

INS. CASE OWNER:

CC 4 / III 1900 480 J / 11 pas / IDAC

Surveyor:

Taufik

DOI:

ASSIGNMENT

13/6/19

Date / Time:

23/6/2019

Reported in Merimen:

3/6/2019

Pre-assign / CCU / FTE

SHA 4994 E



Insured Vehicle No.:

CRU

Claim No.:

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A:

28/5/19

Place of Accident:

Is driver the owner?

( YES /  NO )

Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L:  YES / NO)

Insured Liability: % Final ? Yes / No

502 2886



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Tan Cheng



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time

10/2/2019 - x  
SHA 4994 E - CC 4 / III 1900 480 J / 11 pas, DOI: 3/6/19  
- 28/5/19 + 20224441 Agas, RA/GA/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: (UN)

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

29/8/19

file -> type man

24/11/19

DR sent

\* Original Led & doc had been sent to  
to detechy.

10/1/2020

file -> Mo: bun 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: %

100

(Agreed / Assessed)

BOLA S/N No.:

27

If NO or B 28, Ass. Lia:

Repair Cost: W/ht

SS

3055.49

Loss of Rental (LOR):

SS

-

( days)

Loss of Use (LOU):

SS

2w-w

(\$ 50 x 4 days)

Loss of Income (LOI):

SS

-

(\$ x days)

LOR only  LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

-

Medical:

SS

135.50

Disbursement:

SS

-

(e.g. Tow/ Independent)

Legal Cost

SS

-

Total:

SS

3390.99

Global Sum SS:

1) Claim status: Non-acc/Reject/Private Settle

2) Report Format: 9P

3) Survey fee: \$ 390-w

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

3390.99

Name 1:

Tan Cheng Motor Sales Pte Ltd

Payee 2: (Strike if N.A.)

SS

-

Name 2:

Payee 3: (Strike if N.A.)

SS

-

Name 3:

COPY SENT



TAN CHONG MOTOR SALES PTE. LTD.  
911, BUKIT TIMAH ROAD  
SINGAPORE 599623

INDIA

12066

31/05/19

ESTIMATE : ACCIDENT/BODY REPAIRS  
WORKSHOP : BUKIT TIMAH  
CONTACT NO : 4694091  
REFERENCE : INS/IC/LAW/0280/2019  
DATE : 29-MAY-2019

INDIA INT'L INSURANCE PTE LTD  
64 CECIL STREET  
#04-05 IOB BUILDING  
S(049711)  
TEL : 63476100  
FAX : 62244174  
ATTN: MOTOR CLAIM MANAGER

**DIRECT SETTLEMENT**  
**OWNER CLAIMING LOSS OF USE / RENTAL**  
**CAR AT WORKSHOP / CAR NOT AT WORKSHOP**  
**KINDLY REVERT TO ME ASAP**  
**EMAIL : lawrenceteo@tanchong.com**  
**H/P : 94568832      FAX : 64697472**

OWNER'S NAME : GAN CHEE XONG  
ADDRESS : 75 BURGUNDY CRESCENT  
S(638787)  
TELEPHONE NO : 98386966

Lila

TYPE OF CLAIM : DIRECT SETTLEMENT / THIRD PARTY CLAIM  
POLICY NO : TP-SHA4994E  
VEHICLE NO : SDQ2388G  
MODEL CODE : FRLARDM311USA--A--  
MODEL/YEAR : NISSAN QASHQAI 1.2 HY2017  
ENGINE NO : HRA2561930A  
CHASSIS NO : 6JHFEA711J2180341  
MILEAGE : 1 KM  
DATE IN : 29/05/2019  
LIABILITY : 0.00  
EXCESS CLAUSE : 0.00  
ESTIMATE BY : LAWRENCE  
ACCIDENT DATE : 28/05/2019

Tanjin 97495744  
wp  
13/6/19 e 1115  
Resurvey before paint.  
4 days  
tanjin e 1115 on

Apr  
30  
13/06/19  
1115

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:

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

ESTIMATED LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO EDQJ3886

S/NO	JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1	RPI	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00 ✓	
2	RS	SUPPLY & INSTALL REVERSE SENSOR	110.00 ✓	
3	SEAL1	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	100.00 X am	
4	RE/001	REPAIR END PANEL, LH REAR FENDER AND RENEW REAR BUMPER <i>* plus to end panel &amp; rear LH fender.</i>	1200.00	390 250 780 ✓
5	RE/002	S/PAINT REAR BUMPER (2 TONE), END PANEL AND LH REAR FENDER	1500.00	850 ✓
TOTAL LABOUR CHARGES			3030.00	

