Subject:** RE: OD CLAIM: SJC3213Z (M590903)  
**Importance:** High

Dear Melody / Simon,

Please let us know if you can repair this vehicle not exceeding \$6600.00 (subject to excess of \$500.00).

If our offer is accepted, please ensure that OI is aware that the repair will be under lumpsum basis.

Best Regards

Nor Azian Binte Noordin  
Executive, Claims Services (Motor)  
Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



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**From:** Nor Azian Binte Noordin  
**Sent:** Friday, April 26, 2019 4:29 PM  
**To:** [melody.teoh.manlin@simeдарby.com.sg](mailto:melody.teoh.manlin@simeдарby.com.sg)  
**Subject:** RE: OD CLAIM: SJC3213Z (approval?)

Dear Melody,

We are awaiting for our surveyor's interim report before we can authorise repair.

Understand frm May Fung (LKK) that she is waiting for you to revert on the repair cost.

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Motor Survey

**Sent:** Friday, April 26, 2019 3:26 PM

**To:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)>

**Cc:** [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)

**Subject:** FW: OD CLAIM: SJC3213Z (approval?)

Best Regards

**Winnie Chua**

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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**From:** Koh Lay Hoon

**Sent:** Friday, 26 April 2019 3:02 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

**Subject:** FW: OD CLAIM: SJC3213Z

**From:** Melody Teoh Man Lin [<mailto:melody.teoh.manlin@simedarby.com.sg>]

**Sent:** Friday, April 26, 2019 12:07 PM

**To:** Claims <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>

**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chong Min Seng <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>

**Subject:** RE: OD CLAIM: SJC3213Z

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Officer-in-Charge,

Please advise if this OD claim is authorized.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

Regent Motors Limited (FORD)

AutoFrance (PEUGEOT)

DID: +65 6477 7409

HP : +65 9278 2710

Email: [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)



**From:** Melody Teoh Man Lin

**Sent:** Tuesday, April 23, 2019 12:26 PM

**To:** [claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)

**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chong Min Seng <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>

**Subject:** OD CLAIM: SJC3213Z

Dear Officer-in-Charge,

Please refer to the attached GIA report & estimate.

Kindly assist this OD claim.

You may contact **VANTAGE Melody: 9278 2710**.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

Regent Motors Limited (**FORD**)

AutoFrance (**PEUGEOT**)

**DID: +65 6477 7409**

**HP : +65 9278 2710**

Email: [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)



## Veron Chen (LKKAuto)

---

**From:** Nor Azian Binte Noordin <NorAzian\_Noordin@sg.msig-asia.com>  
**Sent:** Thursday, 2 May 2019 6:51 PM  
**To:** SUR  
**Cc:** Zheng Hanyang  
**Subject:** OD CLAIM: SJC3213Z (M590903)

Dear May Fung,

Based on your preliminary advice, the adjusted COR is \$5844.20 (including check item of \$132.00) based on part by part repair.

However, you have advised that Vantage Automotive has agreed to repair not exceeding \$7200.00 on lumpsum basis, and which they later then agreed to repair not exceeding \$6600.00. By right, the lumpsum repair cost should be lower than \$5844.20.

Please ensure that the repair cost is justified and and not exceeding \$6600.00 (including any checked or supplementary items).

Best Regards

**Nor Azian Binte Noordin**  
Executive, Claims Services (Motor)  
Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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---

**From:** Nor Azian Binte Noordin  
**Sent:** Thursday, May 02, 2019 6:26 PM  
**To:** Melody Teoh Man Lin <melody.teoh.manlin@simedarby.com.sg>; Simon Koh Eng Aun <simon.koh.engaun@simedarby.com.sg>  
**Cc:** Liu Chun Cheong <liu.chun.cheong@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>; SUR <sur@lkkauto.com>; Zheng Hanyang <hanyang\_zheng@sg.msig-asia.com>  
**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

Dear Melody,

Please proceed with the repair not exceeding \$6600.00 (subject to excess of \$500.00).

Our surveyor will finalise the cost with you after repairs.

cc. Dear May Fung / LKK Auto – Pls assist to take note.

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



**MSIG**

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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---

**From:** Melody Teoh Man Lin [<mailto:melody.teoh.manlin@simeдарby.com.sg>]

**Sent:** Thursday, May 02, 2019 6:17 PM

**To:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)>; Simon Koh Eng Aun

<[simon.koh.engaun@simeдарby.com.sg](mailto:simon.koh.engaun@simeдарby.com.sg)>

**Cc:** Liu Chun Cheong <[liu.chun.cheong@simeдарby.com.sg](mailto:liu.chun.cheong@simeдарby.com.sg)>; Katherine Chong <[katherine.chong@simeдарby.com.sg](mailto:katherine.chong@simeдарby.com.sg)>;

SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Zheng Hanyang <[hanyang\\_zheng@sg.msig-asia.com](mailto:hanyang_zheng@sg.msig-asia.com)>

**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

---

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

---

Dear Nor Aizan,

We accept your offer.

Your insured has also agreed on lump sum basis repair.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

Regent Motors Limited (**FORD**)

AutoFrance (**PEUGEOT**)

**DID: +65 6477 7409**

**HP : +65 9278 2710**

**Email:** [melody.teoh.manlin@simeдарby.com.sg](mailto:melody.teoh.manlin@simeдарby.com.sg)



**From:** Nor Azian Binte Noordin [[mailto:NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)]

**Sent:** Thursday, May 02, 2019 6:02 PM

**To:** Melody Teoh Man Lin <[melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>

**Cc:** Liu Chun Cheong <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; Katherine Chong <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; Chong Min Seng <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Zheng Hanyang <[hanyang\\_zheng@sg.msig-asia.com](mailto:hanyang_zheng@sg.msig-asia.com)>

**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

Dear Simon / Melody,

Any update on this case?

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



**MSIG**

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

**From:** Nor Azian Binte Noordin

**Sent:** Thursday, May 02, 2019 11:44 AM

**To:** 'melody.teoh.manlin@simedarby.com.sg' <[melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)>; 'Simon Koh Eng Aun' <[simon.koh.engaun@simedarby.com.sg](mailto:simon.koh.engaun@simedarby.com.sg)>

**Cc:** 'Liu Chun Cheong' <[liu.chun.cheong@simedarby.com.sg](mailto:liu.chun.cheong@simedarby.com.sg)>; 'Katherine Chong' <[katherine.chong@simedarby.com.sg](mailto:katherine.chong@simedarby.com.sg)>; 'Chong Min Seng' <[chong.min.seng@simedarby.com.sg](mailto:chong.min.seng@simedarby.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Zheng Hanyang <[hanyang\\_zheng@sg.msig-asia.com](mailto:hanyang_zheng@sg.msig-asia.com)>

**Subject:** RE: OD CLAIM: SJC3213Z (M590903)

**Importance:** High

Dear Melody / Simon,

Please let us know if you can repair this vehicle not exceeding \$6600.00 (subject to excess of \$500.00).

If our offer is accepted, please ensure that OI is aware that the repair will be under lumpsum basis.

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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---

**From:** Nor Azian Binte Noordin

**Sent:** Friday, April 26, 2019 4:29 PM

**To:** [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)

**Subject:** RE: OD CLAIM: SJC3213Z (approval?)

Dear Melody,

We are awaiting for our surveyor's interim report before we can authorise repair.

Understand frm May Fung (LKK) that she is waiting for you to revert on the repair cost.

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

Direct line +65 6594 2558 | Direct fax +65 6225 7402 | [NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

---

**From:** Motor Survey

**Sent:** Friday, April 26, 2019 3:26 PM

**To:** Nor Azian Binte Noordin <[NorAzian\\_Noordin@sg.msig-asia.com](mailto:NorAzian_Noordin@sg.msig-asia.com)>

**Cc:** [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)

**Subject:** FW: OD CLAIM: SJC3213Z (approval?)

Best Regards

Winnie Chua



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

---

**From:** Koh Lay Hoon  
**Sent:** Friday, 26 April 2019 3:02 PM  
**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>  
**Subject:** FW: OD CLAIM: SJC3213Z

---

**From:** Melody Teoh Man Lin [<mailto:melody.teoh.manlin@simeдарby.com.sg>]  
**Sent:** Friday, April 26, 2019 12:07 PM  
**To:** Claims <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>  
**Cc:** Liu Chun Cheong <[liu.chun.cheong@simeдарby.com.sg](mailto:liu.chun.cheong@simeдарby.com.sg)>; Katherine Chong <[katherine.chong@simeдарby.com.sg](mailto:katherine.chong@simeдарby.com.sg)>; Chong Min Seng <[chong.min.seng@simeдарby.com.sg](mailto:chong.min.seng@simeдарby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@simeдарby.com.sg](mailto:simon.koh.engaun@simeдарby.com.sg)>  
**Subject:** RE: OD CLAIM: SJC3213Z

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Officer-in-Charge,

Please advise if this OD claim is authorized.

