

PERSONAL

INSURANCE CASE OWNER

CC 6/III1900 9854, Fp63/

LKK

IDAC

Surveyor:

Fennetun

DOI:

ASSIGNMENT

3/6/19

Date / Time:

3/6/19

Registered in Merim:

4/6/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHA 5985A

Name of Insured:

GPL

Insured Tel No.:

HP:

Excess Sec II : \$5

D.O.A.:

15/3/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

WONG FOK WENG

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

MLOMWOIS

HYUNDAI

KEPPEL RD TMS EP

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

Insured Liability:

%

Final ? Yes / No

SL5 279M



INSRS:

WSP:

Tel:

Liability:

RMKS:

OPTIMA
WEEK 2



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

15/3/19 - X

SHA 5985A - 1

STAGE

DATE / PIC

Non-Reporting 1st (1st)

Non-Reporting 1st (2nd)

Non-Reporting 1st (Final)

Notification 1st (if non-pickup)

Call Of:

After call 1st to Of:

Documentation Check List: Handler Typist

Notification 1st (if non-pickup)

After call 1st to Of:

Authorisation To Act

Release Voucher

Final Repair Bill

Car Rental Invoice

Towing Invoice

ETA / GIA

Medical Bill

PIR

Mandate/Reject Instruction

LOD

Payment Breakdown Form

Post-Repair Photos

Others:

24/6/19 -

Email to TP: Rger

Handwritten signature: Hsiao Tong
30-10-14

11/11/19 -

File -> Show PIR for case (up)

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

1

days/Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

1

days

Loss of Use (LOU):

\$5

(\$

x

days)

Loss of Income (LOI):

\$5

(\$

x

days)

LOR only ☐ LOU only ☐

LOR + LOU ☐

LOR + LOU ☐

[Tick only one]

GIA/TA Search

\$5

Medical

\$5

Disbursement

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2 (Strike if N.A.):

\$5

Name 2:

Payee 3 (Strike if N.A.):

\$5

Name 3:

1) Claims status: Normal/Private Settle
2) Report Format: TP
3) Survey fee: \$250-W

Third Party Insurer: INDIA INTER'L
Third Party Veh No: SHA5985A
Date of Accident: 15.03.2019

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type:

Singapore NRIC

Owner ID:

0198A

Vehicle Details

Vehicle No.:

SL52179M

Vehicle to be Exported:

No

Intended Deregistration Date:

31 May 2019

Vehicle Make:

MERCEDES BENZ

Vehicle Model:

E200 AVG AUTO

Primary Colour:

Blue

Manufacturing Year:

2016

Engine No.:

27492030828559

Chassis No.:

WDD2130422A111838

Maximum Power Output:

135.0 kW (181 bhp)

Open Market Value:

\$50,490.00

Original Registration Date:

14 Sep 2017

First Registration Date:

14 Sep 2017

Transfer Count:

0

Actual ARF Paid:

\$62,882.00

Intended PARF Rebate Details

PARF Eligibility:

Yes

PARF Eligibility Expiry Date:

13 Sep 2027

PARF Rebate Amount:

\$47,161.00

Intended COE Rebate Details

COE Expiry Date:

13 Sep 2027

COE Category:

B - Car above 1600cc or 97kW (130bhp)

COE Period(Years):

10

QP Paid:

\$49,000.00

COE Rebate Amount:

\$40,601.00

Total Rebate Amount:**\$87,762.00**

The information contained herein is correct as at 31 May 2019

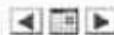
OK

Claim Audit

AUDIT TRAIL

No.	On	Audit	Remarks	By
1	04 Jun 2019 14:04	Cim Dtl Modified	Claimant's Name: -> LOH PENG CHUM, Claimant's ID: -> 50810198A.	[A] Lau Shu Pei
2	04 Jun 2019 14:04	Cim Veh Model Changed	(204717) MERCEDES-BENZ 200 2.0 (A).	[A] Lau Shu Pei
3	04 Jun 2019 14:04	Cim Created	Reg No: SLS2179M, Acct Date: 2019/03/15, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ), Workshop: Optima Werkz Pte Ltd (HQ)	[A] Lau Shu Pei
4	04 Jun 2019 14:04	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	04 Jun 2019 14:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/14	[A] Lau Shu Pei
6	04 Jun 2019 14:04	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	04 Jun 2019 14:04	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
8	04 Jun 2019 14:04	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	06 Jun 2019 09:58	Cim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	06 Jun 2019 17:12	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: Kindly upload our insured video in Merimen f or our viewing.	[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
2167974	06/06/2019 08:54	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLS2179M	SHA5985A	11.77

Claim Audit

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1	04 Jun 2019 14:04	Cim Dtl Modified	Claimant's Name: -> LOH PENG CHUM, Claimant's ID: -> 50810198A.	[A] Lau Shu Pei
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10	06 Jun 2019 17:12	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: Kindly upload our insured video in Merimen for our viewing.	[A] CHEW HSIAO TONG
11	07 Jun 2019 10:39	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/14, Mandate Remarks: Video uploaded.	[I] Sherini Pillai
12	07 Jun 2019 10:39	Adj Mandate Set	Maintained:Video uploaded.	[I] Sherini Pillai
13	10 Jun 2019 12:50	Video Downloaded	Downloaded Video - OID	[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
2167974	06/06/2019 08:54	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLS2179M	SHA5985A	11.77
2169707	07/06/2019 10:39	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLS2179M	Sherini Pillai	xx.xx

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	04 Jun 2019 14:04	Clm Dtl Modified	Claimant's Name: -> LOH PENG CHUM. Claimant's ID: -> S0810198A.	[A] Lau Shu Pei
2	04 Jun 2019 14:04	Clm Veh Model Changed	(204717) MERCEDES-BENZ 200 2.0 (A).	[A] Lau Shu Pei
3	04 Jun 2019 14:04	Clm Created	Reg No: SLS2179M. Acct Date: 2019/03/15. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Optima Werkz Pte Ltd (HQ)	[A] Lau Shu Pei
4	04 Jun 2019 14:04	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	04 Jun 2019 14:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/14	[A] Lau Shu Pei
6	04 Jun 2019 14:04	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei
7	04 Jun 2019 14:04	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
8	04 Jun 2019 14:04	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	06 Jun 2019 09:58	Clm Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	06 Jun 2019 17:12	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: Kindly upload our insured video in Merimen for our viewing.	[A] CHEW HSIAO TONG
11	07 Jun 2019 10:39	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/14. Mandate Remarks: Video uploaded.	[I] Sherini Pillai
12	07 Jun 2019 10:39	Adj Mandate Set	Maintained:Video uploaded.	[I] Sherini Pillai
13	10 Jun 2019 12:50	Video Downloaded	Downloaded Video - OID	[A] CHEW HSIAO TONG
14	12 Jun 2019 12:33	Video Downloaded	Downloaded Video - OID	[A] CHEW HSIAO TONG
15	18 Jun 2019 17:00	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 0% Remarks: Insured driver was driving straight and sudd only third party came from his left and hit onto our taxi.	[A] CHEW HSIAO TONG
16	18 Jun 2019 17:00	Adj Mandate Request Cancelled		[A] CHEW HSIAO TONG
17	18 Jun 2019 17:00	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 0% Remarks: Insured driver was driving straight and sudd only third party came from his left and hit onto our taxi. We seek approval to reject third party claim	[A] CHEW HSIAO TONG
18	19 Jun 2019 09:44	Video Downloaded	Downloaded Video - OID	[I] Priya
19	19 Jun 2019 09:44	Video Downloaded	Downloaded Video - OID	[I] Priya

AUDIT TRAIL				
No.	On	Audit	Remarks	By
20	19 Jun 2019 09:45	Video Downloaded	Downloaded Video - OID	[1] Priya
21	19 Jun 2019 09:46	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/14. Mandate Remarks: Please proceed to reject the claim.	[1] Priya
22	19 Jun 2019 09:46	Adj Mandate Set	Maintained:Please proceed to reject the claim.	[1] Priya

Date From

◀

📅

▶

Date To

◀

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▶

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
2167974	06/06/2019 08:54	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLS2179M	SHAS985A	11.77
2169707	07/06/2019 10:39	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SLS2179M	Sherini Pillai	XX.XX

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 24 June 2019 11:20 AM
To: 'Lily.loi@ow.sg'
Cc: 'Sharon'; angela.tan@ow.sg; Admin A
Subject: <REJECTION> Your Ref: SLS 2179M *Our Ref: CC6/III19009854/Kpb3 [ACCIDENT INVOLVING SHA 5985A(III) & SLS 2179M ON 15/03/2019]
Attachments: SHA5985A DOA 150319.MP4

Your Ref: **SLS 2179M**
Our Ref: CC6/III19009854/Kpb3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SHA 5985A(III) & SLS 2179M ON 15/03/2019

We refer to the above matter.

Attached is a copy of our insured car video footage for your easy reference. Our insured was driving straight, suddenly your client cut in front of him and collided onto his taxi.

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

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

WP

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	04 Jun 2019 Edit Reg		03 Jun 2019 00:00 Edit Adj Rpt	S\$500.00 Edit Estimates	S\$500.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by adjuster]

Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -		
Main Claimant:	LOH PENG CHUM, ID: S0810198A		
Vehicle Reg. No.:	SLS2179M	Date of Loss:	15/03/2019 20:00 - :59 [18 Months and 1 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT19030395	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SHA5985A	Policy No. (Claimant):	S094119342-01
		Excess:	
Repairer:	Optima Werkz Pte Ltd (HQ) 9A Serangoon North Ave 5, S54500 Serangoon - Tel:		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]		
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 14/06/2019]		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

- III_SG (19/06/2019): Alert - Adj Mandate Maintained - SLS2179M - Claim Handler: Priya
- III_SG (07/06/2019): Alert - Adj Mandate Maintained - SLS2179M - Claim Handler: Priya

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLS2179M (MCT19030395)
[SHA5985A]
TP
LOH PENG CHUM
Mar 15 2019 8:00PM
[COMFORT TRANSPORTATION PTE LTD]
Optima Werkz Pte Ltd

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

View [View in Browser](#)

Video				1 per page	☒
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	07/06/19 10:39	Video - OID		Load MP4	

Photos/Images				3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	12/06/19 12:32	General View		Load JPG	☒
2	12/06/19 12:32	General View		Load JPG	☒
3	12/06/19 12:32	General View		Load JPG	☒
4	12/06/19 12:32	General View		Load JPG	☒
5	12/06/19 12:32	General View		Load JPG	☒
6	12/06/19 12:32	General View		Load JPG	☒
7	12/06/19 12:32	General View		Load JPG	☒
8	12/06/19 12:32	General View		Load JPG	☒
9	12/06/19 12:32	General View		Load JPG	☒
10	12/06/19 12:32	General View		Load JPG	☒
11	12/06/19 12:32	General View		Load JPG	☒
12	12/06/19 12:32	General View		Load JPG	☒

Documentation				1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	04/06/19 18:02	TP ESTIMATE- MARKED		Load PDF	
2	04/06/19 18:02	TP GIA REPORT		Load PDF	
3	24/06/19 11:20	Email to TP_rejection dd 240619		Load PDF	

No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	06/06/19 08:54	Singapore Accident Statement		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607196R)

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: CC6/III19009854/KPB3Q2

Date: 19/11/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: SLS2179M Insured Vehicle No: SHA5985A
 Date of Loss: 15/03/2019 Nature of Claim: TP Claim No: MCT19030395

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLS2179M
 Make & Model: MERCEDES-BENZ 200, 2.0 (A) Engine No: 27492030828559
 Reg. Date: 14/09/2017 (Man. Year: 2016) Chassis No: WDD2130422A111838
 Colour: Metallic Dark Blue Odometer: 111984 km
 Engine Capacity: 1991 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 215/55 R17 Rear Tyre Size: 215/55 R17
 Front Left Side: Michelin 8 mm Rear Left Side: Michelin 8 mm
 Front Right Side: Michelin 8 mm Rear Right Side: Michelin 8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	225.00	0.00	225.00	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	610.00	500.00	110.00	18.03
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	835.00	500.00	335.00	40.12
+ GST 7.00/7.00% (S\$)	58.45	35.00	23.45	40.12
Nett Amount (S\$)	893.45	535.00	358.45	40.12

INSPECTION

Date of Assignment: 03/06/2019
 Date Inspected: 03/06/2019 Inspected At: Optima Werkz Pte Ltd (HQ)
 9A Serangoon North Ave 5
 Singapore 554500
 Estimated Period of Repair: 2.0 days

Adjuster: KENNETH KONG

Manager: CHEW HSIAO TONG

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

REPAIR DETAILS

Reference		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 18 Nov 2019)
Parts:	143	MERCEDES-BENZ 200 2.0 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLS2179M)	
Validity:	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	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER REVERSE SENSOR SET RH	Serviceable	250.00 FL	*- FL
						F=Franchise part. L=ListItemDisc.
					Sub Total (S\$)	250.00 0.00
					- List Item Discount on L Items 10.00/10.00% (S\$)	25.00 0.00
					Total Parts (S\$)	225.00 0.00

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	LABOUR CHARGES TO REMOVE & READJUST ,REPAIR REAR BUMPER & ETC BACK TO ORIGINAL CONDITIONS	New	200.00	150.00
2	LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINTS & FURNISHING MATERIAL	New	350.00	350.00
3	TO REMOVE & REPLACED REAR BUMPER REVERSE SENSOR & CHECK WIRING & ETC	New	60.00	0.00
Gross Labour Cost (S\$)			610.00	500.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >