

INS. CASE OWNER: Janet. | CC 3 / EQ11900 77M, Kleeberg | LKR IDAC:

Surveyor: falvin | DOI: 20/4/19 | Date / Time: 20/4/19 | Registered in Meritum: \_\_\_\_\_

Pre-assign / CCU / FTE  
 Insured Vehicle No.: SLS 7860X | Claim No.: 0ML9M00126  
 Name of Insured: ISLAND CAR RENTAL & LEASING | Policy No.:  
 Insured Tel No.: \_\_\_\_\_ HP: \_\_\_\_\_ | Make / Model: BMW  
 Excess Sec II :SS: \_\_\_\_\_ D.O.A.: 26/4/19 | Place of Accident: Changi T2 DEP AREA  
 Is driver the owner? (YES / NO): \_\_\_\_\_ Nature of Accident: \_\_\_\_\_  
 If NO Driver Name / Age: F SHAMENATH 212A | OI GIA REPORT: YES / NO: \_\_\_\_\_ TP GIA REPORT: YES / NO: \_\_\_\_\_  
 Driver Tel No.: \_\_\_\_\_ (VA: YES / NO): \_\_\_\_\_ Insured Liability: % Final? Yes / No: \_\_\_\_\_

SH 8725H → → → →  
 INSRs: WSP: \_\_\_\_\_ Tel: \_\_\_\_\_ Liability: \_\_\_\_\_ RMKS: \_\_\_\_\_  
 INSRs: WSP: \_\_\_\_\_ Tel: \_\_\_\_\_ Liability: \_\_\_\_\_ RMKS: \_\_\_\_\_  
 INSRs: WSP: \_\_\_\_\_ Tel: \_\_\_\_\_ Liability: \_\_\_\_\_ RMKS: \_\_\_\_\_  
 INSRs: WSP: \_\_\_\_\_ Tel: \_\_\_\_\_ Liability: \_\_\_\_\_ RMKS: \_\_\_\_\_

Date / Time	STAGE	DATE / PIC
	Non-Reporting Itr (1st)	
	Non-Reporting Itr (2nd)	
	Non-Reporting Itr (Final)	
	Notification Itr (if non-pickup)	
	Call Of:	
	After call Itr to OI:	
	Documentation Check List:	Handler Typist
	Notification Itr (if non-pickup)	<input type="checkbox"/>
	After call Itr to OI:	<input type="checkbox"/>
	Authorisation To Act	<input checked="" type="checkbox"/>
	Release Voucher	<input checked="" type="checkbox"/>
	Final Repair Bill	<input checked="" type="checkbox"/>
	Car Rental Invoice	<input checked="" type="checkbox"/>
	Towing Invoice	<input type="checkbox"/>
	LTA / GIA	<input checked="" type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Notification/Reject Instruction:	<input checked="" type="checkbox"/>
	LOD	<input checked="" type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

<b>PRELIMINARY ADVICE</b>	Date/Time:	23/2/19	Send By:	
<b>FINALIZATION</b>	Date/Time:	11/12/19	Confirm with:	Aileen
Repair Cost:	\$S	169.46	( days) Reduction:	%
<b>FINAL SETTLEMENT</b>	Date/Time:	11/12/19	Confirm with:	Aileen
Final Liability:	%	10	(Agreed / Assessed)	BOLA S/N No.: NIL
Repair Cost:	\$S	169.46		
Loss of Rental (LOR)	\$S	37.62	( 3 days) × #	125.40
Loss of Use (LOU):	\$S	-	( 5 - x - days)	
Loss of Income (LOI)	\$S	15.00	( \$ 50 × 3 days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	<input checked="" type="checkbox"/> LOR + LOU		<input type="checkbox"/> LOR + LOI	[Tick only one]
GIA/LTA Search:	\$S	7.49		
Medical:	\$S	-		
Disbursement:	\$S	=	(e.g. Tow/Independent)	
Legal Cost:	\$S	-		
<b>Total:</b>	\$S	230.06	<b>Global Sum \$S:</b>	230.00
<b>FINAL PAYMENT</b>	Date/Time:		Confirm with:	
Payee 1:	\$S	230.00	Name 1:	Comfort Design Engineering Pte Ltd
Payee 2: (Strike if N.A.)	\$S		Name 2:	
Payee 3: (Strike if N.A.)	\$S		Name 3:	

1 & diff

OL  
13/12/19  
OK



REPAIR ESTIMATE

VEHICLE NO: SH 8525H

29/4/2019 16:59

MAKE :

MODEL : TOYOTA PRIUS

*Lke*

*EQ INS*

PARTS DESCRIPTION	QTY	UNIT PRICE	AMOUNT
PANEL SUB-ASSY, REAR DOOR, LH <i>x rep</i>			\$ 1,258.30
REAR WHEEL HUB CAP, LH <i>hold</i>			\$ 177.70
<i>Front Door (LH) x rep</i>			\$ 1,436.00
<i>Rocker Panel Lant (LH) x rep</i>			\$ 359.00
<i>Rear Bumper x rep</i>			\$ 1,077.00
<i>Rocker G&amp;H</i>			
FRONT DOOR COMFORT LOGO <i>—</i>			\$ 75.00
REAR DOOR COMFORT & APPS STICKER <i>—</i>			\$ 80.00
			\$ 155.00
LABOUR CHARGE			
Panel Beating			\$ <del>400.00</del> <sup>200</sup>
Spray Painting Charge			\$ <del>1,200.00</del> <sup>600</sup>
Tuff Kote			\$ <del>50.00</del> <sup>X 1</sup>
Transfer of Door			\$ <del>80.00</del> <sup>X 1</sup>
Rear Wheel Alignment			\$ <del>80.00</del> <sup>X 1</sup>
TOTAL LABOUR			\$ 1,810.00
ESTIMATE TOTAL			\$ 3,042.00

*Katun ilay*  
*30/4/19 1146L*  
*3 by*  
*PIP*  
*Atle Rep- phlo*

*Authorised by Repare*  
*Signature*  
*Date*

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

# COMFORTDELGRO ENGINEERING

ComfortDelGro Engineering Pte Ltd  
59 Loyang Drive Singapore 508969  
Fax: 6546 8156

Our Job Ref No 305291541  
Date : 07.05.19

## FINALIZATION FORM

To : LKK  
Attn : Mr KALVIN ANG  
Vehicle Reg No. SH8525H CTPL

Fax :  
28.04.19

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. The repair job shall bill to:	<u>EQ INS</u>	<u>SLS7860X</u>
2. The finalized amount shall be:		<u>\$288.28</u>
(a) Spare Parts after List discount		<u>\$1,300.00</u>
(b) Labour Charges		<u>\$1,588.28</u>
<b>Total for Part-By-Part Repair Cost</b>		
(c) Lumpsum Repair (if applicable)	<u>20%</u>	<u>                    </u>
Total for Lumpsum repair cost after Less:		<u>                    </u>
<b>Final Lumpsum Repair cost</b>		<u>                    </u>

3. Estimated normal period for repairs: 3 working days.
4. We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days
5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature :   
Name : LIM KWOK ENG  
Tel : 62148316  
Fax : 65468156

Signature :   
Name : Calvin  
Date : 8/5/19

### For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid		NO		
3. Survey Fees				
4. LTA Search Fee	<u>\$7.49</u>			
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

\_\_\_\_\_

\_\_\_\_\_

COMFORTDELGRO ENGINEERING PTE LTD

Date: 02.05.2019

REPAIR ESTIMATE

Time: 16:43:26

Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)  
CUSTOMER: 7010045  
ADDRESS : COMFORT TRANSPORTATION PTE LTD  
383 SIN MING DRIVE  
SINGAPORE SINGAPORE 575717  
65508755

JOB NO : 305291541  
REGN NO : SH 8525H  
MILEAGE : 000000000  
MAKE : TOYOTA  
MODEL : PRIUS HYBRID(G4)  
DATE OF REGN : 26.07.2017  
DATE/TIME IN : 29.04.2019 14:30  
ACCIDENT DATE : 28.04.2019

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 28-01-0103-2013-A I40V3 APP LOGO REAR DOOR 1 N 80.00 0.00 80.00  
0002 03-01-0302-2057-G PRIG4 CAP WHEEL 1 L 177.70 25.00 133.27  
0003 28-01-0103-0003-A (I40)ERT DOOR LOGO SONATA 1 N 75.00 2.50 75.00

SUB-TOTAL : 288.27

JOB NATURE

0000 L PANEL BEATING 300.00  
0001 23-502 SPRAYPAINT ON AFFECTED AREA 1000.00

SUB-TOTAL : 1,300.00

TOTAL : 1,588.27

\_\_\_\_\_  
MVA NAME & SIGNATURE  
DATE :

\_\_\_\_\_  
SURVEYOR NAME & SIGNATURE  
DATE :

AUTHORISED : YES / NO

Team: ARC Repair TP(CLSO)1	<b>JOB CARD</b>	Sales Order:	JO NO: 305291541
MER: COMFORT TRANSPORTATION PTE LTD MER NO: 7010045 SS: 383 SIN MING DRIVE Singapore SINGAPORE 575717 (R) 65508755 (P)	EQ	REGN NO: SH 8525H MAKE: TOYOTA MODEL: PRIUS HYBRID(G4) YR OF MANU: 26.07.2017 CHASSIS CODE: JTDKB3FU303560821	MILEAGE FUEL: E 1/2 F DATE/TIME IN: 29.04.2019 14:30 TARGET DATE COMPLETION DATE/TIME
UNIT CARD NO.			

JOB DESCRIPTION

Accident Date: 28.04.2019  
NATURE: 3P 28.04.2019

S/NO	LABOR CODE	DESCRIPTION
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RECEIVED & PASSED OUT BY: \_\_\_\_\_

SERVICE ADVISOR		CUSTOMER'S SIGNATURE	
Vehicle No.: SH 8525H Labor Code: LKE	Signature/Date: <i>[Signature]</i>	Name of Service Advisor: SH 8525H	Date:
Returned to Service Reception upon collection:		To be kept by Security Guard	



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

Your ref: To Be Advised  
Our ref: CC3/EQH19007721/K1eb3

Date: 02.05.2019

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SH8525H**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 30.04.2019 at the premises of M/s ComfortDelGro Engineering Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	5,167.02
Revised Estimate Amount	: S\$	1,588.28
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the  
O/S Body



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

KALVIN ANG  
Licensed Appraiser

COMFORTDELGRO ENGINEERING PTE LTD  
REPAIR ESTIMATE

VEHICLE NO: SH 8525H

29/4/2019 16:59

MAKE :

MODEL : TOYOTA PRIUS

*Wk/Kahne* P by P  
*Lke* EQ INS

PARTS DESCRIPTION	QTY	UNIT PRICE	AMOUNT	
PANEL SUB-ASSY, REAR DOOR, LH <i>x rgs</i>			\$ 1,258.30	
REAR WHEEL HUB CAP, LH ✓			\$ 177.70	
<i>Front Door (LH) x rgs</i>				
<i>Rear Door Panel (LH) x rgs</i>				
			SUB TOTAL	\$ 1,436.00
			LESS 25%	\$ 359.00
<i>Rear Bumper x rgs</i>			DISCOUNTED TOTAL	\$ 1,077.00
FRONT DOOR COMFORT LOGO ✓			\$ 75.00	NETT
REAR DOOR COMFORT & APPS STICKER ✓			\$ 80.00	NETT
			\$ 155.00	
LABOUR CHARGE				
Panel Beating			\$ <del>200</del> 400.00	
Spray Painting Charge			\$ 1,200.00	<i>600</i>
Tuff Kote			\$ 50.00	X
Transfer of Door			\$ 80.00	X
Rear Wheel Alignment			\$ 80.00	X
			TOTAL LABOUR	\$ 1,810.00
			ESTIMATE TOTAL	\$ 3,042.00

*Kahne*  
*30/4/19 1146L*  
*3 by*  
*PIP*  
*After Repair photo*

Accepted by Repairer  
Signature:  
Date:

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

## Shu Pei (LKKAuto)

---

**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Friday, 3 May 2019 9:40 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** Admin A; Asher Sng (LKKAuto)  
**Subject:** DM19HO01216/JT; Direct Settlement - Accident Involving SLS7860X (OI : EQI - TBA) AND SH8525H (TP : LKK REF -CC3/EQI19007721/K1eb3) on 28.04.2019  
**Attachments:** TP ESTIMATE- MARKED.pdf; TP GIA REPORT.pdf; Preliminary Advice.pdf; SAS2594204.PDF

Dear Shu Pei

Attach OI report.

Please note that third party had signed admission note. Proceed to reject claim.

Regards,

**Janet Tan**  
Senior Executive | Claims



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

A Member of Citystate

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**From:** Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]  
**Sent:** Thursday, May 2, 2019 7:27 PM  
**To:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Subject:** Direct Settlement - Accident Involving SLS7860X (OI : EQI - TBA) AND SH8525H (TP : LKK REF - CC3/EQI19007721/K1eb3) on 28.04.2019

### **WITHOUT PREJUDICE**

Dear Janet,

We refer to the above matter.

We have inspected TP vehicle SH 8525H at M/s ComfortDelGro Engineering Pte Ltd – Loyang on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

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 Asher and she can be contacted at DID: 6841 6051.

Thank you.

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 26 June 2019 12:37 PM  
**To:** Jim Wong See Pah  
**Subject:** Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQ119007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]  
**Attachments:** Admission Note\_SLS7860X.pdf

Your Ref: **T 0419/ SH 8525H / JW(st)**  
Our Ref: CC3/EQ119007721/K1pb3

Without Prejudice

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019**

We refer to the above matter.

Please be informed that your driver had signed the admission note on this matter. Kindly refer to the attached admission note for your easy reference.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAuto)

---

**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Tuesday, 23 July 2019 9:45 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: DM19HO01216/JT: Direct Settlement - Accident Involving SLS7860X (OI- EQ) AND SH8525H (TP : LKK REF -CC3/EQI19007721/K1eb3) on 28.04.2019

Dear Hsiao Tong

Further to my email below, you may note that third party had signed an admission note.

Regards,

**Janet Tan**  
Senior Executive | Claims



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Citystate

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**From:** Janet Tan  
**Sent:** Tuesday, July 23, 2019 9:42 AM  
**To:** 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: DM19HO01216/JT: Direct Settlement - Accident Involving SLS7860X (OI- EQ) AND SH8525H (TP : LKK REF -CC3/EQI19007721/K1eb3) on 28.04.2019

Dear Hsiao Tong

We maintain our stand. The video footage is insufficient to prove our insured moving off.

It's more likely that third party came close into contact.

Offer 10% global for amicable purpose.

Regards,

**Janet Tan**  
Senior Executive | Claims

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
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---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Tuesday, July 23, 2019 9:11 AM  
**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: DM19HO01216/JT: Direct Settlement - Accident Involving SLS7860X (OI- EQ) AND SH8525H (TP : LKK REF -CC3/EQI19007721/K1eb3) on 28.04.2019

Hi Janet,

We refer to the above matter.

Please be informed third party appealed the matter based on BOLA S14(a).

Kindly advise further instruction.

---

 Fri 12/7/2019 9:56 AM  
Jim Wong See Pah <[jimwong@cdege.com.sg](mailto:jimwong@cdege.com.sg)>  
Re: Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQI19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525 28/04/2019]

To: Hsiao Tong (LKKAuto)

 SCENARI1.doc  
34 KB

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Dear Ms Chew

We refer below rejective mail of property damage claim.

We of view bola 14a applicable.

Please review and revise.

Thank you.

Best Regards  
Jim Wong  
Claims Dept / ComfortDelgro Engineering Pte Ltd

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Sent:** Saturday, 29 June 2019 4:58 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: DM19HO01216/JT: Direct Settlement - Accident Involving SLS7860X (OI- EQ) AND SH8525H (TP : LKK REF -CC3/EQI19007721/K1eb3) on 28.04.2019

Dear Hsiao Tong,

Based on the video footage, it was clear that our insured vehicle was still at his lane and position when third party encroached into his lane. We are of the view that based on the angle of encroachment, third party would still have side swipe onto our insured stationary vehicle.

Please maintain rejection. Offer global 10% if need be.

Regards,

**Janet Tan**

Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Citystate



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---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

**Sent:** Saturday, June 29, 2019 3:52 PM

**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** DM19HO01216/JT: Direct Settlement - Accident Involving SLS7860X (OI- EQ) AND SH8525H (TP : LKK REF - CC3/EQI19007721/K1eb3) on 28.04.2019

Hi Janet,

We refer to the above matter.

We have rejected third party claim as per instruction. However third party had forwarded a copy of video footage as attached.

Kindly let us have your further instruction.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Shu Pei (LKKAuto)

---

**From:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>  
**Sent:** Friday, 3 May 2019 9:40 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** Admin A; Asher Sng (LKKAuto)  
**Subject:** DM19HO01216/JT: Direct Settlement - Accident Involving SLS7 AND SH8525H (TP : LKK REF -CC3/EQ119007721/K1eb3) on 28.  
**Attachments:** TP ESTIMATE- MARKED.pdf; TP GIA REPORT.pdf; Preliminary Ac SAS2594204.PDF

Dear Shu Pei

Attach OI report.

Please note that third party had signed admission note. Proceed to reject claim.

Regards,

**Janet Tan**

Senior Executive | Claims



## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 26 July 2019 4:56 PM  
**To:** Jim Wong See Pah  
**Subject:** RE: Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQI19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]

### Without Prejudice

Dear Mr Jim,

We refer to your below email.

We have appealed your matter to our principal for further review. We are of the view that your client video footage is insufficient to prove our insured moving off. Furthermore, your client had signed an admission note.

Nevertheless, for an amicable settlement, we propose settlement at a global sum of **\$230.00(all-in)**.

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Jim Wong See Pah <[jimwong@cdge.com.sg](mailto:jimwong@cdge.com.sg)>  
**Sent:** Friday, 12 July 2019 9:56 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Re: Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQI19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]

Dear Ms Chew

We refer below rejective mail of property damage claim.

We of view bola 14a applicable.

Please review and revise.

Thank you.

Best Regards

Jim Wong

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Thursday, 11 July 2019 3:36 PM

**To:** Jim Wong See Pah

**Subject:** RE: Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQI19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

Based on the video footage, it was clear that our insured vehicle was still at his lane and position when your client encroached into his lane. We are of the view that based on the angle of encroachment, your client would still have side swipe onto our insured stationary vehicle.

Therefore, we regret to inform you that we have our principal instruction to maintain rejection.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Jim Wong See Pah <[jimwong@cdge.com.sg](mailto:jimwong@cdge.com.sg)>

**Sent:** Wednesday, 26 June 2019 3:28 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Re: Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQI19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]

Dear Ms Chew

Please find the attached video footage.

Thank you.

Best Regards

Jim Wong

Claims Dept / ComfortDelgro Engineering Pte Ltd

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Wednesday, 26 June 2019 12:36 PM

**To:** Jim Wong See Pah

**Subject:** Your Ref: T 0419/ SH 8525H / JW(st) \*Our Ref: CC3/EQ19007721/K1pb3 [ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019]

Your Ref: **T 0419/ SH 8525H / JW(st)**

Without Prejudice

Our Ref: CC3/EQ19007721/K1pb3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SLS 7860X(EQ) & SH 8525H ON 28/04/2019**

We refer to the above matter.

Please be informed that your driver had signed the admission note on this matter. Kindly refer to the attached admission note for your easy reference.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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## Hsiao Tong (LKKAuto)

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**From:** Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
**Sent:** Wednesday, 11 December 2019 10:15 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** EQ/LKK Ref: CCS/EQ19007721/K1pb3 CDGE Ref: T0419/SH8525H/AT >> Acc on 28.04.2019 invlg SH8525H & SLS7860X [EQ]

WITHOUT PREJUDICE

Ms Chew Hsiao Tong  
M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with our email dated 4 November 2019.

Strictly without admission of liability and solely to wrap up the case amicably at this stage, we accept your global offer of **S\$230.00** contained in your email of 26 July 2019.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim, if any of the taxi driver.

Kindly arrange to let us have discharge voucher for early execution. Thank you.

Best Regards  
Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843



Think Before Printing

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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To : M/s EQ INSURANCE COMPANY LTD

Date: 20/12/2019

**THIRD PARTY DIRECT SETTLEMENT**

Vehicle No.	SLS 7860X (Insd Veh)	Your Ref. No. : DM19HO01216/JT
	SH 8525H (TP Veh)	Our Ref. No. : C3/EQI19007721/K1pb3q2
Date of Accident	28/4/2019	

Liability	10%	
Final Repair Cost	: \$ 169.95	
Loss of Income	: \$ 15.00	3 days
Rental (If any)	: \$ 37.62	3 days
Others:	: \$ 7.49	
	: \$	
	230.06	
Final Settlement Sum	: \$ 230.00	GLOBAL SUM
Remarks	:	

<b>Payment Instruction: Payee's Breakdown</b>		
1)	COMFORTDELGRO ENGINEERING PTE LTD	: \$ 230.00
		: \$

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 : CC3/EQI19007721/K1pb3q2

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

Date : 20-12-2019



Code : EQI

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLS 7860X	Veh. Inspected	SH 8525H
Policy No.		Coverage (\$)	0.00
Claim No.	DM19HO01216/JT	Excess (\$)	0.00
Assign From		Assign Date	30/04/2019

## 2. Vehicle Particulars & Condition

Make & Model	TOYOTA PRIUS	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	JTDKB3FU303560821	Colour	BLUE
Odometer	225691	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	FAIR		

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65 R15	DAVANTI	7 mm
L/H Front Tyre	195/65 R15	DAVANTI	7 mm
R/H Rear Tyre	195/65 R15	DAVANTI	7 mm
L/H Rear Tyre	195/65 R15	DAVANTI	7 mm

## 4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE N/S BODY.  
DAMAGES SEE DETAILS

## 5. General Information

Accident Date	28/04/2019	Inspection Date	30/04/2019
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969		

## 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.  
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

## 5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR: **3 Working Days**



# LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SH 8525H

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	PANEL SUB-ASSY, REAR DOOR, LH	TO REPAIR SEE LABOUR	1,258.30	-
1	REAR WHEEL HUB CAP, LH	GRAZED	177.70	177.70
1	FRONT DOOR (LH) (NPA)	TO REPAIR SEE LABOUR	-	-
1	ROCKER PANEL GARNISH(LH)(NPA)	TO REPAIR SEE LABOUR	-	-
1	REAR BUMPER(NPA)	TO REPAIR SEE LABOUR	-	-
	LESS 25% DISCOUNT		-359.00	-44.42
			1,077.00	133.28
<b>NETT ITEMS</b>				
1	FRONT DOOR COMFORT LOGO (SN)	NECESSARY	75.00	75.00
1	REAR DOOR COMFORT & APPS STICKER (SN)	NECESSARY	80.00	80.00
			155.00	155.00
<b>LABOUR</b>				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF PANEL SUB-ASSY, REAR DOOR, LH, FRONT DOOR (LH), ROCKER PANEL GARNISH(LH) AND REAR BUMPER.		400.00	300.00
	SPRAY PAINTING CHARGE.		1,200.00	1,000.00
	TUFF KOTE.	NOT NECESSARY	50.00	-
	TRANSFER OF DOOR.	NOT NECESSARY	80.00	-
	REAR WHEEL ALIGNMENT.	NOT NECESSARY	80.00	-
			1,810.00	1,300.00
<b>GRAND TOTAL</b>			<b>3,042.00</b>	<b>1,588.28</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>1,588.28</b>

Report Ref No. CC3/EQI19007721/K1pb3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

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