

INS. CASE OWNER:

Tusey.

CC 4/FWD1901

2407, Apr 23 9

LKK:
IDAC:

Surveyor:

Adrian

DOI:

ASSIGNMENT

16/7/19

Date / Time:

16/7/19

Registered in Merimen:

16/7/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKF 11995

Claim No.:

12019000W49

Name of Insured:

TAN JOO KUNH

Policy No.:

PWPV018-0000011

Insured Tel No.:

HP:

Make / Model:

LITTEEN

Excess Sec II :\$5

D.O.A.:

14/7/19

Place of Accident:

PIE TRPS TMS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

Sig 4125C

URGENT



INSRS:

WSP:

Tel:

Liability:

RMKS:

MGT
solution

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

30/10/19

SEP 11 11:11

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

30/10/19

Reject TP claim

Hsiao Teng

4/11/19

21/11/19

21/12/19

File -> Shu put to close (up)

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Cal

Final Liability:

%

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

If NO or B 28, Ass. Lia:

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

LOU only

LOR + LOU

LOR + LO

(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

Cal

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$250.00 + \$500

= \$750.00

High
Mileage

22/03/2017

ASS. REC. BY:

REF: CS/FWD 19012507/A A3

Special Instruction:

Survivor: Adrian

ASSIGNMENT (Office)

From (Person): Vanessa Chan

of

PWD

Date/Time: 16.7.19 9.10am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLJ 4125C

Insured:

SKF 1199S

at Workshop m/s

MG solution

Tel:

67444165

of 23 Paki Bukit Ave 4 (South wing) A02-03B

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A 14.7.19

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 16.7.19 10.43am

Person Contacted:

Ms Hong

Vehicle ☒ IN ☐ OUT

Date/Time

Action/Instruction (✓) Estimate

SLJ 4125C X

SKF 1199S CC3/11115020317/R1Wb392

506/18

REF: FWD

ASSIGNMENT

From: 16.7.19
 Estimated Cost:
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To Inspect Vehicle No: SLJ 4125 C
 at Workshop m/s MG Solution
 of 23 Raki Bukit Ave 4 #02-03 B
 Insured:
 Policy No:
 Claims No:
 Sum Insured: Excess:
 (Client's Record)
 Make of Veh:

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 2 days Res.: Yes or No

Lump Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: SLJ4125C Yr Regd: 2010 June
 Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Scirocco c.c 1390
 Colour: white A/C Insured / Std / NI / NA
 Sp. Reading: 185325 T/Radio: Insured / Std / NI / NA
 Eng No:
 C/No: WVW222132AV440025
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In order / Jammed / Leaked / Burnt or
 Brake: In order / Jammed / Leaked / Burnt or
 Modi: Nil / S/Rim / STD A/Rim or
 Tyre Size: F: 235/40R18
 R: 235/40R18

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

Front

Rear

R/Bal. 06 mm R/Bal. 06 mm

L/Bal. 06 mm L/Bal. 06 mm

D.O.A 14/07/19 D.O.I 16/07/19

Survey held at MG Solution.

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

Front o/s

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

Date / Time Action / Instruction

TP FWD.

US \$ 1600 (Ref # 3906.25/219).

MV: 20K Damage Not Insured.
 PV: 14K
 Nett: 6K

Video to provide by Jasey (FWD) put inside Adrian P/Drive

Date/Time, File Pass to?

☐ : Prel. Report

Days Of Repair:

1)

☐ : Final Report

Resurvey No. of Trip:

Date/Time, File Return to?

2)

Add Fee: ☐ : Site Insp (\$☐ : Interview (\$☐ : Tech. Invs (\$☐ : Weekend (\$

Survey Fee:

Transportation:

) \$ + RS \$

) Photos

) Others

Report Format :

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

TOTAL

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing) #02-03 Singapore 415933

Tel: (+65) 6243 1373 | Fax: (+65) 6243 1376

Reg. No: 201427944N

Email: mg3solution@gmail.com

TO	: FWD	DATE	: 15-Jul-19
ATTENTION	: MOTOR CLAIMS DEPT	JOB TYPE	: T/P CLAIM
ESTIMATE REPORT	:		
<u>VEHICLE DETAILS</u>			
VEHICLE NO	: SLJ4125C		
MODEL	: VOLKSWAGEN SCIROCCO 1.4		
CHASSIS NO			
<u>ACCIDENT DETAILS</u>		DATE	: 14-Jul-19
		TIME	: 23:05HRS
THIRD PARTY REQUESTOR / CONTACT : JACK LI			

CLAIM DETAIL : PARTS

S/N	DESCRIPTION	QTY	UNIT LIST PRICE	TOTAL LIST PRICE
1	FRONT BUMPER SIDE RETAINER RH	1	\$ 62.50	\$ 62.50
2	HEAD LAMP RH	1	\$ 1,150.00	\$ 1,150.00

TOTAL PRICE \$ 1,212.50
LESS 10% \$ 121.25
SUB TOTAL PRICE \$ 1,091.25

S/N	DESCRIPTION	QTY	UNIT S/NETT	TOTAL S/NETT
1	FRONT BUMPER	1	\$ 1,800.00	\$ 1,800.00
2	FRONT BUMPER FOG LAMP	1	\$ 420.00	\$ 420.00
3	FRONT BUMPER FOGLAMP COVER RH	1	\$ 250.00	\$ 250.00
4	FRONT BUMPER DAYLIGHT RH	1	\$ 380.00	\$ 380.00
5	FRONT BUMPER CLIPS(SET)	1	\$ 25.00	\$ 25.00

TOTAL \$ 2,875.00

CLAIM DETAILS: LABOUR AND SPRAY PAINTING (FRONT)

S/N	JOB DESCRIPTION	PRICE	ADJUSTED COST	APPROVED
1	PANEL BEATING, REMOVING AND REPLACING PARTS	\$ 600.00	200.	

2	SPRAY PAINTING TO AFFECTED AREA	\$ 600.00	200 NIC	
3	TUFF COAT	\$ 100.00	X	
4	WIRING CHECK	\$ 60.00	30 NIC	
5	TO CHECK DIAGNOSTICS OF VEHICLE MANAGEMENT/CONTROL UNITS, RESET MEMORIES TO SPECIFICATION ETC.	\$ 180.00	X	430

TOTAL \$ 1,540.00

ESTIMATE REPORT

TOTAL PARTS COST : \$ 3,966.25
TOTAL LABOUR COST : \$ 1,540.00
TOTAL REPAIR COST : \$ 5,506.25

APPROVED DETAILS

EXCESS :
NO. OF WORKING DAYS :
RE-SURVEY :
PART BY PART OR LUMP SUM :
DATE & TIME OF SURVEY :
SURVEYED BY :
CONTACT NUMBER :
FAX NUMBER :

Adrian King total: 2061.25
L/S 16/07/19. L/S: 1.6KV ✓
02 days.

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:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	344E
Vehicle Details	
Vehicle No.:	5LJ4125C
Vehicle to be Exported:	Yes
Intended Deregistration Date:	17 Jul 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	SCIROCCO 1.4L AT TSI 1372Q5
Primary Colour:	Red
Manufacturing Year:	2010
Engine No.:	CAV179912
Chassis No.:	WVWZZZ13ZAV440025
Maximum Power Output:	118.0 kW (158 bhp)
Open Market Value:	\$24,394.00
Original Registration Date:	17 Jun 2010
First Registration Date:	17 Jun 2010
Transfer Count:	1
Actual ARF Paid:	\$24,394.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	16 Jun 2020
PARF Rebate Amount:	\$12,197.00
Intended COE Rebate Details	
COE Expiry Date:	16 Jun 2020
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10
QP Paid:	\$19,989.00
COE Rebate Amount:	\$1,829.00
Total Rebate Amount:	\$14,026.00

The information contained herein is correct as at 17 Jul 2019

OK

Catherine Chong (LKK Auto)

From: venessa.chan@fwd.com
Sent: Tuesday, 16 July, 2019 9:10 AM
To: admin-d@lkkauto.com; admin-a@lkkauto.com
Cc: motorclaims.sg@fwd.com; josey.loh@fwd.com
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019
Attachments: SLJ4125C TP E-FILE REPORT.zip

Dear Sir/Madam,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

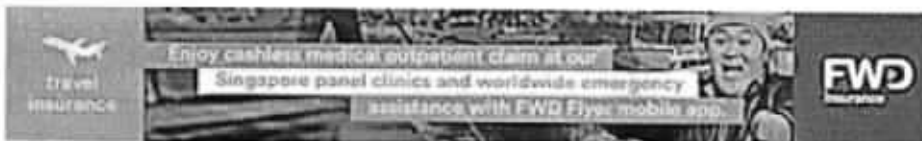


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Venessa Chan - SGUser

Sent: Tuesday, July 16, 2019 9:08 AM

To: MG Solution

Cc: Motor Claims SG - SG Common; Josey Loh Kah Wai - SGUser

Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi Ms Hong,

Noted with thanks, we will proceed to assign survey.

Thank you.

Best Regards,

Venessa Chan

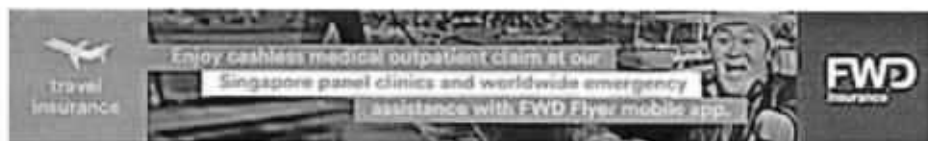
Administrative Assistant, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: MG Solution [<mailto:mg3solution@gmail.com>]

Sent: Tuesday, July 16, 2019 8:59 AM

To: Motor Claims SG - SG Common

Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S -DOA ON 14/07/2019

Dear Person-Incharge

Please refer to attach file and arrange for pre-inspection.

we prefer our single joint expert as below:

ADRIAN LING WAI PING	LKK AUTO CONSULTANTS PTE LTD
-------------------------	------------------------------

Thank You.

Best Regards,

Ms Hong

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing)

#02-03B Vicom Inspection Centre

Singapore 415933

Tel : 6744 4165

Fax : 6744 4604

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Shirley Hiew (LKK Auto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 23 August 2019 10:52 am
To: Admin-D (LKKAuto)
Cc: Admin A; Cecilia Chong (LKK Auto)
Subject: RE: 3rd Party Claim for Accident involving Vehicle SLJ4125C & SKF1199S on 14/07/2019
Attachments: SMG198283 for SLJ4125C.pdf

Hi

Please transfer file to CS.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: MG Solution <mg3solution@gmail.com>
Sent: Friday, 23 August, 2019 10:17 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: 3rd Party Claim for Accident involving Vehicle SLJ4125C & SKF1199S on 14/07/2019

Your Ref: **SKF1199S**

Our Ref: **SLJ4125C**

Dear Cecilia,

Please find attached our LOD for your onward action.
Please feel free to contact the under mentioned should you require any further information.
Your prompt action will be greatly appreciated.

Best Regards,

Su Wong
MG SOLUTION PTE LTD
No 23 Kaki Bukit Avenue 4
AAS Kaki Bukit Centre
#02-03B Singapore 415933
Tel: 6243 1373 | Fax: 6243 1376

On Tue, Jul 16, 2019 at 8:59 AM MG Solution <mg3solution@gmail.com> wrote:

Shirley Hiew (LKK Auto)

From: josey.loh@fwd.com
Sent: Thursday, 18 July 2019 5:48 PM
To: admin-d@lkkauto.com; admin-a@lkkauto.com; sur@lkkauto.com
Cc: motorclaims.sg@fwd.com
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019
Attachments: Video - Accident (4) (online-video-cutter.com).mp4

Hi LKK team,

Insured has reported that there is no collision with TP. Enclosed video footage for your reference.

Kindly take height measurement of TP vehicle and check if the damages sustained to TP vehicle is consistent to the accident.

Thank you.

Regards,
Josey

From: Admin-D (LKKAuto) [mailto:admin-d@lkkauto.com]
Sent: Tuesday, 16 July, 2019 10:39 AM
To: Venessa Chan - SGUser <venessa.chan@fwd.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Josey Loh Kah Wai - SGUser <josey.loh@fwd.com>
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: venessa.chan@fwd.com [mailto:venessa.chan@fwd.com]
Sent: Tuesday, 16 July, 2019 9:10 AM
To: admin-d@lkkauto.com; admin-a@lkkauto.com
Cc: motorclaims.sg@fwd.com; josey.loh@fwd.com
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Thank you.

Hsiao Tong (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Thursday, 24 October 2019 5:27 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: josey.loh@fwd.com [mailto:josey.loh@fwd.com]
Sent: Thursday, 24 October 2019 3:23 PM
To: admin-d@lkkauto.com; admin-a@lkkauto.com; sur@lkkauto.com
Cc: motorclaims.sg@fwd.com
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi LKK team,

Based on your investigation report, please proceed to reject TP claim.

Thank you.

Regards,
Josey

From: Josey Loh Kah Wai - SGUser
Sent: Thursday, 18 July, 2019 5:48 PM
To: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi LKK team,

Insured has reported that there is no collision with TP. Enclosed video footage for your reference.

Kindly take height measurement of TP vehicle and check if the damages sustained to TP vehicle is consistent to the accident.

Thank you.

Regards,
Josey

From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 16 July, 2019 10:39 AM
To: Venessa Chan - SGUser <venessa.chan@fwd.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Josey Loh Kah Wai - SGUser <josey.loh@fwd.com>
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: venessa.chan@fwd.com [<mailto:venessa.chan@fwd.com>]
Sent: Tuesday, 16 July, 2019 9:10 AM
To: admin-d@lkkauto.com; admin-a@lkkauto.com
Cc: motorclaims.sg@fwd.com; josey.loh@fwd.com
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

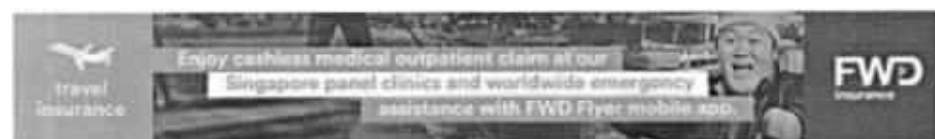


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Venessa Chan - SGUser
Sent: Tuesday, July 16, 2019 9:08 AM
To: MG Solution
Cc: Motor Claims SG - SG Common; Josey Loh Kah Wai - SGUser
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF11995 (FWD) -DOA ON 14/07/2019

Hi Ms Hong,

Noted with thanks, we will proceed to assign survey.

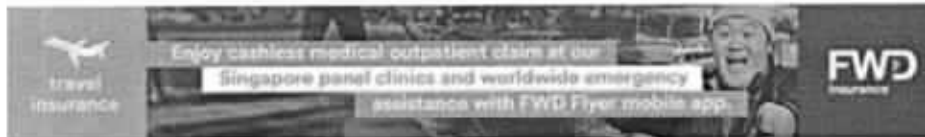
Thank you.

Best Regards,

Venessa Chan
Administrative Assistant, Claims



FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986
E venessa.chan@fwd.com
W www.fwd.com.sg



From: MG Solution [<mailto:mg3solution@gmail.com>]
Sent: Tuesday, July 16, 2019 8:59 AM
To: Motor Claims SG - SG Common
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF11995 -DOA ON 14/07/2019

Dear Person-Incharge

Please refer to attach file and arrange for pre-inspection.

we prefer our single joint expert as below:

ADRIAN LING WAI PING	LKK AUTO CONSULTANTS PTE LTD
-------------------------	------------------------------

Thank You.

Best Regards,

Ms Hong

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing)

#02-03B Vicom Inspection Centre

Singapore 415933

Tel : 6744 4165

Fax : 6744 4604

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This email has been checked for viruses by AVG antivirus software.
www.avg.com

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 30 October 2019 9:37 AM
To: 'mg3solution@gmail.com'
Subject: Your Ref: SLJ4125C *Our Ref: CC4/FWD19012507/Apb3 [ACCIDENT INVOLVING SKF 1199S(FWD) & SLJ 4125C ON 14/07/2019]
Attachments: Statement of SKF1199S.pdf

Your Ref: **SLJ4125C**
Our Ref: CC4/FWD19012507/Apb3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SKF 1199S(FWD) & SLJ 4125C ON 14/07/2019

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference. Our insured adamant that there is no collision between both vehicles.

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

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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)

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Tuesday, 3 December 2019 6:12 PM
To: josey.loh@fwd.com
Cc: Admin-D (LKKAUTO); Admin A; SUR; Hsiao Tong (LKKAUTO)
Subject: FW: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Josey,

Thank you for your email.

Dear Hsiao Tong,

Kindly assist.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: josey.loh@fwd.com <josey.loh@fwd.com>
Sent: Monday, 2 December 2019 12:41 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: motorclaims.sg@fwd.com
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi LKK team,

We have received LOD from TP lawyer.

Please let us have your survey report and note of charges.

Thank you.

Regards,
Josey

From: Josey Loh Kah Wai - SGUser
Sent: Thursday, 24 October 2019 3:23 PM
To: 'Admin-D (LKKAUTO)'; 'Admin A'; 'SUR'
Cc: Motor Claims SG - SG Common
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi LKK team,

Based on your investigation report, please proceed to reject TP claim.

Thank you.

Regards,
Josey

From: Josey Loh Kah Wai - SGUser
Sent: Thursday, 18 July, 2019 5:48 PM
To: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi LKK team,

Insured has reported that there is no collision with TP. Enclosed video footage for your reference.

Kindly take height measurement of TP vehicle and check if the damages sustained to TP vehicle is consistent to the accident.

Thank you.

Regards,
Josey

From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 16 July, 2019 10:39 AM
To: Venessa Chan - SGUser <venessa.chan@fwd.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Josey Loh Kah Wai - SGUser <josey.loh@fwd.com>
Subject: RE: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: venessa.chan@fwd.com [<mailto:venessa.chan@fwd.com>]
Sent: Tuesday, 16 July, 2019 9:10 AM
To: admin-d@lkkauto.com; admin-a@lkkauto.com
Cc: motorclaims.sg@fwd.com; josey.loh@fwd.com
Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Dear Sir/Madam,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

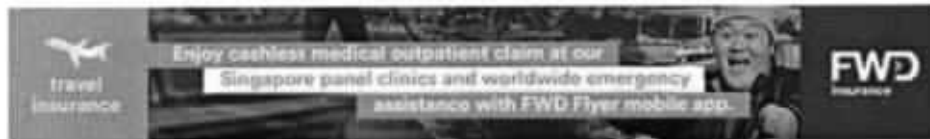


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Venessa Chan - SGUser

Sent: Tuesday, July 16, 2019 9:08 AM

To: MG Solution

Cc: Motor Claims SG - SG Common; Josey Loh Kah Wai - SGUser

Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S (FWD) -DOA ON 14/07/2019

Hi Ms Hong,

Noted with thanks, we will proceed to assign survey.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

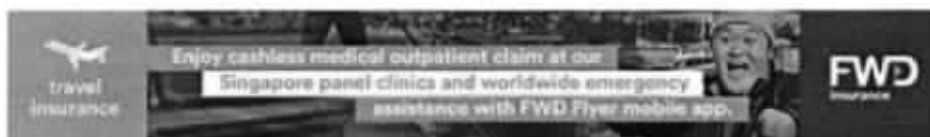


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: MG Solution [<mailto:mg3solution@gmail.com>]

Sent: Tuesday, July 16, 2019 8:59 AM

To: Motor Claims SG - SG Common

Subject: SLJ4125C-(PRE-INSPECTION) ; YOUR REF : SKF1199S -DOA ON 14/07/2019

Dear Person-Incharge

Please refer to attach file and arrange for pre-inspection.

we prefer our single joint expert as below:

ADRIAN LING WAI PING	LKK AUTO CONSULTANTS PTE LTD
-------------------------	------------------------------

Thank You.

Best Regards,

Ms Hong

MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing)

#02-03B Vicom Inspection Centre

Singapore 415933

Tel : 6744 4165

Fax : 6744 4604

ATTENTION:

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Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

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Messages and attachments are scanned for all viruses known. However, you are advised that you open any

attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

...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	24 Jul 2019 Edit Reg		16 Jul 2019 00:00 Edit Adj Rpt	\$51,600.00 Edit Estimates	\$51,600.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: TAN JOO HIONG , ID: S1160830B									
Main Claimant: SANDRA SIEW LAI YING , ID: S1527344E									
Vehicle Reg. No.: SLJ4125C		Date of Loss: 14/07/2019 23:00 - :59 [108 Months and 27 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 1201900020429		Policy/Cover Note No.: PNPV2018-00012011 (Comprehensive)							
Vehicle Reg. No. (Insured): SKF1199S		Policy No. (Claimant): 5093119151-01							
Excess:									
Repairer: MG Solution Pte Ltd (HQ) 23 Kaki Bukit Avenue 4 #02-03B, VICOM Inspection Centre, 415933 Kaki Bukit - Tel: 91886931									
Handling Insurer: FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Josey Loh]									
Claimant's Insurer: NTUC Income Insurance Co-operative Ltd (HQ) - Tel:									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 30/07/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
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

*SLJ4125C (1201900020429)
[SKF1199S]
TP
SANDRA SIEW LAI YING
Jul 14 2019 11:00PM
[TAN JOO HIONG]
MG Solution Pte Ltd

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

View View in Browser

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/10/19 15:20	Adjuster Immediate Advice		Load HTM

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
2	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
3	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
4	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
5	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
6	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
7	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
8	14/08/19 09:57	General View		Load JPG <input checked="" type="checkbox"/>
9	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
10	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
11	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
12	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
13	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
14	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
15	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
16	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
17	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>
18	14/08/19 09:57	Reinspection Photo		Load JPG <input checked="" type="checkbox"/>

Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/10/19 11:39	SLJ 4125C HEIGHT MEASUREMENT REPORT		Load PDF
2	24/10/19 17:30	TP ESTIMATE- MARKED		Load PDF
3	30/10/19 09:39	EMAIL FROM FWD dd 241019		Load PDF
4	30/10/19 09:39	EMAIL TO TP_REJECT dd 301019		Load PDF
5	04/12/19 07:59	EMAIL FROM FWD DD 021219		Load PDF
6	09/12/19 08:26	Height Measurement Report		Load PDF
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)	Thumbnail	Print
1	24/07/19 09:26	E-filed GIA report		Load PDF
2	13/08/19 11:02	SLJ4125C TP GIA		Load PDF

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) </div>			
Show Remarks To: <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/FWD19012507/APB3Q2

Date: 09/12/2019

REFERENCE

Handling Insurer: FWD Singapore Pte. Ltd. Policy No: PNPV2018-00012011

Claimant Vehicle No: SLJ4125C Insured Vehicle No: SKF1199S

Date of Loss: 14/07/2019 Nature of Claim: TP Claim No: 1201900020429

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SLJ4125C**
 Make & Model: VOLKSWAGEN SCIROCCO, 1.4 TSI (A) Engine No: CAV179912
 Reg. Date: 17/06/2010 (Man. Year: 2010) Chassis No: WWWZZZ13ZAV440025
 Colour: White Odometer: 185325 km
 Engine Capacity: 1390 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: 235/40 R18 Rear Tyre Size: 235/40 R18
 Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm
 Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,966.25	1,631.25	2,335.00	58.87
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,540.00	430.00	1,110.00	72.08
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	5,506.25	2,061.25	3,445.00	62.57
Approved Total (Overridden) (S\$)		1,600.00		
(S\$)	5,506.25	1,600.00	3,906.25	70.94
+ GST 7.00/7.00% (S\$)	385.44	112.00	273.44	70.94
Nett Amount (S\$)	5,891.69	1,712.00	4,179.69	70.94

INSPECTION

Date of Assignment: 16/07/2019

Date Inspected: 16/07/2019 Inspected At:

MG Solution Pte Ltd (HQ)
 23 Kaki Bukit Avenue 4 #02-03B,
 VICOM Inspection Centre
 Singapore 415933

Estimated Period of Repair: 2.0 days

Adjuster: ADRIAN LING

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: 09 Dec 2019)
Parts:	144	VOLKSWAGEN SCIROCCO 1.4 TSI (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLJ4125C)	
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		*FRONT BUMPER SIDE RETAINER RH	Necessary	62.50 FL	*62.50 FL
2	1		*HEAD LAMP LH	Not Necessary	1,150.00 FL	*- FL
3	1		*FRONT BUMPER	Deformed	1,800.00 FS	*1,000.00 FS
4	1		*FRONT BUMPER FOG LAMP	Cracked	420.00 FS	*280.00 FS
5	1		*FRONT BUMPER FOGLAMP COVER RH	Cracked	250.00 FS	*90.00 FS
6	1		*FRONT BUMPER DAYLIGHT RH	Cracked	380.00 FS	*180.00 FS
7	1		*SET FRONT BUMPER CLIPS	Necessary	25.00 FS	*25.00 FS
					Sub Total (S\$)	4,087.50
					- List Item Discount on L Items 10.00/10.00% (S\$)	121.25
					Total Parts (S\$)	3,966.25

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	PANEL BEATING ,REMOVING AND REPLACING PARTS	New	600.00	200.00
2	SPRAY PAINTING TO AFFECTED AREA	New	600.00	200.00
3	TUFF COAT	New	100.00	0.00
4	WIRING CHECK	New	60.00	30.00
5	TO CHECK DIAGNOSTICS OF VEHICLE MANAGEMENT/CONTROL LINTS ,RESET MEMORIES TO SPECIFICATION ETC	New	180.00	0.00
Gross Labour Cost (S\$)			1,540.00	430.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >