ASS, REC. BY:		REF CS/MS	919013640/UHf3	na Special instruct	ion:	
Surveyor From (Person)	Marcus Crystal Lee		MSIG (Office)	Finte/Tim	5.8.19	1.242.4
Estimated Con			Bill to:	Comp (inte	4,	
To Inspect Vel at Workshop n	nicle No: S		I	nsured: YI Tel: 6749	7367	
		6 402-3	1			
Policy No: Sum Insured:			Chim No:			
Make of Veh.				D.O.A. 2	7.7.2019	
CA / REV / REP. / REV 24 HRS		HRS Person Contr	acted: yan Hong	H.O.D. E	Jour	
Date/Time	Action/Instruction	(V) Esti	mate			
	SJX 31610.					
	4961442-	×				

Insured: Policy No. Claims No. Sum Insured: (Client's Record) Make of Veh: (Policy Condition) Remark: The veh had commenterpair at the time of interpair at the time of in	STX3161D	Make. Colou Sp.Re Eng/N C/No Gen. Steer Brake	Truck/Trailer or (A) Seading 605-2 Cond: Good/Fair/Poor/ Fair/Poor/ Interder/Jammed/Le	A/O: Insured/S A/O: Insured/S T/Radio: Insured/S 2 46 2 4 2 2 7 2 Burnt Baked/Burnt or Baked/Burnt or	IS95 Rtd/NI/NA Std/NI/NA
Remark: The veh had commented repair at the time of its Bal. or Market Value: IDAC Accident Rport: GIA / PR Sean:		Tyre	400	cim or	
Lum Sum: 131 9 CA / REV / REP. / 241 Date Person (Date / Time Action / Instr	Consistent?: Yes or No Consistent?: Yes or No tays Res.: Yes or No 3 Val.: Yes or No HRS Vehicle Contacted:	Eror R/Bi D,O Sur Des	DUN / EXNOVA / GY / FS / PYO / YOKO or II ai. 6 mm A. 27/7//8 vey held at s. of Damages : Frt / Rear R. 4	Rear R/Bal L/Bal D.O.1 5 - 1 1 O/S / N/S / U/C / Rooft	SUMI / mm
Constitute, File Pass to? 1) 5(1) Typet Constitute, File Return to? 2) Report Format:		G & 37	Site Insp (\$ Interview (\$ Inter	Survey Fee: Transportation:)S+RSSt) Photos) Others	150

Catherine Chong (LKK Auto)

From:

Crystal Lee <crystal_lee@sg.msig-asia.com>

Sent:

Monday, 5 August, 2019 1:22 PM Admin-D (LKKAuto); assignments

To: Cc:

Ong Zi Hui

Subject:

Survey Request - Manual Assigned (Survey by today before 5pm)

Importance:

High

Pre-repair Inspection for SJX3161D (You Insured vehicle no: YP6144Z)

Manual Assigned

Dear LKK.

Refer to the email below, please arrange survey the vehicle by today.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg











AMember of MS&AD INSURANCE GROUP

From: Helene Phua

Sent: Monday, 5 August, 2019 1:11 PM

To: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com> Subject: FW: FW: Pre-repair Inspection for SJX3161D (You Insured vehicle no : YP6144Z)

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg 🔞 🍥 🛅

A Member of MS&AD INSURANCE GROUP

From: Helene Phua

Sent: Monday, 5 August, 2019 1:11 PM

To: 'Precise Auto Service' < Support@preciseauto.sg>

Cc: Nabilah Rasol <nabilah rasol@sg.msig-asia.com>; Jasmine Lok Kheng Kwei <jasmine lok@sg.msig-asia.com>

Subject: RE: FW: Pre-repair Inspection for SJX3161D (You Insured vehicle no : YP6144Z)

Hi Arine.

Thank you for your email.

We regret to inform you that we are unable to accept your list of nominated Single Joint Experts (SJE)

We will proceed to appoint the following surveyor M/s LKK Auto Consultants Pte Ltd for your claim.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | helene_phua@sg.msig-asia.com



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9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg









A Member of MS&AD INSURANCE GROUP

From: Precise Auto Service [mailto:Support@preciseauto.se]

Sent: Monday, 5 August, 2019 11:24 AM

To: Motor Survey < motorsurvey@sg.msig-asia.com>

Cc: Helene Phua < helene phua@sg.msig-asia.com >; Nabilah Rasol < nabilah rasol@sg.msig-asia.com >

Subject: Re: FW: Pre-repair Inspection for SJX3161D (You Insured vehicle no : YP6144Z)

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Winnie.

We refer to your email on dated 05-08-2019, we regrettable to inform you that we are unable to agreed your survey list, herewith attached our survey list for your attention.

We have noted that you informed us that your company created a mailbox for motor-survey team on dated 05-08-2019 and before that the emails of arrangement Pre-repair Inspection were sent to claims@sg.msig.com was delay to response, kindly let us have your early information for any updated on the email address or fax number in the future.

Our client vehicle was drop into our workshop on dated 30/07/2019 at 5pm pending to Third Party Insurance's pre-repair inspection, thus our client will have to claims for the loss of usage from the dated her drop in until her car accident repair job done.

As your requested, herewith enclosed our client accident statement for your attention, do let us have your insured a copy of sketch and statement once their lodged accident report.

Thank You.

n . n .

Arine	garus
	Virus-free www.avg.com

On Mon, 5 Aug 2019 at 10:35, Motor Survey <motorsurvey@sg.msig-asia.com> wrote:

Dear Arine.

We refer to your email/faxed dated 02/08/2019. Car is in and not repair yet as spoken. Kindly let us have TP gia report. Tks.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd
- STA Inspection Pte Ltd
- 5) MSIG In-House Surveyors
- *This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor*

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

1) Kalvin Ang	6) Frankie Pang	
2) Kenneth Kong	7) Ng You Han	
3) Marcus Chua	8) Gary Soon	

4) Henry Ng	9) Chow Bo Xiong	
5) Lau Kwok Kwong	10) Axel Lee	

NB:

(a) *Fast lane settlement is not applicable for cases that liability is in dispute*

(b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: motorsurvey@sg.msig-asia.com

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



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A Member of MS&AD INSURANCE GROUP

From: Precise Auto Service [mailto:Support@preciseauto.sg]

Sent: Friday, August 02, 2019 5:52 PM To: Claims < claims@sg.msig-asia.com>

Subject: Re: Pre-repair Inspection for SJX 3161D (You Insured vehicle no : YP 6144Z)

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).
Dear Sirs,
Please refer to our email dated 31-07-2019 @ 10:22am.
Kindly be informed that we didn't received any response from you to arrange Pre-repair Inspection to out client vehicle (SJX 3161D).
Therefore we will proceed the accident repair for our client vehicle on 03-08-2019 @ 9am.
If you have any queries, please contact us at 6745 7367 or email us.
Thank You.
Best Regards
Arine
Virus-free. www.avg.com
On Wed, 31 Jul 2019 at 10:22, Precise Auto Service < Support@preciseauto.sg > wrote: Dear Sir,
We refer to the above matter. Herewith attached 2 days PRI notice for your attention.

Kindly arrange a date and time to do PRI for our client vehicle (YP 6144Z) in our workshop ASA
Thank You.
Best Regards
Arine
-
T. 6745 7267 E. 6941 2200
T: 6745 7367 F: 6841 3390
E: support@preciseauto.sg
W: www.preciseauto.sg
A: No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883
Follow us on social media:
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https://twitter.com/preciseautosvs
yntps://wnter.com/preciseumosys

https://www.facebook.com/PreciseAutoService/
T. 6745 7267 1 F. 6044 7200
T: 6745 7367 F: 6841 3390
E: support@preciseauto.sg
W: www.preciseauto.sg
A: No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883
Follow us on social media:
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T: 6745 7367 F: 6841 3390 E: support@preciseauto.sg W: www.preciseauto.sg A: No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883
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2014



Mercedes-Benz B-Class B180

\$63,800

\$11,350 /yr

18-Jun-2014

1,595 cc

75,000 km

1 Owner Only, Fully Agent Maintained, View To Believe. Flexible High Loan Available, Call Or Visit Us Now For Further Details.

Tags: 2014 Mercedes-Benz B180, 2014 mercedes-benz b180, Mercedes-Benz B180, mercedes-benz b180, Posted: 05-Aug-2019 Mercedes-Benz, B180, b180, Used Mercedes-Benz



Mercedes-Benz B-Class B180 Sunroof

\$66,898

\$11,180 /yr

Spacious And Reliable Hatchback, Careful Previous Owner, Accident Free, Very Well Maintained, Low Mileage, Excellent Condition, Come

07-Oct-2014

1,595 cc

68,000 km

With A Comprehensive 120 Points Check, 6 Months Warranty And 1 Free Servicing Package From MBM Wheel Power, Low Bank Interest Tags: 2014 Mercedes-Benz B180, 2014 mercedes-benz b180, Mercedes-Benz B180, mercedes-benz b180

Posted: 05-Aug-2019 Mercedes-Benz, B180, b180, Used Mercedes-Benz



Mercedes-Benz B-Class B180

\$60,800

\$11,320 /yr

12-Mar-2014

1,595 cc

108,000 km

Spacious And Reliable Hatchback, 1 Careful Owner! Immaculate Condition! 100% Accident Free, Very Well Maintained 6 Months Warran Low Bank Interest, In House Loan Finance Up To 90% Of The Car Price Available Too. All Trade In Are Welcomed. Call Us Now!

Tradeit.Com Pte Ltd

Posted: 04-Aug-2019

Tags: 2014 Mercedes-Benz B180, 2014 mercedes-benz b180, Mercedes-Benz B180, mercedes-benz b180, Mercedes-Benz, B180, b180, Used Mercedes-Benz



Mercedes-Benz B-Class B180

\$62,000

\$11,240 /yr

02-May-2014

1.595 cc

71,000 km

One Owner, Fully Mercedes Agent Seviced. Low Mileage, Reversing Camera, Tidy Condition. 100% Accident Free, Trade In Welcome.

Tags: 2014 Mercedes-Benz B180, 2014 mercedes-benz b180, Mercedes-Benz B190, mercedes-benz b180, Mercedes-Benz, B180, b180, Used Mercedes-Benz



The Toyota Previa is the de facto MPV

The Toyota Previa is an MPV that excels with its space, practicality and a level of luxury some may not reach.

Find out more!



Mercedes-Benz B-Class B180

\$65,800

\$11,320 /yr

27-Aug-2014

1,595 cc

67,000 km

Showroom Condition! 1 Lady Owner! Full Agent Cycle & Carriage Serviced! 100% Genuine Mileage, Servicing Just Done Recently, Prestir Paintwork And Interior, View To Believe. Trade In Welcome, Call/SMS/WhatsApp For A Viewing And Test Drive Today!

Tags: 2014 Mercedes-Benz 8180, 2014 mercedes-benz b180, Mercedes-Benz 8180, mercedes-benz b180. Mercedes-Benz, 8180, b180, Used Mercedes-Benz

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID: Vehicle Details	543Z
Vehicle No.:	SJX3161D
Vehicle to be Exported:	No
Intended Deregistration Date:	06 Aug 2019
Vehicle Make:	MERCEDES BENZ
Vehicle Model:	B180 (R16 BI)
Primary Colour:	White
Manufacturing Year:	2014
Engine No.:	27091030466775
Chassis No.:	WDD2462422J282207
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$24,366.00
Original Registration Date:	28 Nov 2014
First Registration Date:	28 Nov 2014
Transfer Count:	1
Actual ARF Paid: Intended PARF Rebate Details	\$16,113.00
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Nov 2024
PARF Rebate Amount: Intended COE Rebate Details	\$12,084.00
COE Expiry Date:	27 Nov 2024
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$63,990.00
COE Rebate Amount:	\$33,968.00
Total Rebate Amount:	\$46,052.00

The information contained herein is correct as at 06 Aug 2019

OK

1/1

PRECISE AUTO SERVICE

NO. 1 KAKI BUKIT AVE 6 #02-33/34/36 SINGAPORE 417883

TEL: 67457367 FAX: 68413390

CO. REG. NO.: 35766600C GST REG. NO.: 35766600C

30-10-19

Date of Accident: 27-07-2019

OUR REF: SJX 3161D/T/19

9/2 \$ 37 x 4. 83

KUO CHIN YUAN

Blk 21 St George's Road

#14-172

Singapore 321021

1/8/19 9/253 LKK-Norcos 4 Date Injorts 29-17-19 to 09-08-19

on 30/10/19.

VEHICLE NO: SIX 3161D VEHICLE MODEL: MERCEDES BENZ B180 CHASSIS NO: WDD24624221282207

LIST ITEM

Tail Gate	1845		Kodyos	2,100.00
Tail Gate Badge			nu	70.00
Tail Gate Badge Clips		3pcs @ 8.00	11	24.00 🗶
Tail Gate Embl e m "B180"	C		w	86.00
Tail Gate Embl e m "C & c"			11	62.00 X
Tail Gate Refl g ctor RH	365.00		cre	380.00
Tail Gate Weatherstripe			11	260.00 X
Tail Lamp Assy LH	415.32		CNA	426.00
Tail Gate Lock			11	720.00 🗶
Rear Windscreen Glass Ir	nner Seal		w	168.00
Rear Windscreen Glass S	ealant		m	124.00 HO S.N
Rear Windscreen Glass C	lips	12pcs @ 10.00	11	120.00 🗴
	3049.82	Less Disco	ount 10%:	4,540.00 454.00 4,086.00

LABOUR CHARGE

To check & reset electrical module system

280.00 50

To respray affected areas

Page 1 of 2 SJX 3161D/T/19 750.00 (Q)

To remove & refix tail gate mechanism		250.00	60
To renew damaged parts, straighten & repair rear bumper and aligned all parts		650.00	300
To remove & refix rear windscreen glass		180.00	120
To tuff-coat affected areas		180.00	30
		6,376.00	N.
	GST 7%:	446.32	65
	TOTAL AMOUNT:	6,822.32	
		960	

LKK Auto Consultants hence natify the Repairer of the following: Tambons beloestation spray painting = To _ company certain during resurvey * 1871 SHELL IS COORMISSON

A SOLO WITHOUT Projudice Design

A No. 18 CONTR. IS Allowed. + Superior Cary minus must be resurveyed and is subject to first repreval from theurance Company Acknowledged by Reparen Signature

9-274483 5.N-40.00 374483

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:

CS/MSG19013640/UTF3N2

Date:

07/11/2019

REFERENCE

Handling Insurer:

MSIG Insurance (Singapore) Pte. Ltd.

Policy No:

29119268MKC

Claimant

SJX3161D

Insured Vehicle No:

YP6144Z

Vehicle No: Date of Loss:

27/07/2019

Nature of Claim:

TP

Claim No: 603870

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SJX3161D

Make & Model:

MERCEDES-BENZ B180, 1.6 (R16 BI) (A) 28/11/2014 (Man. Year: 2014)

Engine No: Chassis No:

Odometer:

27091030466775

Reg. Date: Colour:

Price:

White

WDD2462422J282207 60527 km

Engine Capacity:

1595 cc

Market Value/New Car

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:

Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size:

205/55R16

Rear Tyre Size:

205/55R16

Front Left Side: Front Right Side: Pirelli 6 mm Pirelli 6 mm Rear Left Side: Rear Right Side:

Pirelli 6 mm Pirelli 6 mm

The above values represent the remaining tyre freads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,086.00	2,784.84	1,301.16	31.84
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,290.00	960.00	1,330.00	58.08
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	6,376.00	3,744.84	2,631.16	41.27
+ GST 7.00/7.00% (S\$)	446.32	262.14	184.18	41.27
Nett Amount (S\$)	6,822.32	4,006.98	2,815.34	41.27

INSPECTION

Date of Assignment:

05/08/2019

Date Inspected:

05/08/2019 Inspected At:

Precise Auto Services (HQ)

NO.1 KAKI BUKIT AVE 6 #02-34/36

Singapore 417883

Estimated Period of Repair:

4.0 days

Adjuster: MARCUS CHUA

Manager: DENISE TAY KWEE CHENG

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.

Adjuster Report Page 2 of 4

Different 1 cents -Finalise confirm amount: \$3,744.83

REPAIR DETAILS

Referen	ce		
Part Source:	: MRM-SG	Version: 1.0 (Last Synchronised: 07 Nov 2019)	
Parts:	144	MERCEDES-BENZ B180 1.6 (R16 BI) (A) (Catalogue:Merimen Singapore 1.0)	
Labour:	Repairer's	(Price-denominated Standard List)	
Print Code:	(Unsubmitted, no print-code for SJX3161D)		
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		not in reference catalogue are prefixed with an asterisk *.	

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
i	1		*TAIL GATE	Badly Dented	2,100.00 FL	*1,945.00 FL
2	1		*TAIL GATE BADGE	Necessary	70.00 FL	*70.00 FL
3	3		*TAIL GATE BADGE CLIPS *TAIL GATE EMBLEM B180	Not Necessary Necessary	24.00 FL 86.00 FL	*- FL *86.00 FL
5 6	1		*TAIL GATE EMBLEM B 100 *TAIL GATE EMBLEM C&C *TAIL GATE REFLECTOR RH	Not Necessary Cracked	62.00 FL 380.00 FL	*- FL
7 B	1		*TAIL GATE WEATHERSTRIPE *TAIL LAMP ASSY LH	Not Necessary Cracked	260.00 FL 426.00 FL	*- FL *415.32 FL
9	1		*TAIL GATE LOCK	Not Necessary	720.00 FL	*-FL
10	12		*REAR WINDSCREEN GLASS INNER SEAL *REAR WINDSCREEN GLASS CLIPS	Necessary Not Necessary	168.00 FL 120.00 FL	*168.00 FL
12	1		*REAR WINDSCREEN GLASS SEALANT	Necessary	124.00 FN	*40.00 F
F=Fr	unchise	part. L=Listite	emDisc. N=NettItemDisc.	Sub Total (S\$)	4,540.00	3,089.82
			 List Item Discount on L Items 10.00/10.00% (S\$) Nett Item Discount on N Items 10.00/0.00% (S\$) 		441.60 12.40	304.98 0.00
				Total Parts (S\$)	4,086.00	2,784.84

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Lab	our Items			
1	TO CHECK & RESET ELECTRICAL MODULE SYSTEM	New	280.00	50.00
2	TO RESPRAY AFFECTED AREAS	New	750.00	400.00
3	TO REMOVE & REFIX TAIL GATE MECHANISM	New	250.00	60.00
4	TO RENEW DAMAGED PARTS, STRAIGHTEN & REPAIR REAR BUMPER AND ALIGNED ALL PARTS	New	650.00	300.00
5	TO REMOVE & REFIX REAR WINDSCREEN GLASS	New	180.00	120.00
6	TO TUFF-COAT AFFECTED AREAS	New	180.00	30.00
	Gross Labor	ır Cost (S\$)	2,290.00	960.00
	Report was unsubmitted duri	ng this print-out.		

< END OF ESTIMATES >