

Surveyor:

Tau Rikh

DOI:

ASSIGNMENT

04/07/2018

Date / Time:

18/4/19

Pre-assign / CCU / FTE

34/12/2018

Registered in Merimen:

Insured Vehicle No.:

GBF 4907C

Claim No.:

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess See II :SS

D.O.A:

24/06/2018

Place of Accident:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SBP 1881J

INSRS:

WSP: Tan Chong Motor

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

SBP 1881J - X GBF 4907C - X

STAGE

DATE / PIC

29/05/19

MUR REVIEWED. OLD REPORTED NOT AVAILABLE OF ACCIDENT. TP REPORTED, PART VEHICLE HIT & RUN.

PINKUETED

TP LOD IN.

31/05/19

TP VIDEO FOOTAGE IN. V/LIC/SBP 1881J OLD HIT PHOTOS TP VEHICLE MOVING OFF.

31/05/19

SEEK WARRANT APPROVAL TO BRGO @ 10:50AM. SPOKE TO CI. PIC NG JOHNS. INFORMED HIRE OF TP CLAIM & LIABILITY PROVIDED ON TP VIDEO. AGREED TO SETTLE & AVOID HCB ISSUES.

16/08/19

SEEK WARRANT APPROVAL
BRGO APPROVED WARRANT
GOND ACCEPTANCE SENT TO TP
NO BV. ALL BOCS IN ORDER.

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

31/05/19 - JIC

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher: NO BV

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

INSURIZATION

Date/Time:

Confirm with:

Confirm by:

Policy No. PIP

SS 8,787.04 (4 days) Reduction: 13 %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

WONGPATT

Email ☒ Call ☐

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost: (21650)

SS 9,370.03

OLD HIT PHOTOS TP

Cost of Rental (LOR) (4128)

SS 4128.00 (4 days) X 100.00

TP VIDEO IN

Cost of Loss (LOU):

SS - (\$ x days)

Cost of Income (LOI):

SS - (\$ x days)

LOU only ☒ LOU only

☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

LTA/GIA Search

SS 2.00

Medical:

SS -

Defendant:

SS -

(e.g. Tow/ Independent)

Towing Cost:

SS -

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

450.00

Total:

SS 9,800.03

Global Sum SS:

-

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Name 1:

SS 9,800.03

Name 1:

TAN CHONG MOTOR SALES PTE LTD

Name 2 (Strike if N.A.)

SS -

Name 2:

Name 3 (Strike if N.A.)

SS -

Name 3:

ASS. FILE NO. CS/EGT/180/2058/711-1302 General Enquiry Sheet
Surveyor Zuhri
From (Person) Yee Pei Li
Estimated Cost EGT
of EGT
Date/Time 3/7/18 @ 12:09pm

ASSIGNMENT (OFFICE)

OP TP WS / TP RES / OD RES / EVA / INV / MV / CS
To Inspect Vehicle No SBP 1881J
at Workshop at Tan Chong Motor
of 913 Bukit Timah
Insured GBF 4907C
Tel 67038916 / 6466 7711
Policy No GBF 4907C / SL/P1
Sum Insured Recess

Make of Vch D.O.A
(Owner's Record) 21/6/2018

CA / REV / REP. / REV 24 HRS 'up'
Date/Time 1:46pm @ 3/7/18 Person Contacted Zuhri

01/07/2018 @ afternoon
H.O.D. Endorsement

Date/Time 1:46pm @ 3/7/18 Vehicle IN OUT

Date/Time	Action/Instructon (✓) Estimate
	<u>SBP 1881J - X</u>
	<u>GBF 4907C - X</u>

Part by Part \$8777.04 (red. 1277.72%, 10%)

ASS. REC. BY:

REF: EGI

ASSIGNMENT

From: Date: 1/7/2018

Estimated Cost:

ON (TP) WS / TP RES / QD RES / EVA / INV / MV

To inspect Vehicle No: SBP 1861 J
at Workshop m/h: Tan chong motor
of: 913 Bukit Jimah

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

zuhi
afternoon

(Policy Condition)

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

Est. or Market Value:

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: days Res: Yes or No

Lump Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS lup

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No: SBP 1861 J Yr Regn: 2017 / Sep

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

Truck / Trailer or

Make: Nissan Rashgari cc 1197

Colour: Silver A/C: Insured / Std / NI / NA

Sp Reading: 16083 TiRadio: Insured / Std / NI / NA

Eng/No:

C/Nr: SSN FEA J11-42009381

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 215 / 60 R17
R: -

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

Front

Rear

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A: D.O.I: 4/7/18 @ 1750

Survey held at: Tan chong Bukit Jimah

Des. of Damages: FRI / Rear / O/S / N/S / W/C / Rooftop or

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

Date / Time Action / Instruction

RECEIVED 4 JUL 2018

P/P \$8,757.04
CRD. \$1,277.72 (15%)

4/12/2018

Date/Time, File Pass to?



Prel. Report

1) 412 Typist



Final Report

Date/Time, File Return to?

2)

Days Of Repair: 4

Resurvey No. of Trip:

Survey Fee:

Transportation

\$ + RS. 30

Photos

Others

TOTAL

350

350

Add Fee: ☐ Site Insp (\$)

☐ Interview (\$)

☐ Tech. Invs (\$)

☐ Weekend (\$)

Report Format :

Lump Sum / I.B.I: (\$ 8757-04)

TAN CHONG MOTOR SALES PTE. LTD.
911, SUKUT TINAH ROAD
SINGAPORE 596623

FINALISED : ACCIDENT/DOOR REPAIRS
WORKING : SUKUT TINAH
CONTACT NO : 6694091
REFERENCE : INS/IC/HR/0256/2018
DATE : 20-JUN-2018

ERGO INSURANCE PTE LTD
5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
S(038985)
TEL : 68299199
FAX : 68299247/9248
ATTN : CLAIM MANAGER

OWNER'S NAME : KHAN SEOW HET
ADDRESS : #16 TAMPAK STREET 13
#04-27
S(521156)
TELEPHONE NO : 61834085

TYPE OF CLAIM : DIRECT SETTLEMENT / THIRD PARTY CLAIM
POLICY NO : TP-GP4307C
VEHICLE NO : RRP18812
MODEL CODE : FRLA0HJ11USA--A--
MODEL/YEAR : NISSAN QASHQAI 1.3 MY2017
ENGINE NO : HKA2481219A
CHASSIS NO : RJNYHAJ11U2009381
MILEAGE : 1 KM
DATE IN : 20/06/2018
LIABILITY : 0.00
EXCESS CLAUSE : 0.00
ESTIMATE BY : MUHAMMAD SUNRI
ACCIDENT DATE : 24/06/2018

DS → Tayrik
LKIK

ZHR

4 Days

\$100 x 4 days

\$400 + GST

\$428

TAN CHONG MOTOR SALES PTE. LTD.
SUKIT TING W/SHOP
SERVICE DEPARTMENT

LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO 82P1881J

S/NO JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1 FW1	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION	48.00	48.00
2 RP1	SUPPLY & INSTALL NUMBER PLATE & HOLDER INCLUDING PARTS(SUPPLEMENTARY)	60.00	60.00 (A) ✓
3 RP1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00	100.00
4 SEAL1	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	100.00	50.00
5 12/001	RENEW FRONT BUMPER, FRT FENDER RH, GRILLE RADIATOR, FENDER PROTECTOR, FRT FENDER ARM RH & LH SIDE	1365.00	780.00
6 12/002	REPAINT FRONT BUMPER, FRT FENDER RH & FRT HOOD	750.00	500.00
7 12/003	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION (SUPPLEMENTARY)	48.00	48.00 (M) ✓
TOTAL LABOUR CHARGES		2491.00	1588.00

2257.8

TAN CHONG MOTOR SALES PTE. LTD.
SUKUT TIMAH W/SHOP
SERVICE DEPARTMENT

MATERIAL LIST FOR ACCIDENT VEHICLE REGN NO SPF1881J

S/NO PARTS DESCRIPTION	PARTS NUMBER	DAMAGED PARTS & PRICES		
		NETT	LIST	S/NETT REMARKS
1 LAMP TGC RH(SUPPLEMENTARY ITEM)	26150-8995A		cm (A)	238.00 OK
2 BRET-SFR SIDE,L(SUPPLEMENTARY ITEM)	62223-4EAGA	20.90	(A) cm	OK
3 LAMP ASST-LH(SUPPLEMENTARY ITEM)	26040-8995A	2961.00	cm	OK
4 ENERGY ABSORBER	62090-HV00A	195.70		OK
5 ENERGY ABSORBER	62090-HV00B	97.90		X
6 COVER-BUMPER BRACKET	62240-HV00A	19.30		X
7 GROWMET-CLIP (2X2.2)	01281-00111			4.40 OK
8 BRET-SFR SIDE,R	62223-4EAGA	20.90		OK
9 CLIP (10X1.2)	01553-05933	12.00		OK
10 BUMPER EXT FR	61022-HV00H	414.80		OK
11 LAMP ASST-RH	26010-HV55A	2961.00		OK
12 FENDER-OVER,ARK LH	62811-4EAGA	483.00		OK
13 FENDER-OVER,ARK RH	62810-4EAGA	483.00		OK
14 FENDER-FRONT RH	72100-4EAGA	622.70		OK
15 PROTECTOR-FR,RH	63840-HV00A	87.50		OK
16 GRILLE-RADIATOR	62310-HV00A	461.20		X
17 MOULE-BUMPER	62070-HV00A	173.50		OK
SUB TOTAL		6635.80	0.00	262.40
LESS DISCOUNT (NETT-30.00%, LIST-30.00%, S/NETT-.00%)		1727.16	0.00	0.00
GRAND TOTAL		6909.64	0.00	262.40
OVERALL TOTAL		7171.04		

LEGEND: REMARKS(OK) = APPROVED, REMARKS(X) = NOT APPROVED

YAN CHONG MOTOR SALES PTE. LTD.
911, BUKIT TIMAH ROAD
SINGAPORE 309623

SUMMARY OF OVERALL CHARGES FOR VEHICLE REGD NO S2P18817

NETT ITEM	\$635.80
LESS 20.00%	-127.16
NETT AMOUNT	\$508.64
LIST ITEM	0.00
LESS 20.00%	0.00
LIST AMOUNT	0.00
SPECIAL NETT ITEM	262.40
LESS .00%	0.00
SPECIAL NETT AMOUNT	262.40
TOTAL LABOUR CHARGES	1386.60
TOTAL SPARE PARTS CHARGES	7171.04
TOTAL CHARGES	8737.04
ADD 7 % GST	612.99
GRAND TOTAL	9350.03

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 16 August, 2019 11:16 AM
To: Norsipah
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1

Without Prejudice

Dear Norsipah,

We refer further to our below email.

Purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we confirm acceptance of your offer of **\$9,800.03** (all in).

Kindly note that no DV is required for this settlement.

The above amount is to be made payable to **TAN CHONG MOTOR SALES PTE LTD.**

Thank you.

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

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

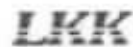
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Vic (LKKAUTO)
Sent: Friday, 31 May, 2019 10:22 AM
To: Norsipah
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1

Without Prejudice

Dear Norsipah,

We refer to your below email and the contents were noted.

We will get back to you for an update/offer in due course.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Norsipah [<mailto:norsipah@tanchong.com>]

Sent: Friday, 31 May, 2019 8:57 AM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EG118012058/T1ha3-1

Hi Vic,

Please refer attached.

Thank you.

Best Regards,

Sipah

Tan Chong Motor Sales Pte Ltd

913 Bukit Timah Road

Singapore 589623

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Wednesday, May 29, 2019 11:21 AM

To: Norsipah <norsipah@tanchong.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EG118012058/T1ha3-1

Without Prejudice

Dear Norsipah,

We refer to the below email and to your LOD.

Please be informed that our Insured Driver had reported that he was **NOT AWARE** of this accident. Kindly refer to the attached statement.

As such, we would like to request for **any evidence** to support your client's claim.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Norsipah <norsipah@tanchong.com>

Sent: Thursday, 18 April, 2019 2:55 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: COR Final SBP1881J doa 24.06.2018

Hi

Our letter of demand attached for your perusal.

Kindly revert with your offer soon. Thank you.

Best Regards,

Sipah

Tan Chong Motor Sales Pte Ltd

913 Bukit Timah Road

Singapore 589623

SATISFACTORY NOTE

TAN CHONG MOTOR SALES PTE LTD (TCMS)

AUTOLUTION INDUSTRIAL PTE LTD (AIPL)

TC AUTOCLINIC PTE LTD (TCAC)

☒
☐
☐

DATE:

OWNER NAME:

KHAW SEOW KEY

NRIC NO.:

ADDRESS:

BLK 156 TAMPINES

STREET 12 # 04-27

VEHICLE MODEL:

NISSAN QASHQAI

REGN. NO.:

SBP1881J

CHASSIS NO.:

TYPE OF CLAIM:

☐

OWN DAMAGE (OD)

☐

OWN DAMAGE (OD) & UNINSURED LOSS
(EXCESS & LOSS OF USAGE) VIA
TCMS / AIPL / TCAC

☐

THIRD PARTY THROUGH
TCMS / AIPL / TCAC

☒

THIRD PARTY - OWNER
DIRECT CLAIM AGAINST
THIRD PARTY INSURANCE

☐

WINDSCREEN / GLASS (W/S)

ALG INSURANCE CLAIM

INSURANCE CO.:

AGAINST ERGO INSURANCE

CLAIM NO.:

POLICY NO.:

DATE OF ACCIDENT:

24/06/2018

DATE RECEIVED:

04/07/2018

DATE COMPLETED:

10/07/2018

We / I hereby confirmed that the accident repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd and that all necessary repairs as resulted of the accident of the above vehicle have been completed to our / my satisfaction and that We / I have no futher claim whatsoever against the above Company in repect thereof. Terms and Conditions as stipulated in the overleaf applies.

We / I have taken delivery of my car after all necessary repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd on*

Note: In the event of an Own Damage Claim, your Insurance Company may under policy terms & conditions, or as standard Industrial Practice, increase the loading on your premium during Insurance Policy renewal. Your NCD [Non Claim Discount] may also be affected, subject to business policy of respective Insurance Company.

(NAME / SIGNATURE OF INSURED)

FOOTNOTE:

☐

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER
THROUGH TCMS'S LEGAL AID

☐

DEPOSIT PAID BY OWNER

☐

OWNER WILL MAKE CLAIM AGAINST
THIRD PARTY INSURANCE COMPANY

☐

DOCUMENTS RETURNED TO
OWNER

☐

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER UNINSURED LOSS. (EXCESS
PAYMENT & LOSS OF USAGE)

INSURANCE CO. COPY

* Delete When Necessary

Nivitha (LKK Auto)

From: Survey Report (ERGO Insurance Pte. Ltd.) <Survey.Report@ergo.com.sg>
Sent: Tuesday, 3 July 2018 12:09 PM
To: 'admin-d@lkkauto.com'
Cc: ASSIGNMENTS@LKKAUTO.COM
Subject: OI : GBF4907C / TP : SBP1881J/LKK / DOA : 24/06/2018
Attachments: GBF4907C - SAS.pdf; SBP1881J - SAS.pdf; SBP1881J - PRS FORM.pdf; SBP1881J - ESTIMATE.pdf

Dear Catherine/Nivitha,

In compliance with "State Courts Practice Directions Amendment No.1 of 2016" in regards to the Pre Repair Survey, both TP repairer and ERGO Insurance Pte Ltd have agreed on your company **LKK AUTO CONSULTANTS PTE LTD** to be the "Single Joint Expert".

Please assist to conduct this survey from **TAN CHONG MOTOR SALES PTE LTD.**

ADDRESS : 913 BUKIT TIMAH ROAD
SINGAPORE 589623

PERSON TO CONTACT : YM HO @ 6703 8916 / 6466 7711 - 591 8506

ERGO OFFICER-IN-CHARGE : ROHAINI

Note: To survey on DIRECT SETTLEMENT basis. Please inform the repairer in writing, that you are require to conduct a re-survey before vehicle is returned to claimant. They are to contact your office directly. Please do keep us in the loop.

Please fill up the necessary on ERGO PRS Form from workshop and return to us together on your update of the survey status via Survey.Report@ergo.com.sg.

Attached are estimate, insured and third party SAS (note: reports not to be released to any Third Party).

Kindly acknowledge receipt of this email.

Regards,
Yee Pei Li
Claims Assistant (Motor)

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five
Singapore 038985
DID : +65 6829 9194
Tel : +65 6829 9199
Fax : +65 6829 9247
pei.li.yee@ergo.com.sg

www.ergo.com.sg

ERGO

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Tuesday, 4 December 2018 11:51 AM
To: Norsipah; Taufikh (LKKAUTO); Admin A; Asher Sng (LKKAUTO); SUR
Subject: RE: COR Final SBP1881J doa 24.06.2018

Dear Norsipah,

Confirm final figure @ \$8757.04, 4days(before GST)

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Norsipah <norsipah@tanchong.com>
Sent: Thursday, 29 November 2018 9:05 AM
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: COR Final SBP1881J doa 24.06.2018
Importance: High

Hi

Please refer attach for finalization.

Thank you.

Best Regards,

Sipah

Tan Chong Motor Sales Pte Ltd

913 Bukit Timah Road

Singapore 589622

E: norsipah@tanchong.com D:+6567038915

Website: www.tanchong.com :: www.nissan.com.sg

ERGO

Date: 02.07.2018
Our Reference: GBF 4907C/SL/pl
Your Reference: SBP 1881J

Sent via Fax
or
Email

To: TAN CHONG MOTOR SALES PTE LTD

Pre-Repair Survey (PRS) Acknowledgement

Vehicle For Inspection: SBP 1881J
Insured's Vehicle: GBF 4907C
Date Of Accident: 24.06.2018


We acknowledge receipt of your request for PRS on: 02.07.2018

In compliance with "State Courts Practice Directions Amendment No.1 of 2016", do select an assessor from the list below and indicate your selection in the box marked *.

*

AIS	Automobile Inspection Services Pte Ltd	LBS	L.B.S Auto Consultants Pte Ltd
FTA	FormTeam Consultancy Pte Ltd	LKK	LKK Auto Consultants Pte Ltd
IAS	Infiniti Appraisal Service	PS	Priority Services
JPK	JP Knights Pte Ltd	VAC	Vicom Ltd

<input type="checkbox"/>	Your request for inspection does not have your client's cost of repair estimate, kindly forward a copy.
<input type="checkbox"/>	Your request for inspection does not have your client's GIA report, kindly forward a copy.
<input type="checkbox"/>	We acknowledge your interest for direct settlement, we will assess & revert soon.
<input type="checkbox"/>	Our Insured's driver has not reported the accident to us today.
<input checked="" type="checkbox"/>	Others: <u>We write to confirm our agreement to have a direct settlement of this claim with quantum to be agreed. OFFICER-IN-CHARGE - STEVE LIM</u>

Prepared by:		Pei Li	6829 9194	claims@ergo.com.sg
Signature:				FAX : 6829 9247

Assessor use only:

Assignment Date: _____
Assignment Time: _____

Remarks:

Workshop use only:

Assessor attended workshop on:

Date: _____
Time: _____
Inspector: _____

☐ Vehicle not available at the appointed date and time.

Kindly acknowledge our Assessor presence for the above job.

Workshop Acknowledgement & Stamp.

Note: Our inspection is on a without admission to liability basis.



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				
ERGO INSURANCE PTE LTD			Ref : CS/EG18012058/T1td3	
5 TEMASEK BOULEVARD #04-01 SUNTEC TOWER FIVE SINGAPORE 038985			Date : 03-07-2018	
			Code : EG1	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBF 4907C	Veh. Inspected	SBP 1881J	
Policy No.		Coverage (\$)	0.00	
Claim No.	GBF4907/SU/pl	Excess (\$)	0.00	
Assign From	YEE PEI LI	Assign Date	03/07/2018	
2. Vehicle Particulars & Condition				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
4. Description of Damages				
5. General Information				
Accident Date	24/06/2018	Inspection Date		
Survey held at	TAN CHONG MOTOR SALES PTE LTD 913, BUKIT TIMAH RD, SINGAPORE 589823.			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

TAN CHONG MOTOR SALES PTE. LTD.
911, SUKUT TIMAR ROAD
SINGAPORE 589423

ESTIMATE : ACCIDENT/BOOT REPAIRS
WORKSHOP : SUKUT TIMAR
CONTACT NO : 4694091
REFERENCE : INS/IC/SHR/0259/2018
DATE : 30-JUN-2018

ERGO INSURANCE PTE LTD
5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
S(038885)
TEL : 60299199
FAX : 60299247/9248
ATTN : CLAIM MANAGER

OWNER'S NAME : KHAN EDON NET
ADDRESS : BLK 156 TAMPINES STREET 13
#04-27
S(521156)
TELEPHONE NO : 81834085

TYPE OF CLAIM : DIRECT SETTLEMENT / THIRD PARTY CLAIM
POLICY NO : TP-GHF4997C
VEHICLE NO : SP1881J
MODEL CODE : FRLARDWJ11USA--A--
MODEL/YEAR : NISSAN QASHQAI 1.2 MY2017
ENGINE NO : HRA2481218A
CHASSIS NO : SJHFEA311U3009381
MILEAGE : 1 KM
DATE IN : 30/06/2018
LIABILITY : 0.00
EXCESS CLAUSE : 0.00
ESTIMATE BY : MUHAMMAD ZUHRI
ACCIDENT DATE : 24/06/2018

LKK Auto Consultants hence notify
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

DIRECT SETTLEMENT

OWNER CLAIMING LOSS OF USE / RENTAL

CAR AT WORKSHOP / ~~CAR NOT AT WORKSHOP~~

KINDLY REVERT TO ME ASAP

EMAIL : zuhri@tanchong.com

OFFICE : 67038916 FAX : 64697472

Tanpin 92475741
WP
4/7/18 @ 1750
Rony kafe pink
4 days
surclauto.com

TAN CHONG MOTOR SALES PTE. LTD.
SUEIT TIMAH W/SHOP
SERVICE DEPARTMENT

ESTIMATED LABOUR CHARGES FOR ACCIDENT VEHICLE REGM NO 88P1881J

S/NO JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1 FW1	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION	48.00 ✓	✓
2 XP1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00 ¹⁰⁰	✓
3 SEAL1	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	10.00 ⁵⁰	✓
4 XX/001	RENEW FRONT BUMPER, FRT FENDER RH, GRILLE RADIATOR, FENDER PROTECTOR, FRT FENDER ARM RH & LH SIDE	1365.00 ³⁹⁰	✓
5 XX/002	REPAINT FRONT BUMPER, FRT FENDER RH & FRT HOOD	750.00 ²⁵⁰ ⁵⁰⁰	✓
TOTAL LABOUR CHARGES		2293.00	

LKK Auto Consultants hence notify the Repairer of the following:

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- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

TAN CHONG MOTOR SALES PTE. LTD.
BUKIT TIMAH W/SHOP
SERVICE DEPARTMENT

MATERIAL LIST FOR ACCIDENT VEHICLE REGD NO S8P18813

S/NO PARTS DESCRIPTION	PARTS NUMBER	DAMAGED PARTS & PRICES			REMARKS
		NETT	LIST	S/NETT	
1 LAMP ASSY-RH	26015-HV15A	✓ 2961.00	✓	✓	
2 FENDER-OVER,ARK LH	63811-4EADA	✓ 483.00	✓	✓	
3 FENDER-OVER,ARK RH	63810-4EADA	✓ 483.00	✓	✓	
4 FENDER-FRONT RH	73106-4EAMB	✓ 422.70	✓	✓	
5 PROTECTOR-FR,RH	63840-HV00A	✓ 87.50	✓	✓	
6 GRILLE-RADIATOR	62315-HV00A	✓ 481.20	✓	✓	
7 MOULE-BUMPER	62070-HV00A	✓ 173.50	✓	✓	
8 ENERGY ABSORBER	62090-HV00A	✓ 195.70	✓	✓	
9 ENERGY ABSORBER	62090-HV00B	✓ 97.90	✓	✓	
10 COVER-BUMPER BRACKET	622AS-HV00A	✓ 19.30	✓	✓	
11 GROMMET-CLIP (2X2.2)	01261-00111				4.40 ✓
12 BOLT-SFR SIDE,R	62222-4EADA	✓ 20.90	✓	✓	
13 CLIP (10X1.2)	01553-05933	✓ 12.00	✓	✓	
14 BUMPER SET FR	62022-HV00B	✓ 614.60	✓	✓	
SUB TOTAL		6332.30	0.00	4.40	
LESS DISCOUNT (NETT-30.00%, LIST-30.00%, S/NETT-.00%)		1246.44	0.00	0.00	
GRAND TOTAL		4985.86	0.00	4.40	
OVERALL TOTAL		4990.24			

LEGEND: REMARKS(OK) = APPROVED, REMARKS(X) = NOT APPROVED

TAN CHONG MOTOR SALES PTE. LTD.
SUKUT TUNAR W/SHOP
SERVICE DEPARTMENT

SUMMARY OF ESTIMATE FOR VEHICLE REGN NO ESP1881J

TOTAL LABOUR CHARGES	2293.00
TOTAL SPARE PARTS CHARGES	4990.24
GRAND TOTAL	7283.24 *

10024.76

* All charges do not include GST.

SURVEYOR'S PARTICULARS

NAME	:	
SURVEYED DATE	:	
AUTHORIZED DATE	:	
EXCESS CLAUSE	:	0.00
LIABILITY	:	0.00
REMARKS	:	

PLS NOTE : This estimate is based on visual inspection of the
affected vehicle. Should we require further labour
charges & spare parts in the process of repairs, we
shall inform you accordingly.

Letter Of Claim For Uninsured Loss

Insurance Company: ERGO INSURANCE / LKK Date: 18/4/19
Address : _____

Attention : Claims Department – Motor Claims Manager

Dear Sir/Madam,

Subject: Accident involving vehicle number SBP1881J & GBF4907C
at TAMPINES ST 11 on 24.06.2018.

I am the owner of Vehicle Number SBP1881J which was involved with the accident as mentioned above.

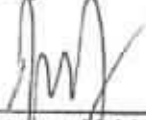
As the accident was solely caused by your insured vehicle, bearing registration number GBF4907C, I hereby submit my claim against your company for the uninsured loss which are as follows:

Excess payment for OD claim	\$ _____
Loss of usage (\$\$/day) for _____ days	\$ _____
Car rental as per invoice attached	\$ <u>428.00</u>
Search fee	\$ <u>2.00</u>
Others <u>Cost of Repair</u>	\$ <u>9370.03</u>
Total claim amount	\$ <u>9800.03</u>

Enclosed please find copies of GIA report, invoices and certificate of insurance for your necessary review.

Kindly reply me within 14 days from the date hereof, or alternatively let me have the full and final settlement for all uninsured loss which amounted to \$ 9800.03, failing which I will have to recover all losses via legal action. Please also note your prompt action will help to reduce the claim cost.

Yours sincerely

x 

(Owner of motor vehicle)

Name : KHAW SEOW NEY

Address : 156 TAMPINES ST 12

#04-27

Telephone : 81834085

S(521156)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CS/EG118012058/T1ha3-1

31 MAY 2019

FLC ENGINEERING PTE LTD
61 KAKI BUKIT AVENUE 1
#05-42 SHUN LI INDUSTRIAL PARK
SINGAPORE 417943
ATTN: MS JOANNE

By Post & By Email

Dear Sir/Madam,

ACCIDENT INVOLVING GBF 4907C & SBP 1881J ALONG/AT TAMPINES STREET 11 ON 24/06/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, ERGO Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SBP 1881J against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

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

Please call us if you have further queries.

Yours faithfully,


Vic Alpeh
Case Handler
DID: 6841 2096
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

c.c. *ERGO Insurance Pte Ltd*
(Motor Claims Dept)

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 31 May, 2019 11:09 AM
To: FLCENGRG@singnet.com.sg
Cc: Admin A; Vic (LKKAuto)
Subject: Your Ref: GBF4907C_ACCIDENT INVOLVING GBF 4907C & SBP 1881J ALONG/AT TAMPINES STREET 11 ON 24/06/2018

Our Ref: CS/EGI18012058/T1ha3-1

31 MAY 2019

FLC ENGINEERING PTE LTD
61 KAKI BUKIT AVENUE 1
#05-42 SHUN LI INDUSTRIAL PARK
SINGAPORE 417943
ATTN: MS JOANNE

By Post & By Email

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Please call us if you have further queries.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

Third Party Direct Settlement
Letter of Authority

1. Accident involving vehicle number S8P1881J & GBF4907C at TAMPINES ST 11 on 24.06.2018.
2. I, KHAW SEOW NEY NRIC S7960453D, owner of motor vehicle no. S8P 1881 J hereby authorize my repair workshop, namely **TAN CHONG MOTOR SALES PTE LTD** to act for me with respect to the following:
 - a) To submit my claims for all losses including uninsured loss, rental car charges, medical fees, excess payment and cost of repairs.
 - b) To resolving my claim as they deem fit, including settling the matter on basis of my contributing negligence if any.
 - c) To receive payment for settlement of my claim and all payment be made payable to the workshop for cost of repairs and other uninsured losses.
 - d) To sign discharge voucher on my behalf.
3. I understand that the claim for loss of use of my vehicle will be based on the number of days estimated by the surveyor in his report to be required for repair. The actual number of days may be more due to unavailability of parts, weekend, holidays and other operational exigencies and I accept that it may not be possible to claim for the extra days. In addition, any contributory negligence part of my claim can also affect portion of my claim for loss of usage.
4. I further acknowledge that any settlement that workshop may reach on my behalf is on a without prejudice basis and without admission of liability basis insofar as the driver/owner/insures of the other vehicle is concerned.
5. For successful recovery of upfront Excess payment by claimant, the workshop shall effect refund accordingly to the mode of upfront payment:
 - a) For upfront Excess payment by credit card, the refund shall be credited to the respective Credit Card Account via Credit Card Company handling the transaction.
 - b) For Excess payment by cash, the workshop shall refund the amount to the claimant via cheque payment.

Dated this 4 (Day) of 7 (Month) 2018 (Year)

Claimant Particulars

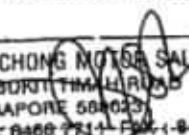
Name: KHAW SEOW NEY
Address: 156 TAMPINES ST 12
#04-27 S(521156)
Tel No.: --84634085

Signature: x 

Authorized Workshop

Workshop: BUKIT TIMAH
Claim Officer: _____

Signature
& Co. Stamp:


TAN CHONG MOTOR SALES PTE LTD
913-BUKIT TIMAH LANE
SINGAPORE 596631
TEL: 8460 7214 FAX: 8460 7472



www.tanchong.com

Tan Chong Motor Sales Pte Ltd

911 Bukit Timah Road, Tan Chong Motor Centre, Singapore 589622
SERVICE CENTRES
911, BUKIT TIMAH ROAD, SINGAPORE 589623. TEL: 64694091/92
17 LORONG 8 TOA PAYOH SINGAPORE 319254. TEL: 63570753/4/5

GST Regn No: 19-9106231-D
Co. Regn No : 199106231D



TAX INVOICE

GST REG: 19-9106231-D

NAME : ERGO INSURANCE PTE LTD
ADDRESS : 5 TEMASEK BOULEVARD
TELEPHONE : #04-01 SUNTEC TOWER FIVE S(038985)
MODEL : 68299199
ENGINE NO : FRLARDWJ11USA--A--
CHASSIS NO : HRA2481219A
VEHICLE NO : SJNFEAJ11U2009381
SBP1881J

INVOICE NO :
INVOICE DATE : W12140324
TERMS : 27-DEC-2018
DATE REC'D : CREDIT
SA/SE : 05-JUL-2018
JOB NO : ZHR
MILEAGE : BG1038591
YOUR REFERENCE : 016084
INS/IC/ZHR/0259/2

ITEM	JOB DESCRIPTION	AMOUNT
	LABOUR	
1	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION	48.00
2	SUPPLY & INSTALL NUMBER PLATE & HOLDER INCLUDING PARTS(SUPPLEMANTRY)	60.00
3	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	100.00
4	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	50.00
5	RENEW FRONT BUMPER, FRT FENDER RH, GRILLE RADIATOR, FENDER PROTECTOR, FRT FENDER ARK RH & LH SIDE	780.00
6	REPAINT FRONT BUMPER, FRT FENDER RH & FRT HOOD	500.00
7	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION (SUPPLEMANTRY)	48.00
	SUBTOTAL :	1586.00
	PARTS	
1	GROMMET-CLIP (2X2.2) Qty:2 @ \$2.20 each (Special Nett Item)	4.40
2	CLIP (10X1.2) Qty:10 @ \$1.20 each (Disc:20.00% After Disc:\$9.60each)	9.60
3	LAMP ASSY-RH Qty:1 @ \$2961.00 each (Disc:20.00% After Disc:\$2368.80each)	2368.80

DOLLARS:

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this Invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this Invoice must be made within seven (7) days from the date of this Invoice, otherwise it shall be assumed that this Invoice has been accepted as correct and conclusive.

CUSTOMER



Tan Chong Motor Sales Pte Ltd

911 Bukit Timah Road, Tan Chong Motor Centre, Singapore 589622
 SERVICE CENTRES
 913, BUKIT TIMAH ROAD, SINGAPORE 589623. TEL: 64694091/92
 17 LORONG 8 TOA PAYOH SINGAPORE 319254. TEL: 63570753/4/5
GST Regn No: 19-9106231-D
Co. Regn No: 199106231D



TAX INVOICE

GST REG: 19-9106231-D

NAME : ERGO INSURANCE PTE LTD
 ADDRESS : 5 TEMASEK BOULEVARD
 TELEPHONE : #04-01 SUNTEC TOWER FIVE S(038985)
 MODEL : 68299199
 ENGINE NO : FRLARDWJ11USA--A--
 CHASSIS NO : HRA2481219A
 VEHICLE NO : SJNPEAJ11U2009381
 SBP1881J

INVOICE NO :
 INVOICE DATE : W12140324
 TERMS : 27-DEC-2018
 DATE REC'D : CREDIT
 SA/SE : 05-JUL-2018
 JOB NO : ZHR
 MILEAGE : BG1038591
 YOUR REFERENCE : 016084
 INS/IC/ZHR/0259/2

ITEM	JOB DESCRIPTION	AMOUNT
4	LAMP ASSY-LH(SUPPLEMANTRY ITEM) Qty:1 @ \$2961.00 each (Disc:20.00% After Disc:\$2368.80each)	2368.80
5	LAMP FOG RH(SUPPLEMANTRY ITEM) Qty:1 @ \$258.00 each (Special Nett Item)	258.00
6	BUMPER SET FR Qty:1 @ \$614.60 each (Disc:20.00% After Disc:\$491.68each)	491.68
7	MOULE-BUMPER Qty:1 @ \$173.50 each (Disc:20.00% After Disc:\$138.80each)	138.80
8	ENERGY ABSORBER Qty:1 @ \$195.70 each (Disc:20.00% After Disc:\$156.56each)	156.56
9	BRKT-BPR SIDE,R Qty:1 @ \$20.90 each (Disc:20.00% After Disc:\$16.72each)	16.72
10	BRKT-BPR SIDE,L(SUPPLEMANTRY ITEM) Qty:1 @ \$20.90 each (Disc:20.00% After Disc:\$16.72each)	16.72
11	FENDER-OVER,ARK RH Qty:1 @ \$483.00 each (Disc:20.00% After Disc:\$386.40each)	386.40
12	FENDER-OVER,ARK LH Qty:1 @ \$483.00 each (Disc:20.00% After Disc:\$386.40each)	386.40
13	PROTECTOR-FR,RH Qty:1 @ \$87.50 each (Disc:20.00% After Disc:\$70.00each)	70.00
14	FENDER-FRONT RH Qty:1 @ \$622.70 each (Disc:20.00% After Disc:\$498.16each)	498.16
	SUBTOTAL :	7171.04

DOLLARS:

WORKSHOP MANAGER

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CUSTOMER



www.tanchong.com

Tan Chong Motor Sales Pte Ltd

911 Bukit Timah Road Tan Chong Motor Centre Singapore 589622
SERVICE CENTRES
913, BUKIT TIMAH ROAD, SINGAPORE 589623. TEL: 64694091/92
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GST Regn No: 19-9106231-D

Co. Regn No : 199106231D



TAX INVOICE

GST REG: 19-9106231-D

NAME : ERGO INSURANCE PTE LTD
ADDRESS : 5 TEMASEK BOULEVARD
TELEPHONE : #04-01 SUNTEC TOWER FIVE S(038985)
MODEL : 68299199
ENGINE NO : FRLARDWJ11USA--A--
CHASSIS NO : HRA2481219A
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INVOICE NO :
INVOICE DATE : W12140324
TERMS : 27-DEC-2018
DATE REC'D : CREDIT
SA/SE : 05-JUL-2018
JOB NO : ZHR
MILEAGE : BG1038591
YOUR REFERENCE : 016084
INS/IC/ZHR/0259/2

ITEMS	JOB DESCRIPTION	AMOUNT
1	REMARKS	
1	AIG CLAIM AGAINST ERGO INSURANCE	
2	DOA:24.06.2018	
2	TOC:DIRECT SETTLEMENT	
3	OUR REF:INS/IC/ZHR/0259/2018	
3	T/P VEHICLE:GBF4907C	
4	SATISFACTION NOTE ATTACHED	
4	SURVEY BY:TAUFIK(LKK AUTO) ON 24.06.2018 @ 1850HRS	
5	RECOMMEND 5 DAYS REPAIR	
5	AUTHORISE BY:YEE PEI LEE(ERGO INSURANCE)	
	ON 02.07.2018 @ 1404HRS	
	Insurance Co : ERGO INSURANCE PTE LTD	
	Policy No....: TP-GBF4907C	
	Claim Type ...: DIRECT SETTLEMENT / THIRD PARTY CLAIM	
	DOA.....: 24-JUN-2018	
	Our Ref.....: INS/IC/ZHR/0259/2018	
	Surveyor.....: SURVEYOR FROM INSURANCE CO	
	LABOUR :	1586.00
	PARTS :	7171.04
	SUBTOTAL :	8757.04
	TOTAL :	8757.04
	GST(7%) :	612.99
	AMOUNT DUE :	9370.03

(NB : NC=No Charge;P=Included in Package;W=Warranty;G=Goodwill)
DOLLARS: NINE THOUSAND THREE HUNDRED SEVENTY
AND CENTS THREE ONLY.

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this invoice must be made within seven (7) days from the date of this invoice, otherwise it shall be assumed that this invoice has been accepted as correct and conclusive.

CUSTOMER

**DOWNTOWN TRAVEL SERVICES PTE LTD**

15 Queen Street #01-01 Tan Chong Tower
Singapore 188537
Tel (65) 63341700 Fax (65) 63364677
Co. Reg. No. 1984-03671/H

ERGO INSURANCE P L

5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE

S(038985)

ATTN : ATTN : CLAIM MANAGER

GST Reg No. : M2-0067432-4

Tax Invoice : N104063

Inv. date...: 08-APR-2019

Print date..: 09-APR-2019

Print time..: 09:18:49

Page no.....: 1

Agreement no: N43510

Description	Amount
RENTAL CHARGE FROM 05-JUL-2018 TO 10-JUL-2018(SLD8598G)	400.00

TOTAL (BEFORE GST)	400.00
GST(7%)	28.00
TOTAL (AFTER GST)	428.00

N.B. Cheques should be crossed and made payable to
DOWNTOWN TRAVEL SERVICES PTE LTD
Interest at 0.05% per day on overdue account. Terms
of payment strictly 7 days.

SSP 18815

DOWNTOWN TRAVEL SERVICES PTE LTD

Authorized Signature



Hiring Agreement

43510

Co. Reg. No. : 198403671H
GST Reg. No.: M2-0067432-4

Vehicle Number: SLD8598 G Make & Model: MAZDA 15 Date: 65/07/18
Change Over 1: _____ Initial: _____ Date: _____
Change Over 2: _____ Initial: _____ Date: _____

Hirer

Name: ERGO INSURANCE
Address: _____

Singapore ()
Contact Person: _____ Tel: _____

1st Driver

Name: KOK
TAN KANG HONG
Address: 196 Tampines Street 12 #04-27

Singapore (521156)
Contact No: _____ (H) _____ (O) _____ (HP)
Occupation: _____ Date of Birth: 21-6-1979
Passport / NRIC No: S7917760 A Nationality: SINGAPOREAN
Driver's Licence No: S7917760 A Driving Exp.: _____ yrs
Country of Issue: SINGAPORE Expiry Date: _____

Additional Driver

Name: _____
Address: _____

Singapore ()
Contact No: _____ (H) _____ (O) _____ (HP)
Occupation: _____ Date of Birth: _____
Passport / NRIC No: _____ Nationality: _____
Driver's Licence No: _____ Driving Exp.: _____ yrs
Country of Issue: _____ Expiry Date: _____

Mode of Payment

CASH () AMEX () MASTERCARD () VISA ()
DINERS () CHEQUE () COM. BILLING () INT. BILLING ()
CHEQ / CARD NO. _____
Expiry Date: _____

Remarks / Delivery Location

SBP1881 J (\$100)
4/day x \$100
Number of keys given: 5 400-00

Hirer hereby agrees to abide to the terms and conditions as set out overleaf. If I opt to pay by credit / charge card, my signature here will be deemed to have been made on the applicable credit card charge slip.

NB. Vehicle taken must be returned by appointed time and date otherwise an extra charge will be applied.

X _____
HIRER'S SIGNATURE DOWNTOWN TRAVEL SERVICES PTE LTD

For Official Use

INV No.: _____ O/R No.: _____ Date: _____
INV No.: _____ O/R No.: _____ Date: _____
INV No.: _____ O/R No.: _____ Date: _____

Check In / Out

Date Out: 5/7/18 Time Out: 5:00 PM Km Out: 54576
Petrol Level: E 1/4 1/2 3/4 (F)
Agreed Date of Return: _____
Date In: 10/7/18 Time In: 16:40 Km In: 54984
Petrol Level: E 1/4 1/2 3/4 (F)

Collision Damage Waiver

ACCEPTS
To Pay Extra Fees
Daily \$S _____
Weekly \$S _____
Monthly \$S _____
Weekend \$S _____
Non-Waiverable Excess
\$S _____ per accident
Signature: [Signature]

DECLINES
Hirer Declines CDW
Excess \$S _____ per accident
Signature: _____

Personal Accident Insurance

ACCEPTS
To Pay Extra Fees
Daily \$S _____
Weekly \$S _____
Monthly \$S _____
Weekend \$S _____
Signature: _____

DECLINES
Hirer Declines PAI
Signature: [Signature]

Malaysia Charge	\$S	cts
Per Day		
Per Week		
Per Month		
CDW		
PAI		
7% GST		
Total		

Per Day	\$S	
Per Week	\$S	
Per Month	\$S	
Weekend	\$S	

Rental Charges		
CDW		
PAI		
Delivery / Collection		
Others		
7% GST		
Sub Total		

Rental Extension		
CDW		
PAI		
7% GST		
Extension Charges		

Petrol		
Excess / Non-Waiverable Excess		
Others		
7% GST		
Addendum Charges		

Overall Charges

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-099623
Date of Request: 30/06/2018

Your Ref No: Online Purchase

Tan Chong Motor Sales Pte Ltd
911, Bukit Timah Road
Singapore 589622

Dear Sir/Madam,

Enquiry Date: 30/06/2018
Enquiry By: Eric Koh Yong Lang
TP Vehicle No: GBF4907C
Accident Date: 24/06/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-099623
Date of Request: 30/06/2018

Your Ref No: Online Purchase

Tan Chong Motor Sales Pte Ltd
911, Bukit Timah Road
Singapore 589622

Dear Sir/Madam,

Enquiry Date 30/06/2018
Enquiry By Eric Koh Yong Lang
TP Vehicle No. GBF4907C
Accident Date 24/06/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBF4907C	ERGO Insurance Pte. Ltd.	24/11/2017-23/11/2018	6829 9199

Thank You.

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Vic (LKKAuto)

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Friday, 16 August, 2019 10:49 AM
To: Vic (LKKAuto)
Cc: Admin A; Phoebe Xie; Survey Report (ERGO Insurance Pte. Ltd.); ERGO Insurance Pte. Ltd. (Claims Department)
Subject: RE: <SEEK MANDATE> Your Ref: TBA RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1

Hi Vic,

Approved.

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9197
ivy.yong@ergo.com.sg

ERGO

www.ergo.com.sg

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From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Friday, 16 August, 2019 10:22 AM
To: 'Jeannie Cheng'
Cc: Admin A; Ivy Yong; Phoebe Xie; Vic (LKKAuto); Survey Report (ERGO Insurance Pte. Ltd.); ERGO Insurance Pte. Ltd. (Claims Department)
Subject: RE: <SEEK MANDATE> Your Ref: TBA RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1
Importance: High

Dear Jeannie,

We refer to our below email.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Vic (LKKAuto)

Sent: Monday, 5 August, 2019 10:30 AM

To: Jeannie Cheng

Cc: Admin A; Vic (LKKAuto); Ivy Yong; Phoebe Xie

Subject: RE: <SEEK MANDATE> Your Ref: TBA RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1

Dear Jennie,

We refer to our below email.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Vic (LKKAuto)

Sent: Tuesday, 25 June, 2019 4:15 PM

To: Jeannie Cheng
Cc: Admin A; Vic (LKKAuto)
Subject: RE: <SEEK MANDATE> Your Ref: TBA RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1
Importance: High

Dear Jennie,

We refer to our below email.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Vic (LKKAuto)
Sent: Friday, 31 May, 2019 11:36 AM
To: Jeannie Cheng
Cc: Admin A; Vic (LKKAuto)
Subject: RE: <SEEK MANDATE> Your Ref: TBA RE: COR Final SBP1881J doa 24.06.2018 LKK REF CS/EGI18012058/T1ha3-1
Importance: High

ERGO REF – TBA
LKK REF – CS/EGI18012058/T1ha3-1

Dear Jeannie,

ACCIDENT INVOLVING VEHICLES GBF 4907C (OI) AND SBP 1881J (TP) ON 24/06/2018

We refer to the above matter and please disregard our previous email at even date.

It was reported that the Insured vehicle accidentally collided to the parked TP vehicle while moving out from the car park lot. A copy of TP video footage is attached for your reference.

We had spoken to the Insured PIC MS Joanne where she was informed of the TP claim and liability based on the claimant's video footage. She agreed to let us handle the matter and is aware of the TP claim and NCD issues. A letter and email were sent out to the Insured company.

In view of the above, we are of the view that liability is not to our Insured's favour and the damages sustained to TP vehicle were consistent to the nature of the accident.

Summary to offer to repairer **TAN CHONG MOTOR SALES PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 10,737.19	\$ 9,370.03
Loss of Rental w/ gst (\$100 x 4 days)	\$ 428.00	\$ 428.00
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 11,167.19	\$ 9,800.03

Breakdown of days is as follows:

Recommended Days	4 days
TOTAL	4 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

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

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Jeannie Cheng [<mailto:jeannie.cheng@ergo.com.sg>]

Sent: Tuesday, 28 May, 2019 8:50 AM

To: Mei Kwan (LKKAuto)

Cc: CS A Team; Admin A

Subject: RE: COR Final SBP1881J doa 24.06.2018

Dear Mei Kwan,

I have attached OI GIA Report for your necessary action.

Thank you.

Warmest Regards,
Jeannie Cheng
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-01 Suntec Tower Five
Singapore 038985
DID.: +65 6829 9199 x 194
jeannie.cheng@ergo.com.sg

ERGO

www.ergo.com.sg

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, May 27, 2019 8:31 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Jeannie Cheng
Cc: CS A Team; Admin A
Subject: RE: COR Final SBP1881J doa 24.06.2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please provide us OI GIA and claim ref for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Norsipah <norsipah@tanchong.com>
Sent: Thursday, 18 April, 2019 2:55 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-

a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: COR Final SBP1881J doa 24.06.2018

Hi

Our letter of demand attached for your perusal.

Kindly revert with your offer soon. Thank you.

Best Regards,

Sipah

Tan Chong Motor Sales Pte Ltd

913 Bukit Timah Road

Singapore 589623



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

To : M/s ERGO INSURANCE PTE LTD

Date: 27/09/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	GBF 4907C (Insd Veh)	Your Ref. No. : GBF4907C/SL/pl
	SBP 1881J (TP Veh)	Our Ref. No. : CS/EGI18012058/T1ha3q2-1
Date of Accident	24/6/2018	

Liability	100%	
Final Repair Cost	: \$ 9,370.03	
Loss of Use	: \$	days
Rental (If any)	: \$ 428.00	4 days
Others:	: \$ 2.00	
	: \$	
	9,800.03	
Final Settlement Sum	: \$ 9,800.03	
Remarks	:	

Payment Instruction: Payee's Breakdown		
1)	TAN CHONG MOTOR SALES PTE LTD	: \$ 9,800.03
		: \$

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

ERGO INSURANCE PTE LTD

Ref : CS/EGI18012058/T1td3e2

5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
SINGAPORE 038985

Date : 26-12-2018



Code : EGI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	GBF 4907C	Veh. Inspected	SBP 1881J
Policy No.		Coverage (\$)	0.00
Claim No.	GBF4907C/SL/pl	Excess (\$)	0.00
Assign From	YEE PEI LI	Assign Date	03/07/2018

2. Vehicle Particulars & Condition

Make & Model	NISSAN QASHQAI	c.c	1197
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	SJNFEAJ11U2009381	Colour	SILVER
Odometer	16083	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	215/60 R17	CONTINENTAL	6 mm
L/H Front Tyre	215/60 R17	CONTINENTAL	6 mm
R/H Rear Tyre	215/60 R17	CONTINENTAL	6 mm
L/H Rear Tyre	215/60 R17	CONTINENTAL	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION. DAMAGES SEE DETAILS.

5. General Information

Accident Date	24/06/2018	Inspection Date	04/07/2018
Survey held at	TAN CHONG MOTOR SALES PTE LTD 913, BUKIT TIMAH RD, SINGAPORE 589623.		

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:	4 Working Days
-------------------------------------	----------------



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SBP 1881J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	LAMP ASSY - RH (N)	CUT	2,961.00	2,961.00
1	FENDER-OVER, ARK LH (N)	DEFORMED	483.00	483.00
1	FENDER-OVER, ARK RH (N)	CUT	483.00	483.00
1	FENDER-FRONT RH (N)	BENT	622.70	622.70
1	PROTECTOR-FR, RH (N)	DEFORMED	87.50	87.50
1	GRILLE-RADIATOR (N)	NOT NECESSARY	461.20	-
1	MOULE-BUMPER (N)	CRACKED	173.50	173.50
1	ENERGY ABSORBER (N)	CRACKED	195.70	195.70
1	ENERGY ABSORBER (N)	NOT NECESSARY	97.90	-
1	COVER-BUMPER BRACKET (N)	NOT NECESSARY	19.30	-
1	BRKT-BPR SIDE, R (N)	NECESSARY	20.90	20.90
10	CLIP @\$1.20 (N)	NECESSARY	12.00	12.00
1	BUMPER SET FR (N)	DEFORMED	614.60	614.60
1	BRKT-BPR SIDE, L (N) (ADDITIONAL)	NECESSARY	20.90	20.90
1	LAMP ASSY-LH (N) (ADDITIONAL)	CRACKED	2,961.00	2,961.00
	LESS 20% DISCOUNT		-1,842.84	-1,727.16
			7,371.38	6,908.64
SPECIAL NETT ITEMS				
2	GROMMET-CLIP @\$2.20 (SN)	NECESSARY	4.40	4.40
1	LAMP FOG RH (SN) (ADDITIONAL)	CRACKED	258.00	258.00
			262.40	262.40
LABOUR				
	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION.		48.00	48.00
	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL.		120.00	100.00
	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA.		10.00	50.00
	RENEW FRONT BUMPER, FRT FENDER RH, GRILLE RADIATOR, FENDER PROTECTOR, FRT FENDER ARK RH & LH SIDE.		1,365.00	780.00

Report Ref No. CS/EGI18012058/T1td3e2



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPAINT FRONT BUMPER, FRT FENDER RH & FRT HOOD.		750.00	500.00
	SUPPLY & INSTALL NUMBER PLATE & HOLDER INCLUDING PARTS. (ADDITIONAL)		60.00	60.00
	FOCUS & ADJUST H/LAMP, RESET HORIZONTAL & VERTICAL ALIGNMENT TO FACTORY SPECIFICATION. (ADDITIONAL)		48.00	48.00
			2,401.00	1,586.00
GRAND TOTAL			10,034.76	8,757.04
RECOMMENDED COST OF REPAIRS				8,757.04

Report Ref No. CS/EGI18012058/T1td3e2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

ADRIAN LING WAI PING

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

Licensed Appraiser

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