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

Regent Motors Limited (**FORD**)

AutoFrance (**PEUGEOT**)

**DID: +65 6477 7409**

**HP : +65 9278 2710**

**Email:** [melody.teoh.manlin@simeдарby.com.sg](mailto:melody.teoh.manlin@simeдарby.com.sg)



**From:** Melody Teoh Man Lin

**Sent:** Tuesday, April 23, 2019 12:26 PM

**To:** [claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)

**Cc:** Liu Chun Cheong <[liu.chun.cheong@sime-darby.com.sg](mailto:liu.chun.cheong@sime-darby.com.sg)>; Katherine Chong <[katherine.chong@sime-darby.com.sg](mailto:katherine.chong@sime-darby.com.sg)>; Chong Min Seng <[chong.min.seng@sime-darby.com.sg](mailto:chong.min.seng@sime-darby.com.sg)>; Simon Koh Eng Aun <[simon.koh.engaun@sime-darby.com.sg](mailto:simon.koh.engaun@sime-darby.com.sg)>

**Subject:** OD CLAIM: SJC3213Z

Dear Officer-in-Charge,

Please refer to the attached GIA report & estimate.

Kindly assist this OD claim.

You may contact **VANTAGE Melody: 9278 2710.**

Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

**Regent Motors Limited (FORD)**

**AutoFrance (PEUGEOT)**

**DID: +65 6477 7409**

**HP : +65 9278 2710**

**Email: [melody.teoh.manlin@sime-darby.com.sg](mailto:melody.teoh.manlin@sime-darby.com.sg)**



## Shirley Hiew (LKK Auto)

---

**From:** Melody Teoh Man Lin <melody.teoh.manlin@simedarby.com.sg>  
**Sent:** Monday, 29 April 2019 11:56 AM  
**To:** sur@lkkauto.com; stevechen@lkkauto.com  
**Cc:** Liu Chun Cheong; Katherine Chong; Chong Min Seng; Simon Koh Eng Aun  
**Subject:** RE: OD CLAIM: SJC3213Z

Dear Claims Handler,

We propose to do lump sum repair, not exceeding **\$7,200.00** for this vehicle **SJC3213Z**.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

**305 Alexandra Road**

**Vantage Automotive Centre**

**Singapore 159942**

**Regent Motors Limited (FORD)**

**AutoFrance (PEUGEOT)**

**DID: +65 6477 7409**

**HP : +65 9278 2710**

**Email:** [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)



---

**From:** Melody Teoh Man Lin  
**Sent:** Friday, April 26, 2019 8:51 PM  
**To:** sur@lkkauto.com; stevechen@lkkauto.com  
**Cc:** Liu Chun Cheong <liu.chun.cheong@simedarby.com.sg>; Katherine Chong <katherine.chong@simedarby.com.sg>; Chong Min Seng <chong.min.seng@simedarby.com.sg>; Simon Koh Eng Aun <simon.koh.engaun@simedarby.com.sg>  
**Subject:** OD CLAIM: SJC3213Z

Dear Claims Handler,

For this vehicle, there will be a supplementary labour – To remove front section & all necessary parts to facilitate jacking of chassis to mount car on celette bench, includes align & adjustment : \$1680.00

Hence, We would like to propose to do **Global Sum Repair @ \$8,000.00 (before GST)** for this vehicle **SJC3213Z**.

Hope to hear from you soon. Thank you.

Best regards,

**MELODY TEOH**

Customer Service Advisor (Bodyshop)

**Vantage Automotive Limited**

305 Alexandra Road  
Vantage Automotive Centre  
Singapore 159942

Regent Motors Limited (FORD)

AutoFrance (PEUGEOT)

DID: +65 6477 7409

HP : +65 9278 2710

Email: [melody.teoh.manlin@simedarby.com.sg](mailto:melody.teoh.manlin@simedarby.com.sg)



## View Received Message

This mail is associated with :

**\*SJC3213Z (590903)**

OD

Apr 16 2019 3:00PM

[TUTY ALAWIYAH BINTE ISNIN]

Vantage Automotive Limited

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 13/06/2019 11:28 AM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$6050.00) - SJC3213Z - Claim Handler: Pauline Soh Li Ping

Approved:6050.00.

### DOCUMENTS SUMMARY

There are no documents.

## View Received Message

This mail is associated with :

**\*SJC3213Z (590903)**

OD

Apr 16 2019 3:00PM

[TUTY ALAWIYAH BINTE ISNIN]

Vantage Automotive Limited

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 08/05/2019 15:44 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$6600.00) - SJC3213Z - Claim Handler: Nor Azian Binte Noordin

Approved:6600.00:Approve repair cost not exceeding \$6600.00 (before excess \$500.00). Surveyor to finalise the cost after repair.

### DOCUMENTS SUMMARY

There are no documents.

## Claim Audit

| AUDIT TRAIL |                      |                               |                                                                                                                                                                                                |                             |
|-------------|----------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| No.         | On                   | Audit                         | Remarks                                                                                                                                                                                        | By                          |
| 1           | 18 Apr 2019<br>09:45 | Clim Veh Model Changed        | (202432) HYUNDAI I30 1.6 FD (A).                                                                                                                                                               | [I] Low Yi Qian             |
| 2           | 18 Apr 2019<br>09:45 | Clim Created                  | Reg No: SJC3213Z. Policy No: A80441989QMX. Acct Date: 2019/04/16. Claim Type: SC. Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Ins.Status => Notification. Created from SAS:MVA19050135 | [I] Low Yi Qian             |
| 3           | 23 Apr 2019<br>17:15 | Clim Registration Modified    | Excess: -> 500.00.                                                                                                                                                                             | [I] Nor Azian Binte Noordin |
| 4           | 23 Apr 2019<br>17:41 | Notification Status Changed   | Ins.Status => Incoming Claim                                                                                                                                                                   | [I] Nor Azian Binte Noordin |
| 5           | 23 Apr 2019<br>17:41 | Clim Registration Modified    | Setl.Type:3->0. Rep:1137->205002. Claim Type:SC->OD.                                                                                                                                           | [I] Nor Azian Binte Noordin |
| 6           | 23 Apr 2019<br>17:47 | Adj Co Assigned               | MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor):Pls revert with MV                                                                                                                    | [I] Nor Azian Binte Noordin |
| 7           | 23 Apr 2019<br>17:47 | Adj Next Rpt Changed          | Next Rpt:Im. Advice.Due Date:2019/04/24                                                                                                                                                        | [I] Nor Azian Binte Noordin |
| 8           | 23 Apr 2019<br>17:47 | Adj Mandate Set               | Approved:25000.00.Reinsp:Adj decides.                                                                                                                                                          | [I] Nor Azian Binte Noordin |
| 9           | 23 Apr 2019<br>17:54 | Clim Registration Modified    | Policy From:2017/09/28->2018/09/28.                                                                                                                                                            | [I] Nor Azian Binte Noordin |
| 10          | 24 Apr 2019<br>09:09 | Assignment 1st Accessed       |                                                                                                                                                                                                | [A] Ong Zi Hui              |
| 11          | 24 Apr 2019<br>10:38 | Adj Assignment Cancelled      | To outsource as per Jason's instruction. Appt full                                                                                                                                             | [I] Winnie Chua Ping Ping   |
| 12          | 24 Apr 2019<br>10:38 | Adj Est Details Deleted       | Deleting Est Details For Cancelling Adjuster Assignment                                                                                                                                        | [I] Winnie Chua Ping Ping   |
| 13          | 24 Apr 2019<br>10:38 | Adj Co Assigned               | LKK Auto Consultants Pte Ltd (HQ):Pls revert with MV                                                                                                                                           | [I] Winnie Chua Ping Ping   |
| 14          | 24 Apr 2019<br>10:38 | Adj Next Rpt Changed          | Next Rpt:Im. Advice.Due Date:2019/04/25                                                                                                                                                        | [I] Winnie Chua Ping Ping   |
| 15          | 24 Apr 2019<br>10:38 | Adj Mandate Set               | Approved:25000.00.Reinsp:Adj decides.                                                                                                                                                          | [I] Winnie Chua Ping Ping   |
| 16          | 24 Apr 2019<br>11:02 | Assignment 1st Accessed       |                                                                                                                                                                                                | [A] CELINE FONG             |
| 17          | 24 Apr 2019<br>15:17 | Adj Adjuster Assigned         | [None] -> CHEN TSUE YEE                                                                                                                                                                        | [A] LEE SU THING            |
| 18          | 26 Apr 2019<br>14:11 | Adj Im. Advice Submitted      | Next Rpt:Final Rpt.Due Date:2019/05/24                                                                                                                                                         | [A] Hiew May Fung           |
| 19          | 26 Apr 2019<br>14:11 | Adj Next Rpt Changed          | Next Rpt:Final Rpt.Due Date:2019/05/24                                                                                                                                                         | [A] Hiew May Fung           |
| 20          | 29 Apr 2019<br>11:17 | Adj Im. Advice Submitted      | Next Rpt:Final Rpt.Due Date:2019/05/24                                                                                                                                                         | [A] Hiew May Fung           |
| 21          | 29 Apr 2019<br>11:19 | Adj Mandate Request           | Cur.Req:5844.20:DAMAGES CONSITENT, WE HAVE NOT AUTHORIZE REPAIR. REPAIRER PROPOSED \$ 8,000.00 TO REPAIR THE VEHICLE ON PART BY PART BASIS.                                                    | [A] Hiew May Fung           |
| 22          | 29 Apr 2019<br>11:52 | Adj Mandate Request Cancelled |                                                                                                                                                                                                | [A] Hiew May Fung           |
| 23          | 29 Apr 2019<br>11:58 | Adj Im. Advice Submitted      | Next Rpt:Final Rpt.Due Date:2019/05/24                                                                                                                                                         | [A] Hiew May Fung           |
| 24          | 29 Apr 2019<br>12:01 | Adj Mandate Request           | Cur.Req:5844.20:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORIZE REPAIR. REPAIRER AGREED TO REPAIR THE VEHICLE NOT EXCEEDING \$ 7,200.00 ON LUMP SUM BASIS.                   | [A] Hiew May Fung           |
| 25          | 02 May 2019<br>18:42 | Adj Next Rpt Changed          | Next Rpt:Final Rpt.Due Date:2019/05/24. Mandate Remarks: Approve repair cost not exceeding \$6600.00 (before excess \$500.00). Surveyor to finalise the cost after repair.                     | [I] Nor Azian Binte Noordin |
| 26          | 02 May 2019<br>18:42 | Adj Mandate Set               | Approved:5712.20:Approve repair cost not exceeding \$6600.00 (before excess \$500.00). Surveyor to finalise the cost after repair.                                                             | [I] Nor Azian Binte Noordin |

Date From  Date To  Audit Type  None

### ACTIVITY

[24/04/2019 10:36] Winnie Chua Ping Ping:  
To outsource as per Jason's instruction. Appt full  
[24/04/2019 09:40] Ong Zi Hui:  
Melody confirm car in.

### Merimen Billing for this case - Transaction History

| Bill Ref No | Bill Date           | Acc Type | Acc Name                     | Co Name (Branch)                  | Ref 1    | Ref 2 | Amount |
|-------------|---------------------|----------|------------------------------|-----------------------------------|----------|-------|--------|
| 2128356     | 26/04/2019<br>14:11 | Motor    | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ) | SJC3213Z |       | 10.70  |

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Pauline Soh Li Ping

Date: 23 May 2019

**Preliminary Advice**

|                    |                                                                                                                      |                         |                |
|--------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SJC3213Z                                                                                                           | Accident Date           | : 16/04/2019   |
| Make               | : HYUNDAI I30                                                                                                        | Policy No.              | : A80441989QMX |
| Assignment Date    | : 24/04/2019                                                                                                         | Excess                  | : S\$500.00    |
| Date of Inspection | : 24/04/2019                                                                                                         | Est. Duration of Repair | : 10 days      |
| Inspection At      | : Vantage Automotive Limited (Alexandra)<br>305 Alexandra Road #02-01, Vantage Automotive Centre<br>Singapore 159942 |                         |                |

**Point of Impact / General Description of Damages**

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

|                             |      |                                  |
|-----------------------------|------|----------------------------------|
| Repairer's Estimate (Gross) | :S\$ | 10,690.70 (inclusive supp 1 + 2) |
| Revised Amount              | :S\$ | 6,072.16 (inclusive supp 1 + 2)  |
| Check Items (Estimated)     | :S\$ | 0.00                             |
| Total                       | :S\$ | 6,072.16                         |
| Lump Sum Repair             | :S\$ | 6,050.00                         |

**Total Loss Consideration**

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 19,000.00 |
| COE / PARF Rebate  | :S\$ | 11,360.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 7,640.00  |

**Remarks**

( X ) The vehicle is economical for repair. Supplementary 2 amount is \$ 297.00.

( ) The above survey was conducted on a 'without prejudice' basis.

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 08 May 2019

**Preliminary Advice**

|                    |                                                                                                                      |                         |                |
|--------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SJC3213Z                                                                                                           | Accident Date           | : 16/04/2019   |
| Make               | : HYUNDAI I30                                                                                                        | Policy No.              | : A80441989QMX |
| Assignment Date    | : 24/04/2019                                                                                                         | Excess                  | : S\$500.00    |
| Date of Inspection | : 24/04/2019                                                                                                         | Est. Duration of Repair | : 10 days      |
| Inspection At      | : Vantage Automotive Limited (Alexandra)<br>305 Alexandra Road #02-01, Vantage Automotive Centre<br>Singapore 159942 |                         |                |

**Point of Impact / General Description of Damages**

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

|                             |      |           |
|-----------------------------|------|-----------|
| Repairer's Estimate (Gross) | :S\$ | 10,393.70 |
| Revised Amount              | :S\$ | 7,392.20  |
| Check Items (Estimated)     | :S\$ | 132.00    |
| Total                       | :S\$ | 7,524.20  |

|                 |      |  |
|-----------------|------|--|
| Lump Sum Repair | :S\$ |  |
|-----------------|------|--|

**Total Loss Consideration**

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 19,000.00 |
| COE / PARF Rebate  | :S\$ | 11,360.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 7,640.00  |

**Remarks**

( X ) The vehicle is economical for repair. Supplementary amount is \$ 1,680.00

( ) The above survey was conducted on a 'without prejudice' basis.

# LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 29 Apr 2019

## Preliminary Advice

|                    |                                                                                                                      |                         |                |
|--------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SJC3213Z                                                                                                           | Accident Date           | : 16/04/2019   |
| Make               | : HYUNDAI I30                                                                                                        | Policy No.              | : A80441989QMX |
| Assignment Date    | : 24/04/2019                                                                                                         | Excess                  | : S\$500.00    |
| Date of Inspection | : 24/04/2019                                                                                                         | Est. Duration of Repair | : 10 days      |
| Inspection At      | : Vantage Automotive Limited (Alexandra)<br>305 Alexandra Road #02-01, Vantage Automotive Centre<br>Singapore 159942 |                         |                |

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

|                             |      |          |
|-----------------------------|------|----------|
| Repairer's Estimate (Gross) | :S\$ | 8,713.70 |
| Revised Amount              | :S\$ | 5,712.20 |
| Check Items (Estimated)     | :S\$ | 132.00   |
| Total                       | :S\$ | 5,844.20 |

Lump Sum Repair :S\$

### Total Loss Consideration

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 19,000.00 |
| COE / PARF Rebate  | :S\$ | 11,360.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 7,640.00  |

### Remarks

- ( X ) The vehicle is economical for repair. Repairer agreed to repair the vehicle not exceeding \$ 7,200.00 on lump sum basis.
- ( ) The above survey was conducted on a 'without prejudice' basis.

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Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 29 Apr 2019

## Preliminary Advice

|                    |                                                                                                                      |                         |                |
|--------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SJC3213Z                                                                                                           | Accident Date           | : 16/04/2019   |
| Make               | : HYUNDAI I30                                                                                                        | Policy No.              | : A80441989QMX |
| Assignment Date    | : 24/04/2019                                                                                                         | Excess                  | : S\$500.00    |
| Date of Inspection | : 24/04/2019                                                                                                         | Est. Duration of Repair | : 10 days      |
| Inspection At      | : Vantage Automotive Limited (Alexandra)<br>305 Alexandra Road #02-01, Vantage Automotive Centre<br>Singapore 159942 |                         |                |

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

|                             |      |          |
|-----------------------------|------|----------|
| Repairer's Estimate (Gross) | :S\$ | 8,713.70 |
| Revised Amount              | :S\$ | 5,712.20 |
| Check Items (Estimated)     | :S\$ | 132.00   |
| Total                       | :S\$ | 5,844.20 |

Lump Sum Repair :S\$

### Total Loss Consideration

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 19,000.00 |
| COE / PARF Rebate  | :S\$ | 11,360.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 7,640.00  |

### Remarks

- ( ) The vehicle is economical/not economical for repair.
- ( ) The above survey was conducted on a 'without prejudice' basis.
- ( X ) Remarks : Repairer proposed \$ 8,000.00 to repair the vehicle on part by part basis.

# LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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#21-01 SGX Centre 2  
Singapore 068807

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 26 Apr 2019

## Preliminary Advice

|                    |                                                                                                                      |                         |                |
|--------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SJC3213Z                                                                                                           | Accident Date           | : 16/04/2019   |
| Make               | : HYUNDAI I30                                                                                                        | Policy No.              | : A80441989QMX |
| Assignment Date    | : 24/04/2019                                                                                                         | Excess                  | : S\$500.00    |
| Date of Inspection | : 24/04/2019                                                                                                         | Est. Duration of Repair | : 10 days      |
| Inspection At      | : Vantage Automotive Limited (Alexandra)<br>305 Alexandra Road #02-01, Vantage Automotive Centre<br>Singapore 159942 |                         |                |

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

|                             |      |          |
|-----------------------------|------|----------|
| Repairer's Estimate (Gross) | :S\$ | 8,713.70 |
| Revised Amount              | :S\$ | 5,712.20 |
| Check Items (Estimated)     | :S\$ | 132.00   |
| Total                       | :S\$ | 5,844.20 |

Lump Sum Repair :S\$

### Total Loss Consideration

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 19,000.00 |
| COE / PARF Rebate  | :S\$ | 11,360.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 7,640.00  |

### Remarks

- ( ) The vehicle is economical/not economical for repair.
- ( ) The above survey was conducted on a 'without prejudice' basis.
- ( X ) Remarks : We are pending repair cost from repairer.

### 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             | 17/04/2019 14:39                                   |
| Date Of Accident           | 16/04/2019 15:15                                   |
| Exact Location Of Accident | ALONG YISHUN CENTRAL 1 AT CARPK NO. INY56 ENTRANCE |
| Country/State of Loss      | SINGAPORE                                          |

#### DETAILS OF OWN VEHICLE

|                             |                            |
|-----------------------------|----------------------------|
| Vehicle Registration Number | SJC3213Z                   |
| <b>Insured/Policyholder</b> |                            |
| Name Of Registered Owner    | TUTY ALAWIYAH BINTE ISNIN  |
| NRIC No                     | S8104651D                  |
| Email Address               | T.ALAWIYAH.ISNIN@GMAIL.COM |
| Mobile Phone No             | (LOCAL) +65-96644804       |
| Alternative Phone No        | OTHERS-96964448            |

#### Vehicle Particulars

|              |                |
|--------------|----------------|
| Manufacturer | HYUNDAI        |
| Model        | I30-1.6 FD (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? YES

If No, Please state action to be taken

|                  |             |
|------------------|-------------|
| Vehicle Category | PRIVATE CAR |
|------------------|-------------|

#### Insurance Company

|                           |                                      |
|---------------------------|--------------------------------------|
| Name of Insurance Company | MSIG INSURANCE (SINGAPORE) PTE. LTD. |
| Type Of Coverage          | COMPREHENSIVE                        |
| Fleet Policy              | NO                                   |
| Policy Number             | A80441989QMX                         |
| Cover Note Number         |                                      |

#### Driver

|                      |                            |
|----------------------|----------------------------|
| Name of Driver       | TUTY ALAWIYAH BINTE ISNIN  |
| NRIC No              | S8104651D                  |
| Date Of Birth        | 14/02/1981                 |
| Occupation           | INDOOR                     |
| Date Of Driving Pass | 16/04/2019                 |
| Driving Experience   | 0 YEAR AND 0 MONTH         |
| Gender               | FEMALE                     |
| Mobile Number        | (LOCAL) +65-96644804       |
| Fax Number           |                            |
| Contact Number       | OTHERS-96964448            |
| Email Address        | T.ALAWIYAH.ISNIN@GMAIL.COM |

|                                                     |                                    |
|-----------------------------------------------------|------------------------------------|
| Address                                             | BLK 342C YISHUN RING ROAD #03-1938 |
| Postcode                                            | 763342                             |
| Was driver an employee of the Insured's Company     | NO                                 |
| If No, Relationship of the Driver with the Insured  | OWNER                              |
| Vehicle Registration Number of Driver's Own Vehicle | -                                  |
|                                                     | -                                  |
|                                                     | -                                  |
| Insurance Company of Driver's Own Vehicle           | -                                  |
|                                                     | -                                  |
|                                                     | -                                  |

#### General Information of the Accident

|                    |                               |
|--------------------|-------------------------------|
| Type Of Accident   | COLLISION - HEAD ON COLLISION |
| 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?                                                       | YES                                |
| 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)                                                     | 2                                  |
| Passenger 1                                                                                 | NAME: : IZZ AKMA<br>GENDER: : MALE |

#### Details of Police Action

|                                           |                                                                 |
|-------------------------------------------|-----------------------------------------------------------------|
| Was the accident reported to the police?  | YES                                                             |
| If Yes, Please state which Police Station |                                                                 |
| Police Station Name                       | YISHUN NORTH NEIGHBOURHOOD POLICE CENTRE                        |
| Police Station Address                    | ROAD: 31 YISHUN CENTRAL , POSTCODE: 768827 , COUNTRY: SINGAPORE |
| Police Station Contact                    | TEL NO: 1800-8529999 - FAX NO: 68522299                         |
| Was notice of intended Prosecution given? | NO                                                              |
| If Yes, against whom?                     |                                                                 |

#### Circumstances of Accident

PLEASE REFER TO SKETCH PLAN AS ATTACHED.

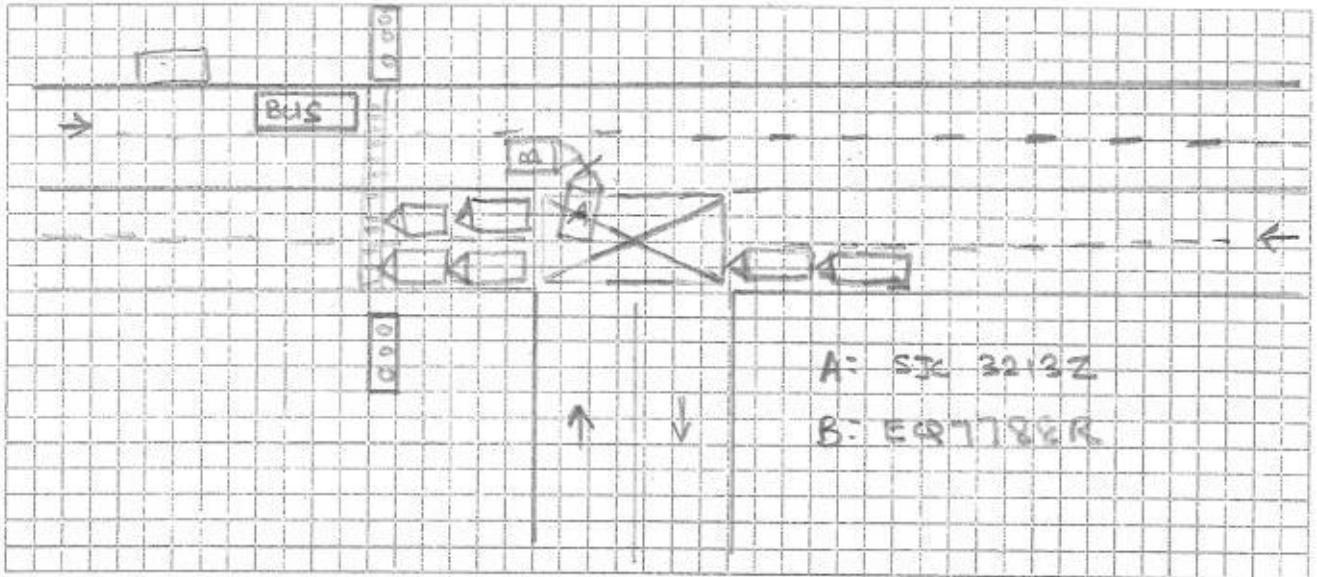
#### Attachment(s)

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

#### DETAILS OF OTHER VEHICLE PROPERTY 1

|                             |                   |
|-----------------------------|-------------------|
| Vehicle Registration Number | EQ7788R (Sorento) |
| Vehicle Make/Model/Colour   |                   |
| Details Of Properties       |                   |
| Vehicle Category            | PRIVATE CAR       |
| Name of Driver              |                   |
| NRIC/Passport Number        |                   |
| Contact Number              |                   |
| Address                     |                   |

# SKETCH PLAN



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

ON 16 APR 2019, AT ABOUT 3.15 PM, I DROVE OUT FROM CARPARK (INV56) IN MY VEHICLE A (SJC 3213Z) AFTER FETCHING MY SON FROM SCHOOL. AS A PRACTICE, UPON EXITING THE CARPARK BARRIER, I ~~WAS~~ STOP BEHIND THE WHITE LINE TO ENSURE THE ROAD OF BOTH SIDES ON THE MAIN ROAD ARE CLEAR OF CARS. ON THE DAY AND MOMENT OF THE INCIDENT, THE ~~RED~~ <sup>AND BUS</sup> TRAFFIC LIGHT WAS RED. THE CARS <sup>AND BUS</sup> ON THE MAIN ROAD OF YISHUN CENTRAL 1 HAVE STOPPED (AS INDICATED IN THE DIAGRAM). THE CARS ON MY RIGHTHAND SIDE OF THE MAIN ROAD HAD STOPPED BEHIND THE YELLOW BOX BECAUSE THE TRAFFIC LIGHT WAS RED. ONCE I ENSURED THE CARS ON MY RIGHT HAND SIDE HAVE STOPPED, I CAUTIOUSLY AND SLOWLY TURNED RIGHT INTO THE YELLOW BOX. EVEN THOUGH I KNEW IT WAS RED LIGHT ON BOTH SIDES AND TRAFFIC WAS IN FAVOUR FOR ME TO MOVE OUT, I STILL LOOKED OUT FOR ANY INCOMING VEHICLES. THAT WAS WHEN I STOPPED MY CAR UPON SEEING ON RUSHING CAR B (EQ7788R) COMING TOWARDS ME. # CAR B HIT MY ~~REAR~~ FRONT BUMPER CAR. CAR B FAILED TO STOP EVEN AFTER HITTING CAR A (SJC 3213Z). THE IMPACT OF THE COLLISION WAS SUCH THAT MY FRONT BUMPER CAME OFF. I HAVE PROVIDED PICTURES OF THE INCIDENT. I WAS TRAUMATISED AND SO WAS MY SON.

## 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:



**Melody Teoh**  
Customer Service Advisor  
Accident & Bodyshop

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