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

MATERIAL LIST FOR ACCIDENT VEHICLE REG# NO SDQ2188G

DAMAGED PARTS & PRICES

S/NO	PARTS DESCRIPTION	PARTS NUMBER	NETT	LIST	S/NETT	REMARKS
1	FENDER LH REAR ARC	93829-4EA0A	X 966.00	X NM		
2	CANOE RIVET 26.50 EA X 2	76882-0M000	X 13.00	X NM		
3	CLIP BUMPER 21.20 EA X 02	01553-05933	2.40	ALL		
4	GROMMET BUMPER 22.20 EA X 02	01281-00111				4.40 NM
5	STAY ASST-REAR RH	85210-4EAMA	X 126.00	X NM		
6	STAY ASSY-REAR LH	85211-4EAMA	X 126.00	X NM		
7	REINF-BUMPER RH	85030-4EAMA	X 619.20	X NM		
8	ENERGY ABSORBER	85090-EV00A	126.40	de		
9	BRACKET-BUMPER RH	85220-4EA0A	X 35.90	X NM		
10	BRACKET-BUMPER LH	85221-4EA0A	35.90	ne		
11	RETAINER-BUMPER RH	79184-4EA0A	23.80	ne		
12	RETAINER-BUMPER LH	79185-4EA0A	23.80	ne		
13	CLIP BUMPER 27.40 EA X 03	85284-JD00A	22.20	ne		
14	FINISHER-REAR BUMPER TOW	85071-EV00A	X 16.80	X NM		
15	FASCIA BUMPER	85022-EV30H	717.00	de		
16	SUNDRIES	NPN				100.00
17	REVERSE SENSOR(J11 & T12)	SENSOR-TE5140				210.00
SUB TOTAL			2854.40	0.00	314.40	
LESS DISCOUNT (NETT-20.00%, LIST-30.00%, S/NETT-.00%)			570.88	0.00	0.00	
GRAND TOTAL			2283.52	0.00	314.40	
OVERALL TOTAL			2597.92			

Take parts



100.00 ✓  
 210.00 ✓

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

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

SUMMARY OF ESTIMATE FOR VEHICLE REGN NO 1DQ2188G

TOTAL LABOUR CHARGES	3030.00
TOTAL SPARE PARTS CHARGES	2597.92
GRAND TOTAL	5627.92 *

\* All charges do not include GST.

SURVEYOR'S PARTICULARS

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

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

As acknowledged by Repairer

Signature:

Date:

PLEASE 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.

TAN CHONG MOTOR SALES PTE. LTD.  
911, BUKIT TIMAN ROAD  
SINGAPORE 589622

FINALIZED : ACCIDENT/BODY REPAIRS  
WORKSHOP : BUKIT TIMAN  
CONTACT NO : 4694091  
REFERENCE : IHS/IC/LAW/0386/2019  
DATE : 29-MAY-2019

INDIA INT'L INSURANCE PTE LTD  
64 CECIL STREET  
#04-05 IOS BUILDING  
S(049711)  
TEL : 63476100  
FAX : 62244174  
ATTN: MOTOR CLAIM MANAGER

OWNER'S NAME : GAN CHEE KONG  
ADDRESS : 75 BURGUNDY CRESCENT  
S(658787)  
TELEPHONE NO : 98386966

TYPE OF CLAIM : DIRECT SETTLEMENT / THIRD PARTY CLAIM  
POLICY NO : TP-SHA4994E  
VEHICLE NO : SDQ2388G  
MODEL CODE : FRLAR0WJ11USA--A--  
MODEL/YEAR : HISSAH QASHQAI 1.2 MY2017  
ENGINE NO : HNA2563930A  
CHASSIS NO : SJNFEAJ11U2180341  
MILEAGE : 1 KM  
DATE IN : 29/05/2019  
LIABILITY : 0.00  
EXCESS CLAUSE : 0.00  
ESTIMATE BY : LAWRENCE  
ACCIDENT DATE : 28/05/2019

14/05/19

Tan Chong

DLS

Low

\$ 50104

= \$ 200/-

+  
medical  
RRR  
claim

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

LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO SDQ3388G

S/NO	JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1	RPI	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	120.00	120.00 ✓
2	RS	SUPPLY & INSTALL REVERSE SENSOR	110.00	110.00 ✓
3	SEALI	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	100.00	.00
4	12/001	REPAIR END PANEL, LH REAR FENDER AND RENEW REAR BUMPER	1200.00	780.00 ✓
5	12/002	R/PAINT REAR BUMPER(2 TONE), END PANEL AND LH REAR FENDER	1500.00	850.00 ✓
TOTAL LABOUR CHARGES			3030.00	1860.00

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

MATERIAL LIST FOR ACCIDENT VEHICLE REGN NO SDQ2388G

S/NO	PARTS DESCRIPTION	PARTS NUMBER	DAMAGED PARTS & PRICES		
			NETT	LIST	S/NETT REMARKS
1	REINF-BUMPER RH X	85030-4EAMA	619.20		X
2	STAY ASSY-REAR LH X	85211-4EAMA	126.00		X
3	STAY ASSY-REAR RH X	85210-4EAMA	126.00		X
4	GROMMET BUMPER \$2.20 EA X 02 ✓	01281-00111			4.40 OK
5	ENERGY ABSORBER ✓	85090-HV00A	126.40		OK
6	BRACKET-BUMPER RH X	85220-4EAOA	35.90		X
7	BRACKET-BUMPER LH ✓	85221-4EAOA	35.90		OK
8	RETAINER-BUMPER RH ✓	79184-4EAOA	23.80		OK
9	RETAINER-BUMPER LH ✓	79185-4EAOA	23.80		OK
10	CLIP BUMPER \$7.40 EA X 03 ✓	85284-JD00A	22.20		OK
11	FINISHER-REAR BUMPER TOW X	85071-HV00A	16.80		X
12	FASCIA BUMPER ✓	85022-HV30H	717.00		OK
13	SUNDRIES ✓	NPN			20.00 OK
14	REVERSE SENSOR(J11 & T32) ✓	SENSOR-TX5140			210.00 OK
15	FENDER LH REAR ARC X	93829-4EAOA	966.00		X
16	CANOE RIVET \$6.50 EA X 2 X	76882-0M000	13.00		X
17	CLIP BUMPER \$1.20 EA X 02 ✓	01553-05933	2.40		OK
SUB TOTAL			951.50	0.00	234.40
LESS DISCOUNT (NETT-20.00%, LIST-30.00%, S/NETT-.00%)			190.30	0.00	0.00
GRAND TOTAL			761.20	0.00	234.40
OVERALL TOTAL			955.60		

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

TAN CHONG MOTOR SALES PTE. LTD.  
911, BUKIT TIMAH ROAD  
SINGAPORE 589623

SUMMARY OF OVERALL CHARGE FOR VEHICLE REGN NO SDQ2388G

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NETT ITEM	951.50
LESS 20.00%	-190.30
NETT AMOUNT	761.20
LIST ITEM	0.00
LESS 20.00%	0.00
LIST AMOUNT	0.00
SPECIAL NETT ITEM	234.40
LESS .00%	0.00
SPECIAL NETT AMOUNT	234.40
TOTAL LABOUR CHARGES	1860.00
TOTAL SPARE PARTS CHARGES	995.60
TOTAL CHARGES	2855.60
ADD 7 % GST	199.89
GRAND TOTAL	3055.49

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## Hsiao Tong (LKKAuto)

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**From:** Lawrence Teo <lawrenceteo@tanchong.com>  
**Sent:** Thursday, 15 August 2019 10:51 AM  
**To:** Hsiao Tong (LKKAuto); Taufikh (LKKAuto); Ng Li Ting  
**Cc:** Admin A; assignments  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT \*LKK REF: CC4/III19009807/pa3  
**Attachments:** 14082019113900-0001.pdf; DSC03886.JPG; DSC03882.JPG; DSC03883.JPG;  
DSC03884.JPG; DSC03885.JPG

Dear All,

Please see attached Finalized. Once confirm please reply [liting@tanchong.com](mailto:liting@tanchong.com)

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472  
Email: [lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** 11 June 2019 12:15  
**To:** Lawrence Teo <lawrenceteo@tanchong.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT \*LKK REF: CC4/III19009807/pa3

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

**\*\*Kindly arrange for survey.**

"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:** Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
**Sent:** Monday, 3 June, 2019 2:18 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Mei Kuan,

See attached.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472  
Email: [lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** 03 June 2019 13:18  
**To:** Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

**Please provide us the following and arrange for TP survey,**

- **evidence i.e. video and scene photo,**
- **PIR result (if any)**
- **Estimated cost of repair**
- **GIA and police report**

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>

**Sent:** Monday, 3 June, 2019 12:35 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear All,

Car not in. Pease advise Liability.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd

913 Bukit Timah Road

Singapore 589622

Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472

Email: [lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)

Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** 03 June 2019 12:18

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>

**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Lawrence,

Kindly advise when the vehicle will be in workshop for survey?

Best Regards,

**Shiau Chan on behalf of G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, 3 June 2019 11:53 AM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Hi

***FYNA please.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
**Sent:** Friday, 31 May, 2019 5:12 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear All,

Lkk please.

Get [Outlook for iOS](#)

---

**From:** Lawrence Teo  
**Sent:** Friday, May 31, 2019 5:11:52 PM  
**To:** Motor Claim - III; Surveyor LKK; Team A  
**Subject:** Re: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear All,

Kindly advise on Liability and car not in.

Get [Outlook for iOS](#)

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Friday, May 31, 2019 1:31:55 PM  
**To:** Lawrence Teo  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- \* LKK Auto Consultants Pte Ltd
- \* Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,  
Gabriel Wee

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

-----Original Message-----

From: Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]

Sent: 31 May, 2019 12:07 PM

To: Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

Subject: FW: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Office In Charge,

Our customer, GAN CHEE KONG owner was insured with AIG Insurance at the material time of the accident. The 3rd party SHA4994E is insured with you at the material time of the accident.

Our customer holds your insured driver liable for the accident and would like to claim against your insured driver. On behalf of our customer, we hereby enquire whether you would like to have a Direct Settlement with our customer.

Our customer's claiming for Cost Of Repair and Loss Of Rental @\$100/Day.GIA Report / Estimate attached for your action.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472  
Email: [lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

-----Original Message-----

From: Singapore Printer <[printsg@tanchong.org](mailto:printsg@tanchong.org)>

Sent: 31 May 2019 11:49

To: Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
Subject: Scan Data from FX-2D8799

Sent by: T00381W [[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)] Number of Images: 17 Attachment File Type: PDF

Device Name: BT-INSURANCE-381461  
Device Location:

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.  
Registration No. 198703792-K



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

**Catherine Chong (LKK Auto)**

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Monday, 3 June, 2019 8:41 AM  
**To:** Lawrence Teo; Surveyor LKK; admin-d@lkkauto.com  
**Cc:** Pooi Chin Han Daniel  
**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019  
INS/IC/LAW/0280/2019 DIRECT SETTLEMENT  
**Attachments:** 2019\_0528\_150222\_073B (online-video-cutter.com).mp4;  
31052019120504-0001.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SDQ2388G and let us have your report urgently.

This claim will be handled by Daniel.

\*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

p. Lawrence  
T: 10:27am  
v. Out  
G. ✓

---

**From:** Lawrence Teo [mailto:lawrenceteo@tanchong.com]  
**Sent:** 31 May, 2019 5:12 PM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>; Surveyor LKK <sur@lkkauto.com>; Team A <admin-a@lkkauto.com>  
**Subject:** Re: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019 INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear All,

Lkk please.

Get [Outlook for iOS](#)

---

**From:** Lawrence Teo  
**Sent:** Friday, May 31, 2019 5:11:52 PM  
**To:** Motor Claim - III; Surveyor LKK; Team A  
**Subject:** Re: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019 INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear All,

Kindly advise on Liability and car not in.  
Get Outlook for iOS

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Friday, May 31, 2019 1:31:55 PM

**To:** Lawrence Teo

**Subject:** RE: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019 INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- \* LKK Auto Consultants Pte Ltd
- \* Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,  
Gabriel Wee

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

-----Original Message-----

**From:** Lawrence Teo [<mailto:lawrenceteo@tanchong.com>]

**Sent:** 31 May, 2019 12:07 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** FW: ACCIDENT INVOLVING SDQ2388G & SHA4994E ON 28.05.2019 INS/IC/LAW/0280/2019 DIRECT SETTLEMENT

Dear Office In Charge,

Our customer, GAN CHEE KONG owner was insured with AIG Insurance at the material time of the accident. The 3rd party SHA4994E is insured with you at the material time of the accident.

Our customer holds your insured driver liable for the accident and would like to claim against your insured driver. On behalf of our customer, we hereby enquire whether you would like to have a Direct Settlement with our customer.

Our customer's claiming for Cost Of Repair and Loss Of Rental @\$100/Day.GIA Report / Estimate attached for your action.

Best Regards,

Lawrence Teo

Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038914 :: Fax: +65-64697472

Email: [lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

-----Original Message-----

From: Singapore Printer <[printsg@tanchong.org](mailto:printsg@tanchong.org)>  
Sent: 31 May 2019 11:49  
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Subject: Scan Data from FX-2D8799

Sent by: T00381W [[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)] Number of Images: 17 Attachment File Type: PDF

Device Name: BT-INSURANCE-381461  
Device Location:

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.  
Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Jun 2019 19:34	<b>Cim Dtl Modified</b>	Claimant's Name: -> GAN CHEE KONG. Claimant's ID: -> S2584079H.	[A] HOW MEI KWAN
2	03 Jun 2019 19:34	<b>Cim Veh Model Changed</b>	(205742) NISSAN QASHQAI 1.2 DIG-T (A).	[A] HOW MEI KWAN
3	03 Jun 2019 19:34	<b>Cim Created</b>	Reg No: SDQ2388G. Acct Date: 2019/05/28. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Tan Chong Motor Sales Pte Ltd (HQ)	[A] HOW MEI KWAN
4	03 Jun 2019 19:34	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	03 Jun 2019 19:34	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/06/13	[A] HOW MEI KWAN
6	03 Jun 2019 19:34	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Jun 2019 19:35	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	03 Jun 2019 19:35	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	10 Jun 2019 14:25	<b>Adj Mandate Request</b>	Cur,Req:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party.	[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	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Jun 2019 19:34	<b>Cim Dtl Modified</b>	Claimant's Name: -> GAN CHEE KONG, Claimant's ID: -> 52584079H.	[A] HOW MEI KWAN
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3	03 Jun 2019 19:34	<b>Cim Created</b>	Reg No: SDQ2388G, Acct Date: 2019/05/28, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Workshop: Tan Chong Motor Sales Pte Ltd (HQ)	[A] HOW MEI KWAN
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6	03 Jun 2019 19:34	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Jun 2019 19:35	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	03 Jun 2019 19:35	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	10 Jun 2019 14:25	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party.	[A] CHEW HSIAO TONG
10	11 Jun 2019 10:52	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/06/13, Mandate Remarks: Agreed to do direct settlement. Please revert with your quantum advice	[I] Sundari Nagarajan
11	11 Jun 2019 10:52	<b>Adj Mandate Set</b>	Approved:0.00:Agreed to do direct settlement. Please revert with your quantum advice	[I] Sundari Nagarajan

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							

## Hsiao Tong (LKKAuto)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Wednesday, 27 November 2019 2:48 PM  
**To:** CS A Team; Admin A  
**Subject:** FW: III Ref: MCT19050787 FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019  
**Attachments:** SDQ2388G\_LOD.pdf

Dear Hsiao Tong

FYNA-CC4/III19009807/T1pa3

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

---

**From:** Pooi Chin Han Daniel <danielpooi@iii.com.sg>  
**Sent:** Wednesday, 27 November 2019 2:45 PM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** III Ref: MCT19050787 FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Dear LKK,

Attached is the LOD from TP workshop.

*Daniel Pooi*

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

**S&P 'A-' rated Company**



---

**From:** Motor Claim - III [mailto:motorclaim@iii.com.sg]  
**Sent:** Tuesday, 12 November, 2019 8:53 AM  
**To:** Pooi Chin Han Daniel <danielpooi@iii.com.sg>  
**Cc:** liting@tanchong.com  
**Subject:** FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Dear Officers,

Please assist.

Best Regards,  
Gabriel Wee



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

---

**From:** Ng Li Ting [<mailto:liting@tanchong.com>]  
**Sent:** 11 November, 2019 3:32 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Hi

Our letter of demand attached for your perusal.

Kindly revert with your offer soon.

Hardcopy will be mail to your office.

Thank you.

Best Regards

Ng Li Ting  
Customer Service Executive  
Service Department  
Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589623  
Tel: +65-64694091 : DID: 67038903 : Fax: 64697472  
Email: [liting@tanchong.com](mailto:liting@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) : [www.nissan.com.sg](http://www.nissan.com.sg)

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Registration No. 198703792-K

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## Claim Audit

AUDIT TRAIL				By
No.	On	Audit	Remarks	
1	03 Jun 2019 19:34	<b>Cim Dtl Modified</b>	Claimant's Name: -> GAN CHEE KONG, Claimant's ID: -> S2584079H.	[A] HOW MEI KWAN
2	03 Jun 2019 19:34	<b>Cim Veh Model Changed</b>	(205742) NISSAN QASHQAI 1.2 DIG-T (A).	[A] HOW MEI KWAN
3	03 Jun 2019 19:34	<b>Cim Created</b>	Reg No: SDQ2388G. Acct Date: 2019/05/28. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Tan Chong Motor Sales Pte L td (HQ)	[A] HOW MEI KWAN
4	03 Jun 2019 19:34	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	03 Jun 2019 19:34	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/06/13	[A] HOW MEI KWAN
6	03 Jun 2019 19:34	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Jun 2019 19:35	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	03 Jun 2019 19:35	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
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10	11 Jun 2019 10:52	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/06/13. Mandate Remarks: Agreed to do direct settlement. Please revert with your quantum advice	[I] Sundari Nagarajan
11	11 Jun 2019 10:52	<b>Adj Mandate Set</b>	Approved:0.00:Agreed to do direct settlement. Please revert with your quantum advice	[I] Sundari Nagarajan
12	17 Jun 2019 19:08	<b>Label Removed</b>	(30651):Vehicle Not In.	[A] HOW MEI KWAN
13	02 Sep 2019 16:09	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
14	02 Sep 2019 16:09	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2018/03/15.	[A] JOANNE LEE KHANG MIN
15	02 Sep 2019 16:09	<b>Cim Details Notified</b>		[A] JOANNE LEE KHANG MIN
16	23 Nov 2019 13:42	<b>Video Downloaded</b>	Downloaded Video - Accident MCT19050787 SHA4994E 28-05-2019 FAF	[I] Mekavathanan Sarangapani
17	18 Dec 2019 08:11	<b>Adj Mandate Request</b>	Cur Req:3390.99:PODS: Liability: 100% *Quantum: (a)CORw/GST: \$3,055.49 + (b)LOU(4days x \$50.00); \$200.00 + (c)Medical Fee: \$135.50 = Total: \$3,390.99 *Vehicle Model: Nissan Qashqai (1197cc) * 4 recommendation repair days *For your approval pleas	[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
2266347	02 Sep 2019 16:09:39	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SDQ2388G	SHA4994E	11.77
2342238	12 Nov 2019 09:14:45	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SDQ2388G	Pooi Chin Han Daniel	xx.xx

## Print Received Message

This mail is associated with :

**\*SDQ2388G (MCT19050787)**  
**[SHA4994E]**  
TP  
GAN CHEE KONG  
May 28 2019 2:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Tan Chong Motor Sales Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 18/12/2019 08:51 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$3390.99) - SDQ2388G - Claim Handler: Pooi Chin Han Daniel

Approved:3390.99:Request TP WS to issue Tax invoice for Repairs in III's favour

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 24 December 2019 8:05 AM  
**To:** 'Ng Li Ting'  
**Cc:** Admin A  
**Subject:** RE: III Ref: MCT19050787 FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019 //LKK REF: CC4/III19009807/T1pa3  
**Attachments:** DV\_SDQ2388G.pdf

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement at \$3,390.99(all-in).

Please duly sign the DV enclosed and return together with the following document to us (LKK) for our necessary action: -

- Original LOD.
- Original Repair Tax Invoice, addressed to M/s India International Insurance Pte Ltd
- Original Authorisation to Act signed by your client
- Original Medical Receipt

Thank you.

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

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

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

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 27 November 2019 2:48 PM  
**To:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** FW: III Ref: MCT19050787 FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Dear Hsiao Tong

FYNA-CC4/III19009807/T1pa3

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

---

**From:** Pooi Chin Han Daniel <danielpooi@iii.com.sg>

**Sent:** Wednesday, 27 November 2019 2:45 PM

**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** III Ref: MCT19050787 FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Dear LKK,

Attached is the LOD from TP workshop.

*Daniel Pooi*

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

**S&P 'A-' rated Company**



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**From:** Motor Claim - III [mailto:motorclaim@iii.com.sg]

**Sent:** Tuesday, 12 November, 2019 8:53 AM

**To:** Pooi Chin Han Daniel <danielpooi@iii.com.sg>

**Cc:** liting@tanchong.com

**Subject:** FW: DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

Dear Officers,

Please assist.

*Best Regards,*

**Gabriel Wee**



64 Cecil Street; #05 - IOB Building

Singapore 049711  
Tel: 6347 6100, Ext – 248

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**From:** Ng Li Ting [<mailto:liting@tanchong.com>]  
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**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** DS Claim for SDQ2388G / SHA4994E doa 28.5.2019

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Our letter of demand attached for your perusal.

Kindly revert with your offer soon.

Hardcopy will be mail to your office.

Thank you.

Best Regards

Ng Li Ting  
Customer Service Executive  
Service Department  
Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589623  
Tel: +65-64694091 : DID: 67038903 : Fax: 64697472  
Email: [liting@tanchong.com](mailto:liting@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) : [www.nissan.com.sg](http://www.nissan.com.sg)

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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# SATISFACTORY NOTE

TAN CHONG MOTOR SALES PTE LTD (TCMS)

AUTOLUTION INDUSTRIAL PTE LTD (AIPL)

TC AUTOCLINIC PTE LTD (TCAC)

*Handwritten initials*

DATE: \_\_\_\_\_

OWNER NAME: GAN CHEE KONG

NRIC NO.: S2584079H

ADDRESS: \_\_\_\_\_

**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)

VEHICLE MODEL: Qashqai 1.2

INSURANCE CO.: ME - INDIA

REGN. NO.: SPQ2388G

CLAIM NO.: \_\_\_\_\_

CHASSIS NO.: \_\_\_\_\_

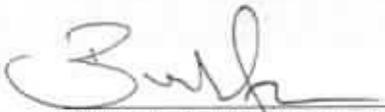
POLICY NO.: 1800025295-01

DATE OF ACCIDENT: <u>28-5-2019</u>	DATE RECEIVED: <u>17/06/19</u>	DATE COMPLETED: <u>17/06/19</u>
------------------------------------	--------------------------------	---------------------------------

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)

Sign Here (If Co. Reg. Sign & Check)

**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

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

Direct Settlement

#### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	11 Jun 2019 <a href="#">Edit Reg</a>		03 Jun 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$92,855.60</b> <a href="#">Edit Estimates</a>	<b>\$92,855.60</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

<a href="#">Main</a>	<a href="#">Reference</a>	<a href="#">Claim Details</a>	<a href="#">Documents</a>	<a href="#">Show All</a>
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS		[Created by adjuster]	
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Main Claimant:	GAN CHEE KONG, ID: S2584079H		
Vehicle Reg. No.:	SDQ2388G	Date of Loss:	28/05/2019 14:00 - :59 [14 Months and 13 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT19050787	Policy/Cover Note No.:	MCOM0015 (TP, Fire & Theft)
Vehicle Reg. No. (Insured):	SHA4994E	Policy No. (Claimant):	1800025295-05
		Excess:	
Repairer:	Tan Chong Motor Sales Pte Ltd (HQ) 911 BUKIT TIMAH ROAD, 589623 Bukit Timah - Tel:		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Pool Chin Han Daniel]		
Claimant's Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 13/06/2019]		
<b>ASSOCIATED MAIL RECEIVED</b>		<a href="#">View All</a>	<a href="#">Compose Case Mail</a>
<ul style="list-style-type: none"> <li>III_SG (18/12/2019): Alert - Adj Mandate Approved (\$3390.99) - SDQ2388G - Claim Handler: Pool Chin H...</li> <li>III_SG (11/06/2019): Alert - Adj Mandate Approved (\$90.00) - SDQ2388G - Claim Handler: Pool Chin Han ...</li> </ul>			
<b>ALL ASSOCIATED TASKS</b>		<a href="#">View All</a>	<a href="#">Search Tasks</a>
		<a href="#">Create New Task</a>	<a href="#">Complete</a>
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>
			<b>Subject</b>
			<b>Handler</b>
			<b>Assigned By</b>
			<b>Completed On</b>
			<b>Created On</b>
			<b>Done?</b>
No results.			

## Claim Documents

**\*SDQ2388G (MCT19050787)**  
**[SHA4994E]**  
 TP  
**GAN CHEE KONG**  
 May 28 2019 2:00PM  
**[COMFORT TRANSPORTATION PTE LTD]**  
**Tan Chong Motor Sales Pte Ltd**

Upload Documents			Upload Photos		Compose New Letter		View	View in Browser
<b>Video</b>							1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print			
1	12/11/19 09:14	Video - Accident MCT19050787 SHA4994E 28-05-2019 FAF	1	Load MP4				
<b>Photos/Images</b>							3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	19/08/19 09:37	Odometer Reading	1	Load JPG	<input checked="" type="checkbox"/>			
2	19/08/19 09:37	Chassis Number	1	Load JPG	<input checked="" type="checkbox"/>			
3	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
4	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
5	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
6	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
7	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
8	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
9	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
10	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
11	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
12	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
13	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
14	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
15	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
16	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
17	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
18	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
19	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
20	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
21	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
22	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
23	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
24	19/08/19 09:37	General View	1	Load JPG	<input checked="" type="checkbox"/>			
25	19/08/19 09:38	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
26	19/08/19 09:38	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
27	19/08/19 09:38	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
28	19/08/19 09:38	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
29	19/08/19 09:38	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
30	29/08/19 17:36	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
31	29/08/19 17:36	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
32	29/08/19 17:36	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>			
<b>Documentation</b>							1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	03/06/19 19:35	TP ESTIMATE + TP GIA REPORT	1	Load PDF				
2	21/06/19 10:26	TP ESTIMATE - MARKED	1	Load PDF				
3	18/12/19 08:10	LOD	1	Load PDF				
4	18/12/19 08:10	Authorisation to Act	1	Load PDF				
5	18/12/19 08:10	Medical Fee	1	Load PDF				
6	13/01/20 09:44	DISCHARGE VOUCHER	1	Load PDF				

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
7	13/01/20 09:44	<b>WORKSHOP INVOICE</b>	 Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	04/06/19 08:31	<b>Singapore Accident Statement</b>	 Load PDF	
2	24/12/19 18:23	<b>Letter of Demand from Third Party</b> TPD LOD FROM TAN CHONG (SQQ2388G)	 Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

## 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/III19009807/T1PA3Q2

Date: 13/01/2020

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No : SDQ2388G Insured Vehicle No : SHA4994E  
 Date of Loss: 28/05/2019 Nature of Claim: TP Claim No: MCT19050787

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SDQ2388G  
 Make & Model: NISSAN QASHQAI, 1.2 DIG-T (A) Engine No: HRA2563930A  
 Reg. Date: 15/03/2018 (Man. Year: 2017) Chassis No: SJNFEAJ11U2180341  
 Colour: Red Odometer: 15536 km  
 Engine Capacity: 1197 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: Yes

## CONDITION OF TYRES

Front Tyre Size: 215/60 R17 Rear Tyre Size: 215/60 R17  
 Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm  
 Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,597.92	995.60	1,602.32	61.68
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,030.00	1,860.00	1,170.00	38.61
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>5,627.92</b>	<b>2,855.60</b>	<b>2,772.32</b>	<b>49.26</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>393.95</b>	<b>199.89</b>	<b>194.06</b>	<b>49.26</b>
<b>Nett Amount (S\$)</b>	<b>6,021.87</b>	<b>3,055.49</b>	<b>2,966.38</b>	<b>49.26</b>
<b>+ Loss of Use (4.0 x S\$50.00/day) (S\$)</b>		<b>200.00</b>		
<b>+ Medical Costs (S\$)</b>		<b>135.50</b>		
<b>Nett Liability (S\$)</b>		<b>3,390.99</b>		

## INSPECTION

Date of Assignment: 03/06/2019  
 Date Inspected: 13/06/2019 Inspected At: Tan Chong Motor Sales Pte Ltd (HQ)  
 911 BUKIT TIMAH ROAD  
 Singapore 589623  
 Estimated Period of Repair: 4.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

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

<b>Reference</b>		
<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 04 Sep 2019)	
<b>Parts:</b> M1-SUV	NISSAN QASHQAI 1.2 DIG-T (A) (Catalogue:Merimen Singapore 1.0)	
<b>Labour:</b> Repairer's	(Price-denominated Standard List)	
<b>Print Code:</b> (Unsubmitted, no print-code for SDQ2388G)		
<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	2		*GROMMET BUMPER	Necessary	4.40 FS	*4.40 FS
2	1		*SUNDRIES	Necessary	100.00 FS	*20.00 FS
3	1		*REVERSE SENSOR (J11 & T32)	Not Working	210.00 FS	*210.00 FS
4	1		*FENDER LH REAR ARC	Not Necessary	966.00 FN	*- FN
5	2		*CANOE RIVET	Not Necessary	13.00 FN	*- FN
6	2		*CLIP BUMPER	Necessary	2.40 FN	*2.40 FN
7	1		*STAY ASSY -REAR RH	Not Necessary	126.00 FN	*- FN
8	1		*STAY ASSY -REAR LH	Not Necessary	126.00 FN	*- FN
9	1		*REINF-BUMPER RR	Not Necessary	619.20 FN	*- FN
10	1		*ENERGY ABSORBER	Deformed	126.40 FN	*126.40 FN
11	1		*BRACKET -BUMPER RH	Not Necessary	35.90 FN	*- FN
12	1		*BRACKET -BUMPER LH	Necessary	35.90 FN	*35.90 FN
13	1		*RETAINER -BUMPER RH	Necessary	23.80 FN	*23.80 FN
14	1		*RETAINER -BUMPER LH	Necessary	23.80 FN	*23.80 FN
15	3		*CLIP BUMPER	Necessary	22.20 FN	*22.20 FN
16	1		*FINISHER -REAR BUMPER TOW	Not Necessary	16.80 FN	*- FN
17	1		*FASCIA BUMPER	Deformed	717.00 FN	*717.00 FN

F=Franchise part. S=SpcNett. N=NettItemDisc.

<b>Sub Total (\$\$)</b>	<b>3,168.80</b>	<b>1,185.90</b>
<b>- Nett Item Discount on N Items 20.00/20.00% (\$\$)</b>	<b>570.88</b>	<b>190.30</b>
<b>Total Parts (\$\$)</b>	<b>2,597.92</b>	<b>995.60</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
<b>Labour Items</b>				
1	PERFORM RUST PROOFING & TREATMENT FOR AFFECTED PANEL	New	120.00	120.00
2	SUPPLY & INSTALL REVERSE SENSOR	New	110.00	110.00
3	APPLY SEALANT TO ALL AFFECTED PANEL JOINTS & RESEAL NECESSARY AREA	New	100.00	0.00
4	REPAIR END PANEL LH REAR FENDER AND RENEW REAR BUMPER	New	1,200.00	780.00
5	S/PAINT REAR BUMPER (2 TONE) END PANEL AND LH REAR FENDER	New	1,500.00	850.00
<b>Gross Labour Cost (S\$)</b>			<b>3,030.00</b>	<b>1,860.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >