

INS. CASE OWNER:

CC 4/EGI1901 0411, K h63/

LKK:

IDAC:

Surveyor:

Kenneth

DOI:

ASSIGNMENT

12/6/19

Date / Time:

11/6/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKH 6298X

Name of Insured:

IVV DTE PWA LEOW-CHAY

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A.:

8/6/19

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

13 MW

Place of Accident:

GERANG KU

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

Insured Liability: % Final ? Yes / No

SHD 9271J

INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:Tomb  
cabINSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time		STAGE	DATE / PIC
		Non-Reporting hr (1st):	
		Non-Reporting hr (2nd):	
		Non-Reporting hr (Final):	
		Notification hr (if non-pickup):	
		Call OI:	
18/6/19	called TX OI to inform TP claim	After call hr to OI:	18/6/19 - JIMMY
24/6/19	REGO RECEIVED TP LOD. REQUEST WORKUP REPORT.	Documentation Check List: Handler	Typist
		Notification hr (if non-pickup)	
		After call hr to OI:	
		Authorisation To Act:	
		Release Voucher:	
		Final Repair Bill:	
		Car Rental Invoice:	
		Towing Invoice:	
		LTA / GIA:	
		Medical Bill:	
		PIR:	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

PRELIMINARY ADVICE	Date/Time:	Sent By:	
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost: \$16	\$5 1,300.00	( 2 days) Reduction: 95 %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	27
Repair Cost:	\$5 -		
Loss of Rental (LOR):	\$5 -	( days)	
Loss of Use (LOU):	\$5 -	( \$ x days)	
Loss of Income (LOI):	\$5 -	( \$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/>	[Tick only one]	
GIA/LTA 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 <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	\$5 -	Name 1:	-
Payee 2: (Strike if N.A.)	\$5 -	Name 2:	-
Payee 3: (Strike if N.A.)	\$5 -	Name 3:	-

If NO or B 28, Ass. Lda:

COI RANK-ENDED TO

NO SETTLEMENT  
WP REPORT  
REGO WILL HANDLE

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

WP REPORT

3) Survey fee:

\$350.00

ASS. REC. BY:

REF: ER21

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

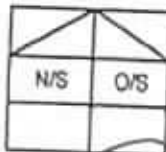
Sum Insured: \_\_\_\_\_

Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

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

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_

Consistent? : Yes or No

GIA / PR Soon: \_\_\_\_\_

Consistent? : Yes or No

Est. Repairs: \_\_\_\_\_

02

days

Res.: \_\_\_\_\_

Yes or No

Lum Sum: \_\_\_\_\_

1-B1

%

3 Val.: \_\_\_\_\_

Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

Veh No: \_\_\_\_\_

SHD 9271 J

Yr Regn: \_\_\_\_\_

05, 19

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

Truck / Trailer or

Make: \_\_\_\_\_

Toy Prius

C.C. \_\_\_\_\_

1798

Colour: \_\_\_\_\_

M.W. 2.3 / AW

A/C: \_\_\_\_\_

Insured / Std / NI / NA

Sp. Reading \_\_\_\_\_

8535

T/Radio: \_\_\_\_\_

Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: \_\_\_\_\_

JTDKB3FU 203080009

Gen. Cond: \_\_\_\_\_

Good

Fair

Poor

Burnt

Steering: \_\_\_\_\_

In order

Jammed

Leaked

Burnt

or

Brake: \_\_\_\_\_

In order

Jammed

Leaked

Burnt

or

Modl: \_\_\_\_\_

Nil

S/Rlm

STD

A/Rlm

or

Tyre Size: \_\_\_\_\_

F: \_\_\_\_\_

195/65R15

R: \_\_\_\_\_

BS / DUN / EXNOVA /

FS

LIZA

MIC

OHTSU

PIR

SUMI

or

TOYO / YOKO

Front

9

Rear

9

R/Bal. \_\_\_\_\_

mm

R/Bal. \_\_\_\_\_

mm

L/Bal. \_\_\_\_\_

mm

L/Bal. \_\_\_\_\_

mm

D.O.A. \_\_\_\_\_

8/18/19

D.O.I. \_\_\_\_\_

12/6/19

Survey held at \_\_\_\_\_

Des. of Damages: \_\_\_\_\_

Frt

Rear

O/S

N/S

U/C

Rooftop

or

Acc O/S

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

Date / Time

Action / Instruction

1 File pass to

RIS \$ 1,300.00

(RED: \$25,300.00 / 95%)

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

Add Fee: \_\_\_\_\_

☐

: Site Insp (\$ \_\_\_\_\_)

☐

: Interview (\$ \_\_\_\_\_)

☐

: Tech Invs (\$ \_\_\_\_\_)

☐

: Weekend (\$ \_\_\_\_\_)

: Fuel

: Others

Report Format: \_\_\_\_\_

Lump Sum / I.B.I: (\$ \_\_\_\_\_)

TOTAL



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

Your ref: To Be Advised  
Our ref: CC4/EGH19010411/Khb3

Date: 13/06/2019

The Motor Claims Department  
M/s ERGO INSURANCE PTE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SHD9271J**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 12.06.2019 at the premises of M/s Trans-cab Auto Services Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	26,600.60
Revised Estimate Amount	: S\$	1,301.43
"Check" Items Amount	: S\$	239.10
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the  
Rear O/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2 days

Yours faithfully,

KENNETH KONG  
Licensed Appraiser

**Trans-cab Auto Services Pte Ltd**

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

CO./GST Reg. No. 201019626G

**SHD 9271J****AAD1906-074***Not Authored  
Resurvey B4 paint*

Vehicle No.:

Chassis No.:

Vehicle Make:

Vehicle Model:

Date of Accident :

Third Party Insurer :

Date of Registration:

**SHD 9271J**

JTDKB3FU203080009

TOYOTA

PRIUS

8.6.19

**ERGO**

17/5/2019

		PART		LIST	
1	1	REAR BUMPER	\$	Blue 458.60	✓
2	1	REAR BUMPER RE-INFORCEMENT	\$	NR 318.80	7X
3	1	REAR BUMPER TOWING COVER	\$	NR 14.70	✓
4	1	REAR BUMPER UNDER COVER (BLACK)	\$	Blue/Red 552.60	✓
5	1	REAR BUMPER SIDE RETAINER LH	\$	Red 112.70	} X
6	1	REAR BUMPER SIDE RETAINER RH	\$	Red 112.70	
7	1	REAR TAILGATE	\$	NR 1,547.27	
8	1	REAR TAILGATE OUTER GARNISH	\$	Red 905.10	
9	1	COVER, REAR COMBINATION LAMP, RH	\$	Red 54.70	
10	1	COVER, REAR COMBINATION LAMP, RH	\$	Red 54.70	
11	1	GARNISH, BACK DOOR SIDE, LH	\$	Red 93.60	
12	1	GARNISH, BACK DOOR SIDE, RH	\$	Red 93.60	
13	1	MOULDING, BACK DOOR OUTSIDE GARNISH, LOWER RH	\$	Red 55.40	
14	1	MOULDING, BACK DOOR OUTSIDE GARNISH, LOWER LH	\$	Red 55.40	
15	1	BOARD ASSY, BACK DOOR TRIM	\$	Red 254.40	
16	1	PANEL ASSY, BACK DOOR TRIM, UPPER	\$	Red 51.20	
17	1	REAR TAILGATE WEATHERSTRIP	\$	Red 365.20	
18	1	REAR END PANEL	\$	NR 602.10	
19	1	TAILLAMP LOWER RH	\$	Red 548.40	
20	1	TAILLAMP UPPER RH	\$	Red 557.90	
21	1	REAR BUMPER SIDE RH	\$	Red 232.00	
22	1	REAR BUMPER SIDE LH	\$	Red 232.00	
23	1	TAILLAMP LOWER LH	\$	Red 548.40	
24	1	TAILLAMP UPPER LH	\$	Red 557.90	
25	1	REAR FENDER RH	\$	NR 817.50	
26	1	REAR FENDER LH	\$	NR 817.50	
27	1	BOARD, BACK DOOR TRIM	\$	Red 220.70	
28	1	PANEL SUB-ASSY, QUARTER, LH	\$	NR 836.70	
29	1	PANEL, QUARTER WHEEL HOUSE, OUTER LH	\$	NR 290.50	

**Trans-cab Auto Services Pte Ltd**

AAD1906-074

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

CO./GST Reg. No. 201019626G

SHD 9271J

30	1	PANEL SUB-ASSY, QUARTER, RH	\$	<i>nn</i>	836.70 X
31	1	PANEL, QUARTER WHEEL HOUSE, OUTER RH	\$	<i>nn</i>	290.50 X
<b>TOTAL</b>			<b>\$</b>		<b>12,489.47</b>
<b>25%</b>			<b>\$</b>		<b>3,122.37</b>
			<b>\$</b>		<b>9,367.10</b>

**Special Nett**

1	1SET	PARKING AID	\$	<i>nn</i>	700.00 X
2	1SET	REAR BUMPER CLIP	\$	<i>nn</i>	22.00 ✓
3	2	REAR WINDSCREEN SEALANT	\$	<i>nn</i>	80.00
4	1	WINDSCREEN MOULDING	\$	<i>nn</i>	100.00
5	1	REAR WINDSCREEN INNER SPONGE SEAL	\$	<i>nn</i>	100.00
6	1	REAR TAILGATE TOYOTA LOGO	\$	<i>nn</i>	47.00
7	1	REAR TAILGATE WORDING 'PRIUS'	\$	<i>nn</i>	52.90
8	1	REAR TAILGATE WORDING 'HYBRID'	\$	<i>nn</i>	53.50
9	1	REAR TAILGATE STICKER 'TRANS-CAB'	\$	<i>nn</i>	80.00
10	1	REAR TAILGATE STICKER '6555-3333'	\$	<i>nn</i>	80.00
11	1	REAR BUMPER PROTECTOR	\$	<i>nn</i>	100.00 <i>30m</i>
12	1	REAR WHEEL RIM	\$	<i>nn</i>	1,570.55
13	1	REAR WHEEL RIM COVER	\$	<i>nn</i>	175.80
14	1	SPARE WHEEL RIM	\$	<i>nn</i>	1,570.55
15	1	SPARE WHEEL RIM COVER	\$	<i>nn</i>	175.80
16	1	REAR BUMPER SIDE RETAINER LH	\$	<i>nn</i>	112.70
17	1	REAR BUMPER SIDE RETAINER RH	\$	<i>nn</i>	112.70
<b>TOTAL</b>			<b>\$</b>		<b>5,133.50</b>

**TOTAL PARTS \$ 14,500.60****LABOUR**

To transfer of Tailgate fittings, attachments and perform water seepage test.

\$ *nn* 170.00 X

Panel Beating, Knocking And Straightening The Necessary Portion, Remove And Renewal Of Parts, Adjust And Realign The Same

\$ 4,500.00 *20d*

To transfer of Rear Bumper fittings, attachments and perform water seepage test.

\$ *nn* 170.00X

**Trans-cab Auto Services Pte Ltd**

AAD1906-074

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

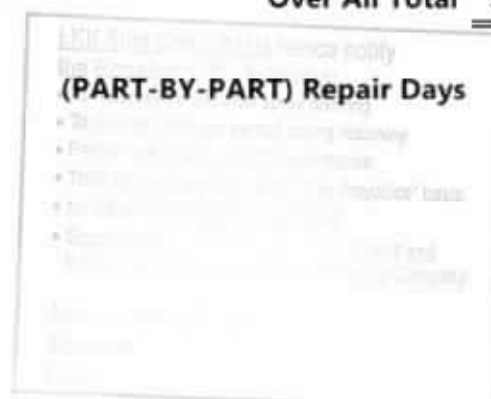
CO./GST Reg. No. 201019626G

SHD 9271J

Putty And Spray Painting Of The Affected Portion.	\$	4,500.00 <sup>2200</sup>
To Rust-Proofing Of The Affected Areas.	\$	~ 170.00 X
To reinstall rear bumper parking sensor.	\$	170.00 <sup>500</sup>
To transfer of rear windscreen fittings and conduct water seepage test.	\$	~ 170.00 X
To transfer of rear end panel fittings, attachment and perform water seepage test.	\$	~ 170.00 X
To check steering geometry and computer wheel alignment	\$	~ 220.00 X
To transfer of tire, rim and on wheel balancing.	\$	~ 170.00 X
To Check Electrical Lighting Concerned.	\$	170.00 <sup>100</sup>
To transfer of rear fender fittings, attachment and perform water seepage test.	\$	~ 380.00 X
To apply paint protection system (PPS) maintain and enhancement	\$	~ 380.00 X
To remove and refit interior fittings, trimings, garnish, fittings and other, to enable repair.	\$	~ 380.00 X
Labour charge to mount and dismount vehicle on jig bench, to facilitate repair.	\$	~ 380.00 X

<b>TOTAL</b>	\$	<b>12,100.00</b>
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<b>Over All Total</b>	\$	<b>26,600.60</b>
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15 Days  
2 days

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

Owner ID Type:	Company
Owner ID:	3878K

**Vehicle Details**

Vehicle No.:	SHD9271J
Vehicle to be Exported:	Yes
Intended Deregistration Date:	10 Jun 2019
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS 5DR HATCHBACK (AUTO)
Primary Colour:	Red
Manufacturing Year:	2018
Engine No.:	2ZR2C09133
Chassis No.:	JTDKB3FU203080009
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$26,605.00
Original Registration Date:	17 May 2019
First Registration Date:	17 May 2019
Transfer Count:	0
Actual ARF Paid:	\$14,247.00

**Intended PARF Rebate Details**

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	16 May 2027
PARF Rebate Amount:	\$10,685.00

**Intended COE Rebate Details**

COE Expiry Date:	16 May 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	8
PQP Paid:	\$22,309.00
COE Rebate Amount:	\$17,847.00
<b>Total Rebate Amount:</b>	<b>\$28,532.00</b>

**Message**

Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 10 Jun 2019

OK

## Jia Le (LKK Auto)

---

**From:** Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Sent:** Thursday, 13 June 2019 6:11 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: ACCIDENT INVOLVING XE 4443T & SHB 9998G ON 28/12/2018 (SNM19D200269)  
**Attachments:** trailer photos.pdf

Dear Carlor,

Pls find full picture.

### Chong Boon Sen

Claims Executive  
Department

### China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG 3 Anson  
Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]  
**Sent:** Thursday, 13 June 2019 4:21 PM  
**To:** Colin Lim <[colin@chongseng.com.sg](mailto:colin@chongseng.com.sg)>  
**Cc:** [ops@chongseng.com.sg](mailto:ops@chongseng.com.sg); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: ACCIDENT INVOLVING XE 4443T & SHB 9998G ON 28/12/2018

Hi Colin,

Kindly let us have the full picture of the trailer with number plate in order to revert to third party on our liability.

Thank you.

Best Regards,

**Carlor Chan** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Colin Lim [<mailto:colin@chongseng.com.sg>]  
**Sent:** Wednesday, 12 June 2019 4:04 PM  
**To:** Jia Le (LKK Auto)  
**Cc:** [ops@chongseng.com.sg](mailto:ops@chongseng.com.sg); [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Subject:** Re: ACCIDENT INVOLVING XE 4443T & SHB 9998G ON 28/12/2018

Hi Jia Le,

Please refer to the picture show, it's clearly showed that the taxi hit on the back of trailer.





Auto  
Consultants  
Pte Ltd

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

Our Ref: CC4/EG119010411/Khb3

18 JUNE 2019

**IVY, BEE PING LEOW-CAZES**  
50 CORONATION ROAD WEST  
#02-05  
SINGAPORE 269264

Dear Sir/Madam,

**ACCIDENT INVOLVING SKH6298X & SHD9271J ALONG/AT HOOT KIAM  
ROAD TOWARDS GRANGE ROAD ON 08/06/2019**

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 **SHD9271J** against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability may not be 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,

Jimmy  
Case Handler  
DID: 6841 2928  
FAX: 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

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

## Nivitha (LKK Auto)

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Tuesday, 11 June 2019 3:30 PM  
**To:** assignments  
**Subject:** FW: ARRANGE FOR SURVEY SHD9271J  
**Attachments:** img-611100848-0001.pdf; SKH6298X.PDF

12pm @ 12/6/19  
vehicle in  
Suzuki Kennedy.

Hi

Fyna please.

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)

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

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Sent: Tuesday, 11 June, 2019 3:19 PM

To: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Phoebe Xie <phoebe.xie@ergo.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>

Subject: FW: ARRANGE FOR SURVEY SHD9271J

Dear Sir,

Please arrange survey for direct settlement, thank you.

Warmest Regards,

Phoebe Jay Xie

ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five Singapore 038985

DID.: +65 6829 9191

phoebe.xie@ergo.com.sg

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

From: Candy Kong [mailto:candy.kong@transcab.com.sg]

Sent: Tuesday, 11 June, 2019 10:13 AM

To: ERGO Insurance Pte. Ltd. (Claims Department)

Subject: ARRANGE FOR SURVEY SHD9271J

DEAR ALL,

PLS ARRANGE LKK AUTO CONSULTANTS PTE LTD TO SURVEY

Please arrange for survey as below :

SKH6298X - 08.06.2019 at 0115Hrs - SHD9271J

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We agree to let your In-house surveyor assess/ survey our vehicle with estimate

Thks & Rdgs  
Candy Kong  
Claims Service Assistant

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet

---

This email has been checked for viruses by AVG.  
<https://www.avg.com>

## Vic (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 1 August, 2019 1:35 PM  
**To:** Ivy Yong; Vic (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: can help me check this 2 cases handle by LKK ? \*\*\* LKK REF: CC4/EGI19010411/Khb3

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

Dear Ivy,

Thank you for your email.

We will submit report by today.

*Hi Vic,*

*Kindly assist.*

*To check availability of the case handler, you may contact the undersigned.*

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)

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**From:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>  
**Sent:** Thursday, 1 August, 2019 1:27 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: can help me check this 2 cases handle by LKK ?

Hi Mei Kwan,

Can forward me survey report?

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](mailto:ivy.yong@ergo.com.sg)

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

**ERGO**

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**From:** Ivy Yong  
**Sent:** Wednesday, 24 July, 2019 2:10 PM  
**To:** 'Mei Kwan (LKKAuto)'  
**Subject:** RE: can help me check this 2 cases handle by LKK ?

Hi,

We have received the LOD for SKH6298X, please let me have your survey report.

Thank you

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](mailto:ivy.yong@ergo.com.sg)

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Wednesday, 24 July, 2019 2:07 PM  
**To:** Ivy Yong  
**Subject:** RE: can help me check this 2 cases handle by LKK ?

Dear Ivy,

FYIP.

Ergo Veh	TP Veh	DOA
XD3803A - NO	SHD5140E	30 May 2019
SKH6298X - YES - pending LOD	SHD9271J	08 June 2019

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:** Ivy Yong <[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)>  
**Sent:** Tuesday, 23 July, 2019 3:29 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** can help me check this 2 cases handle by LKK ?

Ergo Veh	TP Veh	DOA
XD3803A	SHD5140E	30 May 2019
SKH6298X	SHD9271J	08 June 2019

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](mailto:ivy.yong@ergo.com.sg)

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**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 : CC4/EGI19010411/Khb3q2	
5 TEMASEK BOULEVARD #04-05 SUNTEC TOWER FIVE SINGAPORE 038985			Date : 01-08-2019	
			Code : EGI	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SKH 6298X	Veh. Inspected	SHD 9271J	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From	JEANNIE	Assign Date	11/06/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	TOYOTA PRIUS (A)	c.c	1798	
Engine No.	HIDDEN	Year of Reg.	2019	
Chassis No.	JTDKB3FU203080009	Colour	METALLIC WHITE / RED	
Odometer	8535	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	GOODYEAR	9 mm	
L/H Front Tyre	195/65 R15	GOODYEAR	9 mm	
R/H Rear Tyre	195/65 R15	GOODYEAR	9 mm	
L/H Rear Tyre	195/65 R15	GOODYEAR	9 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	08/06/2019	Inspection Date	12/06/2019	
Survey held at	TRANS-CAB AUTO SERVICES PTE LTD NO.2 ANG MO KIO ST 63 SINGAPORE 569111			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>2 Working Days</b>		





# 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 4

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 9271J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b>REPLACEMENT OF PARTS</b>			
1	REAR BUMPER	BUCKLED	458.60	458.60
1	REAR BUMPER REINFORCEMENT	NOT NECESSARY	318.80	-
1	REAR BUMPER TOWING COVER	DENTED	14.70	14.70
1	REAR BUMPER UNDER COVER (BLACK)	BUCKLED / DENTED	552.60	552.60
1	REAR BUMPER SIDE RETAINER LH	SERVICEABLE	112.70	-
1	REAR BUMPER SIDE RETAINER RH	SERVICEABLE	112.70	-
1	REAR TAILGATE	TO REPAIR SEE LABOUR	1,547.27	-
1	REAR TAILGATE OUTER GARNISH	SERVICEABLE	905.10	-
1	COVER ,REAR COMBINATION LAMP, RH	SERVICEABLE	54.70	-
1	COVER ,REAR COMBINATION LAMP, RH	SERVICEABLE	54.70	-
1	GARNISH ,BACK DOOR SIDE ,LH	SERVICEABLE	93.60	-
1	GARNISH ,BACK DOOR SIDE ,RH	SERVICEABLE	93.60	-
1	MOULDING ,BACK DOOR OUTSIDE GARNISH ,LOWER RH	SERVICEABLE	55.40	-
1	MOULDING ,BACK DOOR OUTSIDE GARNISH ,LOWER LH	SERVICEABLE	55.40	-
1	BOARD ASSY ,BACK DOOR TRIM	SERVICEABLE	254.40	-
1	PANEL ASSY ,BACK DOOR TRIM ,UPPER	SERVICEABLE	51.20	-
1	REAR TAILGATE WEATHERSTRIP	SERVICEABLE	365.20	-
1	REAR END PANEL	TO REPAIR SEE LABOUR	602.10	-
1	TAILLAMP LOWER RH	SERVICEABLE	548.40	-
1	TAILLAMP UPPER RH	SERVICEABLE	557.90	-
1	REAR BUMPER SIDE RH	SERVICEABLE	232.00	-
1	REAR BUMPER SIDE LH	SERVICEABLE	232.00	-
1	TAILLAMP LOWER LH	SERVICEABLE	548.40	-
1	TAILLAMP UPPER LH	SERVICEABLE	557.90	-
1	REAR FENDER RH	TO REPAIR SEE LABOUR	817.50	-
1	REAR FENDER LH	TO REPAIR SEE LABOUR	817.50	-
1	BOARD ,BACK DOOR TRIM	SERVICEABLE	220.70	-

Report Ref No. CC4/EGI19010411/Khb3q2



# 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

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Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	PANEL SUB-ASSY ,QUARTER,LH	TO REPAIR SEE LABOUR	836.70	-
1	PANEL ,QUARTER WHEEL HOUSE ,OUTER LH	TO REPAIR SEE LABOUR	290.50	-
1	PANEL SUB-ASSY ,QUARTER ,RH	TO REPAIR SEE LABOUR	836.70	-
1	PANEL ,QUARTER WHEEL HOUSE ,OUTER RH	TO REPAIR SEE LABOUR	290.50	-
	LESS 25% DISCOUNT		-3,122.37	-256.48
			9,367.10	769.42
	<b><u>SPECIAL NETT ITEMS</u></b>			
1	SET PARKING AID (SN)	SERVICEABLE	700.00	-
1	SET REAR BUMPER CLIP (SN)	NECESSARY	22.00	22.00
2	REAR WINDSCREEN SEALANT (SN)	NOT NECESSARY	80.00	-
1	WINDSCREEN MOULDING (SN)	NOT NECESSARY	100.00	-
1	REAR WINDSCREEN INNER SPONGE SEAL (SN)	NOT NECESSARY	100.00	-
1	REAR TAILGATE TOYOTA LOGO (SN)	NOT NECESSARY	47.00	-
1	REAR TAILGATE WORDING 'PRIUS'(SN)	NOT NECESSARY	52.90	-
1	REAR TAILGATE WORDING 'HYBRID' (SN)	NOT NECESSARY	53.50	-
1	REAR TAILGATE STICKER 'TRANS-CAB' (SN)	NOT NECESSARY	80.00	-
1	REAR TAILGATE STICKER '6555-3333' (SN)	NOT NECESSARY	80.00	-
1	REAR BUMPER PROTECTOR (SN)	NECESSARY	100.00	30.00
1	REAR WHEEL RIM (SN)	SERVICEABLE	1,570.55	-
1	REAR WHEEL RIM COVER (SN)	SERVICEABLE	175.80	-
1	SPARE WHEEL RIM (SN)	SERVICEABLE	1,570.55	-
1	SPARE WHEEL RIM COVER (SN)	SERVICEABLE	175.80	-
1	REAR BUMPER SIDE RETAINER LH (SN)	SERVICEABLE	112.70	-
1	REAR BUMPER SIDE RETAINER RH (SN)	SERVICEABLE	112.70	-
			5,133.50	52.00
	<b><u>LABOUR</u></b>			
	TO TRANSFER OF TAILGATE FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-

Report Ref No. CC4/EGI19010411/Khb3q2



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TEL: 6256 3561 FAX: 6256 4315

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

Page No.:3 of 4

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	PANEL BEATING ,KNOCKING AND STRAIGHTEN THE NECESSARY PORTION ,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME.INCLUSIVE OF THE REPAIR OF REAR TAILGATE,REAR END PANEL,REAR FENDER RH,REAR FENDER LH,PANEL SUB-ASSY,QUARTER,LH,PANEL,QUARTER WHEEL HOUSE,OUTER LH,PANEL SUB-ASSY,QUARTER,RH AND PANEL,QUARTER WHEEL HOUSE,OUTER RH.		4,500.00	200.00
	TO TRANSFER OF REAR BUMPER FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-
	PUTTY AND SPRAY PAINTING OF THE AFFECTED PORTION.		4,500.00	220.00
	TO RUST-PROOFING OF THE AFFECTED AREAS.	NOT NECESSARY	170.00	-
	TO REINSTALL REAR BUMPER PARKING SENSOR .		170.00	50.00
	TO TRANSFER OF REAR WINDSCREEN FITTINGS AND CONDUCT WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-
	TO TRANSFER OF REAR END PANEL FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-
	TO CHECK STEERING GEOMETRY AND COMPUTER WHEEL ALIGNMENT.	NOT NECESSARY	220.00	-
	TO TRANSFER OF TIRE ,RIM AND ON WHEEL BALANCING.	NOT NECESSARY	170.00	-
	TO CHECK ELECTRICAL LIGHTING CONCERNED.		170.00	10.00
	TO TRANSFER OF REAR FENDER FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	380.00	-
	TO APPLY PAINT PROTECTION SYSTEM (PPS) MAINTAIN AND ENHANCEMENT.	NOT NECESSARY	380.00	-
	TO REMOVE AND REFIT INTERIOR FITTINGS,TRIMINGS,GARNISH,FITTINGS AND OTHER ,TO ENABLE REPAIR.	NOT NECESSARY	380.00	-
	LABOUR CHARGE TO MOUNT AND DISMOUNT VEHICLE ON JIG BENCH ,TO FACILITATE REPAIR.	NOT NECESSARY	380.00	-
			-	-
			-	-
			-	-
			12,100.00	480.00
<b>GRAND TOTAL</b>			<b>26,600.60</b>	<b>1,301.42</b>

Report Ref No. CC4/EGI19010411/Khb3q2



RECOMMENDED COST OF REPAIR SUM			1,300.00
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Report Ref No. CC4/EGI19010411/Khb3q2

KONG SENG CHEONG

Licensed Appraiser

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