

INS. CASE OWNER:

CC 4/III1900 9281

LKK:  
IDAC:

Surveyor:

HSC

DOI:

ASSIGNMENT

24/5/19

Date / Time:

24/5/19

Registered in Meriton:

24/5/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHC 1383C

Name of Insured:

CPL

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

24/5/19

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

ASPR B M RHWAR

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

M00M0015

Make / Model:

Toyota

Place of Accident:

BANKSTICK RD TAND LANEHOFK

ST

OI GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SLH 2777P



INSRS:

WSP:

Tel:

Liability:

RMKS:

23/10/19



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

24/5/19 - A

SHC 1383C - 24/5/19 24/5/19 24/5/19 24/5/19

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

14/4/19

File -&gt; type machine

24/4/19

File -&gt; for Li + send NV

30/10/19

File pass to LSP to close.

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

SS

1322.75

Loss of Rental (LOR):

SS

287.76

(4

days)

271.94

Loss of Use (LOU):

SS

-

(5

x

days)

Loss of Income (LOI):

SS

-

(5

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOU

LOR + LOU

LOR + LOU

LOR + LOU

LOR + LOU

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GIA/TA Search

SS

7.45

Medical:

SS

-

Disbursement:

SS

-

Legal Cost:

SS

-

(e.g. Time/Independent)

Total:

SS

1617.94

Global Sum SS:

160.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

160.00

Name 1:

Esteem Performance Pte Ltd

Payee 2: (Strike if N.A.):

SS

Name 2:

Payee 3: (Strike if N.A.):

SS

Name 3:

ASS. REC. BY:

REF:

T1 /

Kenneth

## ASSIGNMENT

From:

Date:

Estimated Cost:

QD / TP / WS / TP RES / QD RES / EVA / INV / MV

To Inspect Vehicle No:

at Workshop n/s

Estum

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

01 days

Res.: Yes or No

Lum Sum:

1-B.1 %

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SLU 7374P

Yr Regn:

12, 17

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Toy Prius

c.c

1798

Colour:

M.P. White

A/C: Insured / Std / NI / NA

Sp. Reading

34697

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

JTDKB3FU303564710

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modl: Nil / S/Rlm / STD A/Rlm or

Tyre Size:

F: Gm

195/65R15

R:

Yoko

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

Front

Rear

R/Bal.

8 mm

R/Bal.

6 mm

L/Bal.

8 mm

L/Bal.

6 mm

D.O.A.

24/5/19

D.O.A.

27/5/19

Survey held at

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

1st d/s door mirror

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

Date / Time

Action / Instruction

1 File pass to

PIP # 1236.20 CRed # 270 (16%)

Data/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Data/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S - RS - SI

Fees

Others

TOTAL

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Report Format :

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



## ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 259, 569536.  
Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

### Repair Estimates

SLU 7377 P

*Not Authorized  
Repairing By pain*

Parts	(a) Cost / List Price Items	\$	1,461.60
	Plus/Less 25%	\$	365.40
	<b>Total of Cost / List</b>	<b>\$</b>	<b>1,096.20</b>
	(b) Nett Price Items		
	Less		
	<b>Total of Nett Item</b>		
	(c) Special Nett Items		
<b>Total Parts Cost</b>		<b>\$</b>	<b>1,096.20</b>
<b>Labour</b>		<b>\$</b>	<b>370.00</b>
<b>Total</b>		<b>\$</b>	<b>1,466.20</b>

UJK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before start of repair
- To display damaged parts during repair
- Parts prices are subject to confirmation
- Third party survey is a mutual obligation
- No legal obligation is created
- Supplemental survey covering additional work is subject to final approval from UJK Auto Consultants

Acknowledged by Repairer

Signature:

Date:

The above total will be subjected to 7% G.S.T.

Name of Surveyor : Kenneth  
Company : UJK  
Survey conducted on : 27/5/19 at \_\_\_\_\_

### Remarks By Surveyor

(a) The repair of this vehicle is authorized / is not authorized until further notice.

(b) Recommended Days of Repair : 01 day(s)

(c) Resurvey : Required / Not Required

(d) Excess : \$ \_\_\_\_\_

(e) Signature of surveyor : Le Date: 27/5/19





**Nivitha (LKK Auto)**

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Monday, 27 May 2019 11:19 AM  
**To:** jenny chong; 'sur@lkkauto.com'; admin-d@lkkauto.com  
**Cc:** Sundari Nagarajan - III  
**Subject:** RE: REQUEST FOR PRI SURVEY SLU7377P

Dear Sir / Mdm,

Please conduct a survey on TP vehicle **SLU7377P** and let us have your report urgently.

This claim will be handled by *Ms Sundari*.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

**From:** jenny chong [mailto:jenny@esteemperf.com.sg]  
**Sent:** 27 May, 2019 9:48 AM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Cc:** carmen lim <carmen@esteemperf.com.sg>; serence ctc <serence@esteemperf.com.sg>  
**Subject:** Re: REQUEST FOR PRI SURVEY SLU7377P

Dear Sir / Madam

We prefer LKK to survey the car.

Thank you



Freundliche Grüße / Best Regards

**Jenny Chong** 67532112  
Senior Operation Executive | Operation Division  
Esteem Performance Pte Ltd

*Veh In*

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 21 June 2019 8:36 AM  
**To:** 'carmen@esteemperf.com.sg'; jenny chong  
**Cc:** Admin A  
**Subject:** Your ref: SLU 7377P \*Our ref: CC4/III19009281/Kpb3 [ACCIDENT INVOLVING SHC 1383C(III)/ SLU 7377P/ OTHERS ON 24/05/2019]  
**Attachments:** Statement of SHC1383C.pdf

Your ref: **SLU 7377P**  
Our ref: CC4/III19009281/Kpb3

**Without Prejudice**

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SHC 1383C(III)/ SLU 7377P/ OTHERS ON 24/05/2019**

We refer to the above matter.

As per III instruction, we would like to request a copy of your client's video footage as stated in his accident report.

Attached is a copy of our insured accident statement for your easy reference.

Appreciate an early reply.

"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)

## Hsiao Tong (LKKAUTO)

**From:** Carmen Lim <carmen@esteemperf.com.sg>  
**Sent:** Thursday, 27 June 2019 1:20 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** jenny chong; Admin A  
**Subject:** Re: Your ref: SLU 7377P \*Our ref: CC4/III19009281/Kpb3 [ACCIDENT INVOLVING SHC 1383C(III)/ SLU 7377P/ OTHERS ON 24/05/2019]

Dear Hsiao Tong,

As request , video sent by whatsapp @ 8430 2426.

Thank you



Freundliche Grüße / Best Regards

### Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

**E:** [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259  
(Head Office)

385 Sin Ming Drive Vicom Inspection Centre  
(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Fri, Jun 21, 2019 at 8:35 AM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Your ref: **SLU 7377P**

**Without Prejudice**

Our ref: CC4/III19009281/Kpb3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SHC 1383C(III)/ SLU 7377P/ OTHERS ON 24/05/2019**



We refer to the above matter.

As per III instruction, we would like to request a copy of your client's video footage as stated in his accident report.

Attached is a copy of our insured accident statement for your easy reference.

Appreciate an early reply.

"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.

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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)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	27 May 2019 15:37	Clim Dtl Modified	Claimant's Name: -> -.	[A] Lau Shu Pei
2	27 May 2019 15:37	Clim Veh Model Changed	(204094) Alexander Dennis ENVIRO500 8.8 D (A).	[A] Lau Shu Pei
3	27 May 2019 15:37	Clim Created	Reg No: SLU7377P. Acct Date: 2019/05/24. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Esteem Performance Pte Ltd (HQ)	[A] Lau Shu Pei
4	27 May 2019 15:37	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	27 May 2019 15:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/06	[A] Lau Shu Pei
6	27 May 2019 15:37	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	27 May 2019 15:37	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
8	27 May 2019 15:37	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
9	28 May 2019 16:47	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> KENNETH KONG	[A] Lau Shu Pei
10	28 May 2019 16:48	Clim Dtl Modified	Claimant's Name: - -> GRAB RENTALS PTE LTD. Claimant's ID: -> 201617200G.	[A] Lau Shu Pei
11	28 May 2019 16:48	Clim Veh Model Changed	(204094) -> (205436) TOYOTA PRIUS HYBRID 1.8 CVT (A).	[A] Lau Shu Pei
12	29 May 2019 11:12	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
13	04 Jun 2019 07:41	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 100% Remarks: BOLA 28(c).	[A] CHEW HSHIAO TONG
14	04 Jun 2019 09:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/06. Mandate Remarks: request video from TP f or our review	[I] Sundari Nagarajan
15	04 Jun 2019 09:04	Adj Mandate Set	Maintained:request video from TP for our review	[I] Sundari Nagarajan
16	27 Jun 2019 16:01	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 100% Remarks: Third party video shows that third party was stationary and hit by IV who was passing by his car.	[A] CHEW HSHIAO TONG

Date From Date To Audit Type None Go

ACTIVITY
No record

Merimen Billing for this case - Transaction History							
Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

Claim Audit

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17	27 Jun 2019 16:26	Video Downloaded	Downloaded Video - Accident-IV	[I] Sundari Nagarajan
18	27 Jun 2019 16:27	Video Downloaded	Downloaded Video - Accident-TP	[I] Sundari Nagarajan
19	27 Jun 2019 16:30	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/06, Mandate Remarks: Agreed to do direct settlement. Please revert with your quantum advice	[I] Sundari Nagarajan
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Date From Date To Audit Type None Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2192621	27/06/2019 16:19	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLU7377P	Sundari Nagarajan	xx.xx
2192639	27/06/2019 16:24	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLU7377P	Sundari Nagarajan	xx.xx

## Hsiao Tong (LKKAUTO)

---

**From:** Carmen Lim <carmen@esteemperf.com.sg>  
**Sent:** Friday, 6 September 2019 1:29 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A; jenny chong; coleen kwok; serence ctc  
**Subject:** Re: LOD SLU7377P (TP-INDIA)  
**Attachments:** 20190906132615503.pdf

Dear Hsiao Tong,

Attached.

Thank you



Freundliche Grüße / Best Regards

### Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

**E:** [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259  
(Head Office)

385 Sin Ming Drive Vicom Inspection Centre  
(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Fri, Sep 6, 2019 at 1:27 PM Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)> wrote:  
Dear Hsiao Tong,

#### Accident involving SLU7377P & SHC1383C on 24.05.2019.

We refer to the above matter.

Attached herewith LOD for your attention.

Kindly let us have your offer asap.

Thank you

Freundliche Grüße / Best Regards

## Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

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21	23 Sep 2019 08:28	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
22	23 Sep 2019 08:28	Cim Dtl Modified	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
23	23 Sep 2019 08:28	Cim Dtl Modified	JPJ Reg. Date: -> 2017/12/13.	[A] JOANNE LEE KHANG MIN
24	23 Sep 2019 08:28	Cim Details Notified		[A] JOANNE LEE KHANG MIN
25	27 Sep 2019 12:33	Adj Mandate Request	Cur,Req:1474.06:PODS Liability: 100% Quantum: (a)CORw/GST: \$1,322.73 + (b)LOR (2days x \$71.94): \$143.88 + (c)LTA/GIA search fee: \$7.45 = Total: \$1,474.06 Vehicle Model: Toyota Prius (1798cc) 1 recommendation repair day + 1PRS = 2days For your app	[A] CHEW HSHIAO TONG

Date From



Date To



Audit Type None

Go

## ACTIVITY

No record

## Print Received Message

This mail is associated with :

**\*SLU7377P (MCT19050713)  
[SHC1383C]**

TP

GRAB RENTALS PTE LTD

May 24 2019 12:00AM

[COMFORT TRANSPORTATION PTE LTD]

Esteem Performance Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 27/09/2019 14:04 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1474.06) - SLU7377P - Claim Handler: Sundari Nagarajan

Approved:1474.06:Request TP WS to issue Tax invoice for Repairs in III's favour

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	27 May 2019 15:37	Clim Dtl Modified	Claimant's Name: -> -.	[A] Lau Shu Pei
2	27 May 2019 15:37	Clim Veh Model Changed	(204094) Alexander Dennis ENVIRO500 8.8 D (A).	[A] Lau Shu Pei
3	27 May 2019 15:37	Clim Created	Reg No: SLU7377P, Acct Date: 2019/05/24, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: Esteem Performance Pte Ltd (HQ)	[A] Lau Shu Pei
4	27 May 2019 15:37	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	27 May 2019 15:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/06	[A] Lau Shu Pei
6	27 May 2019 15:37	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	27 May 2019 15:37	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
8	27 May 2019 15:37	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
9	28 May 2019 16:47	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> KENNETH KONG	[A] Lau Shu Pei
10	28 May 2019 16:48	Clim Dtl Modified	Claimant's Name: - -> GRAB RENTALS PTE LTD. Claimant's ID: -> 201617200G.	[A] Lau Shu Pei
11	28 May 2019 16:48	Clim Veh Model Changed	(204094) -> (205436) TOYOTA PRIUS HYBRID 1.8 CVT (A).	[A] Lau Shu Pei
12	29 May 2019 11:12	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
13	04 Jun 2019 07:41	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: BOLA 28(c).	[A] CHEW HSIAO TONG
14	04 Jun 2019 09:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/06, Mandate Remarks: request video from TP f or our review	[T] Sundari Nagarajan
15	04 Jun 2019 09:04	Adj Mandate Set	Maintained:request video from TP for our review	[T] Sundari Nagarajan
16	27 Jun 2019 16:01	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: Third party video shows that third party was stationary and hit by IV who was passing by his car.	[A] CHEW HSIAO TONG
17	27 Jun 2019 16:26	Video Downloaded	Downloaded Video - Accident-IV	[T] Sundari Nagarajan
18	27 Jun 2019 16:27	Video Downloaded	Downloaded Video - Accident-TP	[T] Sundari Nagarajan
19	27 Jun 2019 16:30	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/06, Mandate Remarks: Agreed to do direct settlement, Please revert with your quantum advice	[T] Sundari Nagarajan
20	27 Jun 2019 16:30	Adj Mandate Set	Approved:0.00:Agreed to do direct settlement, Please revert with your quantum advice	[T] Sundari Nagarajan
21	23 Sep 2019 08:28	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
22	23 Sep 2019 08:28	Clim Dtl Modified	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
23	23 Sep 2019 08:28	Clim Dtl Modified	JPJ Reg. Date: -> 2017/12/13.	[A] JOANNE LEE KHANG MIN
24	23 Sep 2019 08:28	Clim Details Notified		[A] JOANNE LEE KHANG MIN
25	27 Sep 2019 12:33	Adj Mandate Request	Cur.Req:1474.06:PODS Liability: 100% Quantum: (a)CORw/GST: \$1,322.73 + (b)LOR (2days x \$71.94): \$143.88 + (c)LTA/GIA search fee: \$7.45 = Total: \$1,474.06 Vehicle Model: Toyota Prius (1798cc) 1 recommendation repair day + 1PRS = 2days For your app	[A] CHEW HSIAO TONG
26	27 Sep 2019 14:03	Video Downloaded	Downloaded Video - Accident-IV	[T] Sundari Nagarajan
27	27 Sep 2019 14:04	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/06, Mandate Remarks: Request TP WS to issue Tax invoice for Repairs in III's favour	[T] Sundari Nagarajan



AUDIT TRAIL				
No.	On	Audit	Remarks	By
28	27 Sep 2019 14:04	<b>Adj Mandate Set</b>	Approved:1474.06:Request TP WS to issue Tax Invoice for Repairs in III's favour	[I] Sundari Nagarajan
29	12 Oct 2019 08:46	<b>Adj Mandate Request</b>	Cur.Req:1617.94:For LOR, third party rejected our offer at 2days and proposed 4days. Calculation as below :- DOA : 24.05.2019 @ 17:35 PRI REQUEST : 25.05.2019 SURV EY DATE : 27.05.2019 (3 DAYS) SURVEYOR RECOMMEND : 1 DAY TOTAL : 4 DAYS	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None



Go

## ACTIVITY

No record

## Merimen Billing for this case - Transaction History

Bill Ref No.	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2192621	27 Jun 2019 16:19:55	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLU7377P	Sundari Nagarajan	xx.xx
2192639	27 Jun 2019 16:24:33	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLU7377P	Sundari Nagarajan	xx.xx
2287704	23 Sep 2019 08:28:37	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLU7377P	SHC1383C	11.77

## Print Received Message

This mail is associated with :

**\*SLU7377P (MCT19050713)  
[SHC1383C]**

TP

GRAB RENTALS PTE LTD  
May 24 2019 12:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Esteem Performance Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 14/10/2019 09:22 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1617.94) - SLU7377P - Claim Handler: Sundari Nagarajan

Approved:1617.94:Request TP WS to issue Tax invoice for Repairs in III's favour

## Hsiao Tong (LKKAUTO)

---

**From:** Carmen Lim <carmen@esteemperf.com.sg>  
**Sent:** Monday, 21 October 2019 9:08 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A; jenny chong; coleen kwok; serence ctc  
**Subject:** Re: LOD SLU7377P (TP-INDIA)//DOA: 24/05/2019 // LKK REF: CC4/III19009281/Kpb3

Dear Hsiao Tong,

Accept \$1600/- close case.

Pls forwards us DV asap.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Sat, Oct 19, 2019 at 10:58 AM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**Without Prejudice**

**(save as to costs)**

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to improve our offer at a global sum of \$1,600.00(all-in).

Please confirm acceptance.

"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 (Ms)** | 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:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>

**Sent:** Wednesday, 9 October 2019 9:32 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>; coleen kwok <[coleen21@esteemperf.com.sg](mailto:coleen21@esteemperf.com.sg)>; serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>

**Subject:** Re: LOD SLU7377P (TP-INDIA)//DOA: 24/05/2019 // LKK REF: CC4/III19009281/Kpb3

Dear Hsiao Tong,

We rejected your offer.

We prepare to accept 4 days loss of rental , my calculation as below :-

DOA : 24.05.2019 @ 17:35

PRI REQUEST : 25.05.2019

SURVEY DATE : 27.05.2019 (3 DAYS)

SURVEYOR RECOMMEND : 1 DAY

**TOTAL : 4 DAYS**

Pls review the above matter and let us hear from you favorably.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

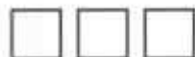
5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Tue, Oct 1, 2019 at 12:30 PM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 1,322.73
2. Loss of Rental (2days x \$71.94)	\$ 143.88
3. LTA/ GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 1,474.06</b>

Please confirm acceptance.

"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)

**From:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>

**Sent:** Friday, 6 September 2019 1:29 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>; coleen kwok <[coleen21@esteemperf.com.sg](mailto:coleen21@esteemperf.com.sg)>; serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>

**Subject:** Re: LOD SLU7377P (TP-INDIA)

Dear Hsiao Tong,

Attached.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

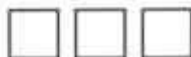
5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Fri, Sep 6, 2019 at 1:27 PM Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)> wrote:

Dear Hsiao Tong,

Accident involving SLU7377P & SHC1383C on 24.05.2019.

We refer to the above matter.

Attached herewith LOD for your attention.

Kindly let us have your offer asap.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)





Your Ref: SHC 1383 C

Our Ref: SLU 7377 P

Date: 06-09-19

INDIA INTERNATIONAL INSURANCE PTE LTD

64 Cecil Street

#04/05 10B Building

Singapore 049711

RE : ACCIDENT INVOLVING SLU 7377 P & SHC 1383 C  
ACCIDENT DATE 24.05.2019  
ACCIDENT ALONG JUNCTION OF AH HOOD RD AND BALESTIER RD

We are the workshop for the owner of motor vehicle no : SLU 7377 P which was involved in the captioned accident. The vehicle was surveyed by an independent appraiser and the claims below are based on its recommendation sum being for the repair cost and the period of repair (Strictly on a Without Prejudice Basis)

As the accident was caused by the negligent act of your insured SHC 1383 C we are submitting these claims for your consideration.

1	Cost of repair	S \$	1,322.73
2	Loss of rental <u>4</u> days @ <u>\$ 71.94</u> / day	S \$	285.60
3	Surveyor Fee	S \$	0.00
4	GIA report fees (S\$ 15.00 for search fee & S\$ 14.00 for each report fee)	S \$	0.00
5	LTA Fee	S \$	7.45
		<b>S \$</b>	<b>1,615.78</b>

We enclosed herewith the following documents to support the claims:-

- a) Authorization letter
- b) Final repair bill(s)
- c) LTA search
- d) GIA report(s) / result
- e) Insurance certificate, etc.....

Kindly look into the matter and let us hear from you on the settlement of our client's claim as soon as possible. Thank you.

Yours faithfully

*Carmen Lim*

Claims Executive

Email : [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

## LETTER OF AUTHORITY

To Whom It May Concern:

ACCIDENT INVOLVING SLV 7377P & SHC 1383C along Junction of  
Ah hood Rd and balister Rd on 24/05/2019 @ 17:35

I, Grab Rentals Pte Ltd Nric No. 201617200G  
of 18 Sin Ming Lane #01-08 Midview City Singapore 573960  
Owner of motor vehicle no. SLV 7377P do hereby appoint M/S  
ESTEEM PERFORMANCE PTE LTD as my authorized representation and  
— as my solicitors to write, to negotiate and settle my claim against  
the other party/parties involved in the above mentioned accident. M/S ESTEEM  
PERFORMANCE PTE LTD shall have absolute discretion to settle the matter at the best  
terms.

I also confirm and instruct that any agreed settlement sum in respect of my claim be paid to M/S ESTEEM PERFORMANCE PTE LTD and such payment will constitute a full and final discharge of my claims.

I further authorize M/S ESTEEM PERFORMANCE PTE LTD to execute the discharge voucher on my behalf.

Signature of Owner

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT19050713  
Claimant Ref: SLU 7377P

We/I, ESTEEM PERFORMANCE PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 1,600.00 (Global Sum), ~~S\$ (Insured Sum)~~, ~~S\$ (Insured Sum)~~, vehicle no. SLU 7377P that was damaged pursuant to the accident which occurred on 24/05/2019 (date) at JUNCTION OF AH HOOD RD AND BALESTIER RD (location) involving vehicle no. SHC 1383C (insured vehicle). This is pursuant to the inspection conducted on 27/05/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner GRAB RENTALS PTE LTD ("the third party claimant") of vehicle no. SLU 7377P to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SLU 7377P (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 1,600.00 to ESTEEM PERFORMANCE PTE LTD

Dated this 23 day of Oct., 2019

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by "the workshop" (with chop)

**Carmen Lim**

**G8278145W**

**Blk 5033 AMK Ind Park 2**

**#01-259, Singapore 569536**

**Tel: 8799 0066 Fax: 6250 3326**

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by appointed Surveyor

**LKK Auto Consultants Pte Ltd**

**199607198R**

**51 Ubi Avenue 1**

**#01-25 Paya Ubi Ind. Park S(408933)**



# ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio Industrial Park 2, #01-259/01-251, Singapore 569536.  
Tel : 6484 1221 Fax : 6484 7829  
385 Sin Ming Drive (Inside Vicom) Singapore 575718.  
Tel : 6753 2112 Fax : 6451 0394  
Co. Reg No. : 200005485N GST Reg No. : 20-0005485-N

M/S : INDIA INTERNATIONAL INSURANCE PTE LTD  
64 Cecil Street  
#04/05 10B Building  
Singapore 049711

ATTN: Motor Claim Department

Your Ref No: SHC1383C  
Claim Type: Third Party  
Accident Date: 24/05/2019  
TP Veh Reg No: SHC1383C



Claim No: CER1301594  
Final No: CIV1302086  
Date: 17 Jul 2019  
Policy No:  
Veh Reg No: SLU7377P  
Make/Model: TOYOTA PRIUS  
HYBRID 1.8 CVT  
Chassis No: JTDKB3FU303564710  
Engine No: 2ZRS065462  
Reg. Date:

## Tax Invoice to Vehicle No :SLU7377P

Description	Quantity	List Price	Amount
		<u>S\$</u>	<u>S\$</u>
Others			
1 COST OF REPAIR	1 PCS	1,236.20	
		1,236.20	1,236.20
Total			S\$ 1,236.20
Add GST @ 7%			86.53
Total Amount Payable			S\$ 1,322.73

TOTAL: SINGAPORE DOLLAR ONE THOUSAND THREE HUNDRED TWENTY TWO AND CENTS SEVENTY THREE ONLY

The above vehicle was surveyed by KENNETH on 27/05/2019

For Esteem Performance Pte Ltd



E. & O. E.

AUTHORISED SIGNATURE

**CONFIDENTIAL**  
**SCHEDULE TO VEHICLE RENTAL AGREEMENT**

Date:	05/03/2019	Vehicle Rental Agreement No.	15183
<b>Renter Details</b>		<b>Additional Driver (if any)</b>	
<input checked="" type="checkbox"/> Name	Puay Kim Tan	<input type="checkbox"/> Name	
<input type="checkbox"/> Address	Blk 511B Mahon Street 51 403-437	<input type="checkbox"/> Address	
<input type="checkbox"/> Date of Birth	01/04/1973	<input type="checkbox"/> Date of Birth	
<input type="checkbox"/> NRIC/Passport No.	S7300728C	<input type="checkbox"/> NRIC No.	
<input type="checkbox"/> Driving License No.	S7300728C	<input type="checkbox"/> Driving License No.	
<input type="checkbox"/> Telephone No.	6598568684	<input type="checkbox"/> Telephone No.	
<input type="checkbox"/> Mobile No.	6598568684	<input type="checkbox"/> Mobile No.	
<b>Vehicle Description</b>		<b>Additional Driver (if any)</b>	
<input type="checkbox"/> Vehicle No	SLU7377P	<input type="checkbox"/> Name	
<input type="checkbox"/> Make/Model	TOYOTA Prius	<input type="checkbox"/> Address	
<b>Rental Period</b>		<input type="checkbox"/> Date of Birth	
<input type="checkbox"/> Minimum Rental Period	364	<input type="checkbox"/> NRIC No.	
<input type="checkbox"/> Date/ Time Checked Out	05/03/2019	<input type="checkbox"/> Driving License No.	
<input type="checkbox"/> No. of Days		<input type="checkbox"/> Telephone No.	
<input type="checkbox"/> Expected Date/Time of Return	05/01/2020	<input type="checkbox"/> Mobile No.	
<input type="checkbox"/> Actual Date/Time of Return			
<b>Rental Charges* &amp; Deposit</b>			
<input type="checkbox"/> ( ) RR Rental Charges/Day	Per day @ S\$85.00 Per week @ S\$595.00	Deposit Received	S \$500.00
<input type="checkbox"/> ( X ) ER Promotion Rental Charges/Day	Per day @ S \$71.54 Per week @ S\$503.68	Total Amount Received*	S \$35.98
<input type="checkbox"/> ( X ) CDW Charges/Day	Per day @ S\$4.28 Per week @ S\$29.96	* Inclusive GST	
Rental Period	364 days / 52 weeks	Total Rental Charges	S \$0.00

Insurance Matters (Accident/Theft)				
Liability Assessment / Nature of incident	Non-Refundable Excess Payable by Renter*			Rental Charge / Replacement Vehicle
	Section 1 (Own Damage)*	Section 2 (3rd Party Damage if applicable)*	Renter or authorised driver(s) is below 26 years of age	
3rd Party Fault	S\$2,140.00	S\$2,140.00	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Own Fault (inclusive of accidents in Malaysia)	S\$2,140.00	S\$2,140.00	S\$1,605.00	No waiver of Rental Charges & no replacement vehicle provided
Act of God	S\$2,140.00	Not applicable	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Stolen Vehicle	S\$2,140.00	Not applicable	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Damage to Windscreen	S\$107.00	Not Applicable	Not Applicable	No waiver of Rental Charges & no replacement vehicle provided
Unreported or late reporting of accidents	Renter is liable for 3rd parties & own vehicle repair costs associated with the accident.			No waiver of Rental Charges & no replacement vehicle provided

\* excess payable is accumulative & inclusive of GST

<b>Payment Method</b>			
<input checked="" type="checkbox"/> Driver Wallet		<input type="checkbox"/> Cash	S\$
<input type="checkbox"/> Credit Card		<input type="checkbox"/> Debit Account	
Type		Bank Name	
Card No.		Account No.	

CONFIDENTIAL

I, the Renter, agree that the Lessor may collect, use & disclose my personal data, as provided in this Schedule &/or pursuant to the Agreement from time to time, including my vehicle location information (through various channels and methods such as through the use of telematics technology), for the following purposes in accordance with the Personal Data Protection Act 2012 & the Lessor's group Privacy Policy (available at [www.grab.com/sq/privacy/](http://www.grab.com/sq/privacy/)):

- (a) administration of the vehicle rental under the Agreement;
- (b) to help maintain the safety, security and integrity of the products and services of the Grab group;
- (c) to improve and enhance the products and services of the Grab group;
- (d) to administer the driver-partner relationship between the Grab group and myself;
- (e) for internal tracking, analysis and administrative purposes;
- (f) to communicate with me; &
- (g) for the Lessor to comply with its obligations under law.

☒

Further, I understand that my personal data may be used for marketing purposes by the Lessor, its affiliated companies or their partners; & I hereby consent to receive marketing & promotional materials by telephone, SMS or e-mail.

**Additional Notes:**

Where the Renter & all authorised drivers (each of which hold a valid PDVL or TDVL) are 26 years of age or older, the Renter shall enjoy the following Discount:

Renter shall only be liable to pay S\$535.00 in insurance excess (for each section) instead of the excess amount indicated in the Insurance Matters table above (Sections 1 & 2 ONLY) PROVIDED THAT the Renter fulfils all of the following:

- fulfilment of Minimum Rental Period
  - timely payment of all Rental Charges at all times
  - timely reporting of all accidents, thefts & other incidents in accordance with the Agreement
  - there are no accidents, thefts or other incidents occurring within the first week of rental
  - the Renter at all times is in full compliance with the Agreement & any other undertakings & arrangements entered into with Lessor or its affiliated entities
- ("Qualifying Incident").

The Lessor may at its sole discretion allow or disallow an incident to count as a Qualifying Incident.

The above Discount may be cancelled at any time at the Lessor's sole discretion. In the case of cancellation, the CDW Charges rate shall no longer apply & instead the ER Promotion Rental Charges rate (only) shall apply (subject to the relevant terms & conditions being continually fulfilled in order for the ER Promotion Rental Charges rate to apply), & the Lessor shall hold to the credit of the Renter the amount comprised in the CDW Charges (where paid) ("Credit Amount"). The Credit Amount may be applied by the Lessor to satisfy any & all costs & payments due to the Lessor under the Agreement.

Subject to Renter's fulfilment of Minimum Rental Period, Renter shall enjoy the following Discounts:  
[insert description of promotion(s) &/or refer to relevant section above if already described above]

**Agreement**

The Renter has read, understood & agrees with all terms & conditions of this Agreement.

*Signature*



Renter's Signature/Stamp  
Date:

Authorised Signatory/Stamp  
Grab Rentals Pte Ltd

> Back to OneMotoring



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 25 May 2019 / 10:09:58

Receipt Date/Time : 25 May 2019 / 10:09:58

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-190525-000418

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHC1383C - SLD 74449				
As at 24 May 2019/17:30:00				
Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - SHC1383C Enquiry Fee 20190525100904329203	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	xxxxxxxxxxxx4358	Credit Card: Visa/MasterCard		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Print Receipt

OK

Save as PDF

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 May 2019 <a href="#">Edit Reg</a>		27 May 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$51,236.20</b> <a href="#">Edit Estimates</a>	<b>\$51,236.20</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
------	-----------	---------------	-----------	----------

CLAIM SUBFOLDER DETAILS		[Created by adjuster]
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -	
Main Claimant:	GRAB RENTALS PTE LTD, Co. Reg. No.: 201617200G	
Vehicle Reg. No.:	SLU7377P	Date of Loss: 24/05/2019 00:00 - :59 [17 Months and 11 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT19050713	Policy/Cover Note No.: MCOMD015
Vehicle Reg. No. (Insured):	SHC1383C	Policy No. (Claimant): A29114756MKF
		Excess:
Repairer:	Esteem Performance Pte Ltd (HQ) Blk 5033 Ang Mo Kio Ind Park 2, #01-259, 569536 Ang Mo Kio - Tel:	
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sundari Nagarajan - 6347 6071]	
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888	
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 06/06/2019]	

ASSOCIATED MAIL RECEIVED		<a href="#">View All</a>	<a href="#">Compose Case Mail</a>
<ul style="list-style-type: none"> <li>III_SG (14/10/2019): Alert - Adj Mandate Approved (\$51617.94) - SLU7377P - Claim Handler: Sundari Nag...</li> <li>III_SG (27/09/2019): Alert - Adj Mandate Approved (\$51474.06) - SLU7377P - Claim Handler: Sundari Nag...</li> <li>III_SG (27/06/2019): Alert - Adj Mandate Approved (\$40.00) - SLU7377P - Claim Handler: Sundari Nagara...</li> <li>III_SG (04/06/2019): Alert - Adj Mandate Maintained - SLU7377P - Claim Handler: Sundari Nagarajan</li> </ul>			

ALL ASSOCIATED TASKS		<a href="#">View All</a>	<a href="#">Search Tasks</a>	<a href="#">Create New Task</a>	<a href="#">Complete</a>				
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									



## Claim Documents

\*SLU7377P (MCT19050713)  
[SHC1383C]  
TP  
GRAB RENTALS PTE LTD  
May 24 2019 12:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Esteem Performance Pte Ltd

[Upload Documents](#)
[Upload Photos](#)
[Compose New Letter](#)

**View** View in Browser

Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	27/06/19 16:19	Video - Accident-TP		Load MP4	
2	27/06/19 16:24	Video - Accident-IV		Load MP4	

Photos/Images				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
2	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
3	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
4	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
5	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
6	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
7	04/06/19 07:39	General View		Load JPG	<input checked="" type="checkbox"/>
8	04/06/19 07:39	Chassis Number		Load JPG	<input checked="" type="checkbox"/>
9	10/09/19 14:33	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
10	10/09/19 14:33	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
11	10/09/19 14:33	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
12	10/09/19 14:33	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	27/05/19 15:37	EMAIL FROM III DD 27052019		Load PDF	
2	29/05/19 09:59	TP ESTIMATE- MARKED		Load PDF	
3	29/05/19 09:59	TP GIA REPORT		Load PDF	
4	23/09/19 09:37	WORKSHOP INVOICE		Load PDF	
5	23/09/19 09:37	RENTAL RECEIPT		Load PDF	
6	23/09/19 09:37	LTA SEARCH		Load PDF	
7	23/09/19 09:37	LOD		Load PDF	
8	06/11/19 16:09	AUTHORISATION TO ACT FORM		Load PDF	
9	06/11/19 16:09	DISCHARGE VOUCHER		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	28/05/19 08:47	Singapore Accident Statement		Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</p> </div>			
<p>Show Remarks To: <input type="checkbox"/> Handling Insurer</p> <p><small>Note: Remarks are private unless you show it to other parties.</small></p>			

# 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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III19009281/KPB3Q2

Date: 06/11/2019

### REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No : SLU7377P Insured Vehicle No : SHC1383C  
 Date of Loss: 24/05/2019 Nature of Claim: TP Claim No: MCT19050713

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SLU7377P**  
 Make & Model: TOYOTA PRIUS HYBRID, 1.8 CVT (A) Engine No: 2ZRS065462  
 Reg. Date: 13/12/2017 (Man. Year: 2017) Chassis No: JTDKB3FU303564710  
 Colour: Metallic Pearl White Odometer: 34697 km  
 Engine Capacity: 1798 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): **Market Value/New Car Price**

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 195/65 R15 Rear Tyre Size: 195/65 R15  
 Front Left Side: Giti 8 mm Rear Left Side: Yokohama 6 mm  
 Front Right Side: Giti 8 mm Rear Right Side: Yokohama 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,096.20	1,096.20	0.00	0.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	370.00	140.00	230.00	62.16
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>1,466.20</b>	<b>1,236.20</b>	<b>230.00</b>	<b>15.69</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>102.63</b>	<b>86.53</b>	<b>16.10</b>	<b>15.69</b>
<b>Nett Amount (S\$)</b>	<b>1,568.83</b>	<b>1,322.73</b>	<b>246.10</b>	<b>15.69</b>
<b>+ Car Rental (4.0 x S\$71.94/day) (S\$)</b>		<b>287.76</b>		
<b>+ Doc/Search Fee (S\$)</b>		<b>7.45</b>		
<b>Nett Liability (S\$)</b>		<b>1,617.94</b>		
<b>Global Sum Settlement (S\$)</b>		<b>1,600.00</b>		

### INSPECTION

Date of Assignment: 27/05/2019  
 Date Inspected: 27/05/2019 Inspected At: Esteem Performance Pte Ltd (HQ)  
 Blk 5033 Ang Mo Kio Ind Park 2, #01-259  
 Singapore 569536  
 Estimated Period of Repair: 1.0 days

**Adjuster:** KENNETH KONG

**Manager:** CHEW HSIAO TONG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Reference

<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 23 Sep 2019)
<b>Parts:</b>	144	TOYOTA PRIUS HYBRID 1.8 CVT (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SLU7377P)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RH WING MIRROR (SIGNAL LAMP) }	Broken	1,374.20 FL	*1,374.20 FL
2	1		*RH WING MIRROR (ARM) }		0.00 FL	*- FL
3	1		*RH WING MIRROR (GLASS) }		0.00 FL	*- FL
4	1		*RH WING MIRROR (COVER)	Missing	87.40 FL	*87.40 FL

F=Franchise part. L=ListItemDisc

<b>Sub Total (\$\$)</b>	<b>1,461.60</b>	<b>1,461.60</b>
<b>- List Item Discount on L Items 25.00/25.00% (\$\$)</b>	<b>365.40</b>	<b>365.40</b>
<b>Total Parts (\$\$)</b>	<b>1,096.20</b>	<b>1,096.20</b>

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT REPAIR AREA (RH SIDE MIRROR)	New	100.00	60.00
2	TO PUTTY,RESPRAY PAINT FOR AFFECTED ACCIDENT REPAIR AREA (RH SIDE MIRROR)	New	100.00	60.00
3	TO CHECK WIRING	New	50.00	20.00
4	TO REMOVE & REFIT RH FRONT DOOR INNER TRIM TO ASSIST WORK LOAD	New	120.00	0.00
Gross Labour Cost (S\$)			370.00	140.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >