

(5/2014)

INS. CASE OWNER:

CC 9/EG1901 4237, 12

LKK:

IDAC:

Surveyor:

Tunfikh

DOI:

ASSIGNMENT

12/8/14

Date / Time:

15/8/14

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

G6F 9246BM

Name of Insured:

METUOL PIR

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A.:

16/7/14

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: PANDIKANN THIRUMODITHY

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

MITSUB

Place of Accident:

18 CLEMENTI AVE 1 BASEMENT CP

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

Insured Liability:

Final ? Yes / No

SMF 9246



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

29/11/2014
KhandhikaFile pass to huk to submit WP on
Merimen

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Tyspit

Notification Itr (if non-pickup)

After call Itr 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:

PIP

\$5 4,013

(3 days) Reduction:

41 %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

%

100

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

23

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

(days)

Loss of Use (LOU):

\$5

(5 x days)

Loss of Income (LOI):

\$5

(5 x days)

LOR only ☐ LOU only ☐

\$5

LOR + LOU ☐ LOR + LOU ☐ (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 ☐ Call ☐

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COLD OCCIDE INTO PARKED
TP VEH)*SUBMIT WP - ERGO
ON MERIMEN

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

WP
\$250COPY SENT
31/1/2015

Tanjilch

E61

ASSIGNMENT

Form:

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 Velt:

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Rpt: Consistent?: Yes or No

GIA / PR Seen: Consistent?: Yes or No

Est. Repairs: 3 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No: SMF 92252 at Regn: 2018, Sep

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

Truck / Trailer or

Make: Kia Carens 1.7 cc 1685

Colour: White A/C: Insured / Std / NI / NA

Sp. Reading: 22208 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modl: Nil / S/Rim / STD A/Rim or

Tyre Size: F:

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 4 mm R/Bal. 6 mm

L/Bal. 6 mm L/Bal. 6 mm

D.O.A. D.O.I. 19/8/19 2/pm

Survey held at C&C Pandan Goh

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

Frt O/S

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

Date / Time Action / Instruction

(P/P \$ 4,013 / Red \$ 2,772 / 41%)

Date/Time, File Pass to?



: Profi. Report

g



: Final Report

Date/Time, File Return to?

g

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS: 31

Notes:

Notes:

Notes:

Notes:

Page 2 of 2

Emp: 0000000000

Add Fee: ☐ Site Insp \$☐ Interview \$☐ Tech. Insp. \$☐ Misc. \$



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/EGH19014237/T1kb3

Date: 20/08/2019

The Motor Claims Department
M/s ERGO INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SMF9225Z

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 19.08.2019 at the premises of M/s Cycle & Carriage KIA Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	6,785.00
Revised Estimate Amount	: S\$	4,013.00
"Check" Items Amount	: S\$	44.00
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Front O/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any willful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	16/07/2019 17:38
Date Of Accident	16/07/2019 16:00
Exact Location Of Accident	CLEMENT CANOPY, BLOCK 18 CARPARK LEVEL 1
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMF9225Z
Insured/Policyholder	
Name Of Registered Owner	ZACK CHOY KUAN ZHEN
NRIC No	S9126043C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-86123494
Alternative Phone No	OTHERS-67897411

Vehicle Particulars

Manufacturer	KIA
Model	CARENS 1.7 DIESEL SX
Exact Purpose for which vehicle was being used at time of accident	PERSONAL USE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	1800113000
Cover Note Number	

Driver

Name of Driver	ZACK CHOY KUAN ZHEN
NRIC No	S9126043C
Date Of Birth	29/07/1991
Occupation	INDOOR
Date Of Driving Pass	22/03/2016
Driving Experience	3 YEARS AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-86123494
Fax Number	
Contact Number	OTHERS-67897411
EMail Address	NOEMAIL

Address	271 TAMPINES STREET 21 #03-85 SINGAPORE
Postcode	520271
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLIDED INTO PARKED VEHICLE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	0

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO ATTACHMENT

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	GBF9346M
Vehicle Make/Model/Colour	SILVER GREY VAN NISSAN
Details Of Properties	SIDE OF VAN DENT
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	PANDZKANNU THIRUMOORTHY
NRIC/Passport Number	
Contact Number	97902522
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
- (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
- (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time:

17/7/19 1514

Driver's Signature

(If driver is not the policyholder)

Date & Time:

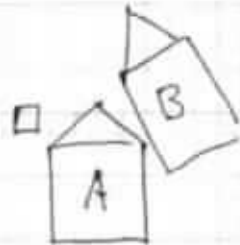
Reporting Centre Personnel's Signature

Name:

NRIC/ID No.:

Sketch Plan #2

SKETCH PLAN



L1 CARPARK OF CLEMENT CANOPY

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I ARRIVE AT CARPARK TO SEE MY CAR HIT & DAMAGED MY CAR
WAS PARKED FOR 1 HOUR BEFORE ACCIDENT.

OTHER DRIVER APPROACHED ME TO ~~EXPLAIN~~ EXPLAIN HE HIT MY CAR
WHILE EXITING.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time:

17/7/19 1515

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

File of Policyholder	Jack Chey Kuan-Zhen
Date of Insurance	21 Sep 2018 To 29 Sep 2019
File No.	D4FDJH563274
Issuance No.	KNAHUB15VJ720R953

Vehicle No.	5MFKZM
Policy No.	1800113000
Endorsement No.	
Issued Date	27 Sep 2015

OUT THE COVER

Make/Model	Kia Carens 1.7 Diesel SX				
Engine Capacity/Tonnage	1,685.00 CC	Sum Insured	Market Value	First Year of Registration	2016
Ever Restriction	NA	Off Peak Car	No	Insuring with COE/PARF	Yes
Person or Classes of Persons Entitled to Drive*					

by using powers also is driving on the Fuku program's critics or with further permission. Fuku's will accompany the Fuku program or any subsequent disks only if it meets the the specified app conditions.

Allow us pay on all third party bills of \$1,000 or "Young Driver Insurance Extra" (YDI) if You are or Your Authorized Driver (named or unnamed) is under the age of 21 and has less than 10,000 miles on their license.

Condition	All Age Condition
Station as to use*	

Only for those countries and purposes specified and for the Policyholder's business.
Policy does not cover use for fire or theft, driving tuition, driving test, racing, packmaking, reliability test or speed-testing, the carriage of goods other than samples in connection with any trade or work of use for any purpose in connection with Motor Towing.

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History removed: Independent by Section 8 of the Motor Vehicle Traffic/Park and Comprehensive Act (Cap. 103) and Section 85 of the Road Transport Act, 1987 (Massachusetts) are not to start from these headings.

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Spring 1999

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Red Driver and Excess (where applicable)

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PROVED REPORTING CENTRES/AUTHORISED REPAIRERS (FOR CLAIMS RELATED REPAIRS)

H & George Baby & Toddler Centre: Unit 203 Pelandok Gardens Singapore 520319 65984021
H & George Autism Support Centre: Unit 241 Alexandra Road Singapore 119955 64270002
H & George Autism Support Centre (for consultation only): Unit 330 Loo Ah Ee Singapore 406650 67461001

For Approval: Hyperlink Carriers/AIG Authorized Repagents, please contact our 24-hour accident emergency hotline at +852 3338 8200. Alternatively, you may refer to AIG website www.aig.com or AIG Mobile App. To easily search and download "AIG SOS" from iTunes or Google Play.

IMPORTANT NOTES

Purchase Company/Employer's Loan: Standard Chartered Bank (Singapore) Limited

We certify that our policy is which this Certificate of Insurance complies is issued in accordance with the provisions of the Motor Vehicle Third Party, Risk and Compensation Act (Cap. 188:01) (Insurance Act, 1947 (Malaysia) and Motor Vehicles (Third Party, Risks and Compensation) Act, 1942 (Malaysia).

1374

PLANNING SACS
CAD & PLOTT BUILDING
BILL JUNGLE WARE LANCOR

insured by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte
AUTHORISED REPRESENTATIVE



ENTRY DATE & TIME: 17/07/2019 23:15
SUBMITTED BY: Sabitra Shangri Kanthirajan

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	17/07/2019 23:15
Date Of Accident	16/07/2019 16:00 ✓
Exact Location Of Accident	NO. 18 CLEMENTI AVE 1 BASEMENT CARPARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	GBF9346M ✓
Insured/Policyholder	
Name Of Registered Owner	METCOL PTE LTD
Co Reg No	199804590E
Email Address	KAREN@METCOL.COM.SG
Mobile Phone No	
Alternative Phone No	Office-97645808

Vehicle Particulars

Manufacturer	NISSAN
Model	NV350
Exact Purpose for which vehicle was being used at time of accident	Commercial

Are you claiming under your own insurance policy for repair to your vehicle?	NO
--	----

If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	COMMERCIAL VEHICLE

Insurance Company

Name of Insurance Company	ERGO INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	DMCG19003255
Cover Note Number	

Driver

Name of Driver	PANDIKANNU THIRUMOORTHY
NRIC No	G2415567L
Date Of Birth	01/06/1992
Occupation	OUTDOOR
Date Of Driving Pass	29/03/2018
Driving Experience	1 YEAR AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96739655

Fax Number
Contact Number
Email Address KAREN@METCOL.COM.SG
Address NIL
Postcode
Was driver an employee of the Insured's Company NO
If No, Relationship of the Driver with the Insured OTHER - HIRER
Vehicle Registration Number of Driver's Own Vehicle -
-
-
Insurance Company of Driver's Own Vehicle -
-
-

General Information of the Accident

Type Of Accident SIDE SWIPE
Weather Conditions CLEAR
Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO
Number of vehicles (including own vehicle) involved in the accident 2
Was any body injured in the Accident? NO
Was any injured conveyed to hospital by ambulance? NO
Was any other material or property damaged? YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO
Number of Passengers (Including Driver) 2
Passenger 1 Name: : Nyein Chan Oo
Gender: : Male

Details of Police Action

Was the accident reported to the police? NO
If Yes, Please state which Police Station
Was notice of intended Prosecution given? NO
If Yes, against whom?

Circumstances of Accident

I was at 18 Clementi Ave 1 basement carpark. I was turning left to exit out from carpark lot when my vehicle left side grazed across a parked car SMF9225Z. Minor scratches to my vehicle. No injuries were involved.

Attachment(s)

Are accident photos available for attachment? YES
Was there any video captured by Car Camera? NO
Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SMF9225Z ✓
Vehicle Make/Model/Colour KIA / CARENS 1.7 DCT DIESEL 5DR FWD
Details Of Properties NA
Vehicle Category PRIVATE CAR
Name of Driver ZACK CHOY KUAN ZHEN
NRIC/Passport Number S9126043C
Contact Number 86123494

Sketch Plan

SKETCH PLAN**IMPORTANT NOTICE**

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
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7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

 - (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes").
 - (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
 - (c) my Personal Information may/own be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.

VERIFIED BY AJAX MARS

REPORTING OFFICER

Muhammad Faizal

Bin Pabla

Witnessed by Reporting Centre Personnel

Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Sketch Plan

NO. 15 CLEMENTI AVE 2
BASEMENT CARPARK

A: G8F 9346M
B: SMF 9225 Z

Common Statement

ACCIDENT STATEMENT (2000 characters)

I was at 18 Clementi Ave 1 basement carpark. I was turning left to exit out from carpark lot when my vehicle left side grazed across a parked car SMF9225Z. Minor scratches to my vehicle. No injuries were involved.

Taxi Voucher No.:

DECLARATION

I/We declare that the above particulars & information provided above are true in every aspect

VERIFIED BY AJAX MARS REPORTING OFFICER -
MUHAMMAD FAIZAL BIN PABILA

MARS Officer



Registered Owner or Driver's Signature

Job Complete Date/Time

17 July 2019 at 6:36 PM

Date/Time:

17 July 2019 at 6:36 PM

Status of Driving Licence

Qualified Driving Licence

Qualified Driving Licence Number

G2415567L

Status of Qualified Driving Licence

Valid

Class(es) of Qualified Driving Licence

3

Expiry Date

28/03/2023

Provisional Driving Licence

Provisional Driving Licence Number

G2415567L

Status of Provisional Driving Licence

Valid

Class(es) of Provisional Driving Licence

3

Expiry Date

14/01/2020



ESTIMATE

Co Reg No : 199405410K

Invoice Name & Address		Cust No/Name	Reg No/Reg Date	Date In/Mileage	Chassis No	Engine No	Make/Model	Colour/Trim
ZACK CHOY KUAN ZHEN BLK 271 TAMPINES STREET 21 #03-85 SINGAPORE 520271 Contact No Mobile: 86123494								

Account No	Terms	Date/Time Printed	CSE	Operator
CSM00081	Cash	17/07/2019/ 18:12	Bod	261 / Edwin Cal

Description of Goods / Services		<input type="checkbox"/> Third party survey is required <input type="checkbox"/> No legal modification <input type="checkbox"/> Supplementary item is subject to final app
E PNT8000	RENEW & RE-ALIGN FRT DAMAGED PORTION: -RENEW FRT BUMPER ✓ -REPAIR FRT FENDER RH ✗	Acknowledged by Rep Signature: Date:
E PNT9000	RESPRAY FRT BUMPER ✓ & FRT FENDER RH ✗	

A 54900099
CHECK WIRING ELECTRICAL SYSTEM & ADJUST HEADLAMP AIM

A 10028901
TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST
USING HI-SCAN PRO TEST

APPLY ANTI CORROSION ON AFFECTED AREAS

E PNT88000
REMOVE & REFIT FRT PARKING ASSIST SENSOR

M SUNDY	
Sundries	100

M LAMP ASSY-HEAD,RH
M EMBLEM-KIA

M COVER-FR BUMPER
M GRILLE ASSY-RADIATOR

M STRIP ASSY-FR BUMPER UPR
M COVER-FR BUMPER FOG LAMP RH

M LAMP ASSY-FRONT FOG,RH

M	HOLDER-PARKING ASSIST SYSTEM	N
M	HOLDER-PARKING ASSIST SYSTEM	N
M	HOLDER-PARKING ASSIST SYSTEM	N

M HOLDER-PARKING ASSIST SYSTEM N
M HOLDER-PARKING ASSIST SYSTEM N
M BRACKET-ED BINDER CORD RM

M BRACKET-FR BUMPER SIDE,RH

SURVEYOR NAME				
2	3	4	5	SURVEYOR NAME

Confirm & accepted by _____ SURVEYOR SIGNATURE _____
DATE _____

DATE: _____
REMARKS: *Re*

REMARKS: 120
0204

Authorized signatory and company stamp

Estimated costs quoted are excluding GST. We would mention any additional parts or labour which may be required.

any additional parts or labour which may be required after work has started and needed for repairs or replacement. A deposit of 50% of the above estimate is payable before

cheque. You must also agree to pay full amount for removal of the rubber seal or other repair requiring the removal of the door.

Cust No/Name	L6
Reg No/Reg Date	SI
Date In/Mileage	
Chassis No	Y
Engine No	7
Make/Model	
Colour/Trim	
<p>* To resurvey before/after</p> <p>Operator <i>damaged pi</i></p> <p>261 / Edwin Cai</p> <p>* No illegal modification</p> <p>* Supplementary item is subject to final app</p>	
Acknowledged by Ray	
Signature:	
Date:	

1,558* +	
76* +	3500111-X
695* +	
130* +	
206* +	
17* +	
17* +	
17* +	
17* =	
2,733* *	
	BLACK

	Amount
550*+	
420*+	
30*+	
200*+	502200.00
60*+	
20* =	
280* *	20 840.00
0* c	30 50.00
	✓ 200.00
733*+	
80* =	
13* *	100 x 120.00
	60 120.00
	20 50.00

0	00.00	act	1558.00
0	00.00	nd	76.00
0	00.00	de	695.00
0	00.00	mg x	428.00
0	00.00	mg ?	32.00
0	00.00	ent	130.00
0	00.00	sut	206.00
0	00.00		17.00
0	00.00		17.00
0	00.00		17.00
0	00.00		17.00
0	00.00		12.00

SURVEYOR NAME: Taylor 97495743

Confirm & accepted by

DATE: 14/8/14 @ 3:25pm

REMARKS:

7% GST on

Nett
6785,00

6,785.00
474.95

Total Payable

7.259.95

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required. Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for renewal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.



CYCLE & CARRIAGE

CYCLE & CARRIAGE KIA PTE LTD
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240



ESTIMATE

Co Reg No : 199405410K

GST Reg No : NR-8506111-X

ZACK CHOY KUAN ZHEN BLK 271 TAMPINES STREET 21 #03-85 SINGAPORE 520271 Contact No Mobile: 86123494		Cust No/Name LCV06630/ZACK CHOY KUAN ZHEN Reg No/Reg Date SMF9225Z / 21/09/201 Date In/Mileage / 0 Chassis No KNAHU815VJ7208953 Engine No D4FDJH553274 Body Colour SATURN BLACK * To resurvey before/after spray painting	
CSM00081 Cash 17/07/2019/ 18:12 Bod		54257	
E PNT8000 RENEW & RE-ALIGN FRT DAMAGED PORTION: -RENEW FRT BUMPER -REPAIR FRT FENDER RH X E PNT98000 RESPRAY FRT BUMPER & FRT FENDER RH X A 54900099 CHECK WIRING ELECTRICAL SYSTEM & ADJUST HEADLAMP AIM A 10028901 TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST USING HI-SCAN PRO TEST M SUNDRY APPLY ANTI CORROSION ON AFFECTED AREAS E PNT8000 REMOVE & REFIT FRT PARKING ASSIST SENSOR M SUNDRY Sundries M LAMP ASSY-HEAD,RH M EMBLEM-KIA M COVER-FR BUMPER M GRILLE ASSY-RADIATOR M STRIP ASSY-FR BUMPER UPR M COVER-FR BUMPER FOG LAMP,RH M LAMP ASSY-FRONT FOG,RH M HOLDER-PARKING ASSIST SYSTEM N M HOLDER-PARKING ASSIST SYSTEM N M HOLDER-PARKING ASSIST SYSTEM N M HOLDER-PARKING ASSIST SYSTEM N M BRACKET-FR BUMPER SIDE,RH		• Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company Acknowledged by Repairer Signature: Date: 550 2200.00 420 840.00 30 50.00 / 200.00 n x 120.00 60 120.00 20 50.00 1558.00 00.00 76.00 00.00 695.00 00.00 428.00 00.00 32.00 00.00 130.00 00.00 206.00 00.00 17.00 00.00 17.00 00.00 17.00 00.00 17.00 00.00 12.00 00.00	
SURVEYOR NAME: Tanjhen 97495744			
Confirm & accepted by		SURVEYOR SIGNATURE: [Signature]	
DATE: 19/8/19 3:25pm		GST on 6785.00	
REMARKS: Repair before paint 03 days		Total Payable 7,259.95	
Authorized signatory and company stamp			

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required. Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for removal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.

Nivitha (LKK Auto)

From: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 15 August 2019 11:14 AM
To: Andre Chow En De; Ivy Yong; Edwin Abcede Caina; Phoebe Xie; admin-d@lkkauto.com; Meikwan@lkkauto.com; admin-a@lkkauto.com
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi LKK,

Please conduct this survey request on without prejudice basis.

Please contact us if you are not able to make it.

11.47am @ 15/8/19
VNI
resur@Andre
amnye on 19/8/19

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID : +65 6829 9194
pauline.soh@ergo.com.sg

ERGO

www.ergo.com.sg

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From: Andre Chow En De [mailto:andre.chow@cyclecarriage.com.sg]
Sent: Thursday, August 15, 2019 10:19 AM
To: ERGO Insurance Pte. Ltd. (Claims Department); Ivy Yong; Edwin Abcede Caina; Phoebe Xie; Pauline Soh
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Pauline,

Kindly arrange for LKK Auto Consultants to conduct the survey on 19th Aug 19 at 1pm.

Regards
Andre

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

Sent: Thursday, 15 August, 2019 10:14 AM

To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Dear Andre,

Please refer to our list of surveyors

1	AIS	Automobile Inspection Services Pte Ltd
2	FTA	FormTeam Consultancy Pte Ltd
3	IAS	Infiniti Appraisal Service
4	JPk	JP Knights Pte Ltd
5	LBS	L.B.S Auto Consultants Pte Ltd
6	LKK	LKK Auto Consultants Pte Ltd
7	PS	Priority Services
8	VAC	Vicom Ltd
9	AJAX	AJAX Inspection Services Pte Ltd
10	QRM	Quantum Risk Management (S) Pte Ltd
11	AA	Appraisal Associate

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID +65 6829 9194
pauline.soh@ergo.com.sg

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From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]

Sent: Wednesday, August 14, 2019 12:12 PM

To: Ivy Yong; ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie

Cc: Coco Lu Ting; Don Bong Kiong Hua

Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Ivy,

Can arrange for a survey on Monday, 19th Aug at 1pm, at 209 Pandan Gardens.

Owner waiting.

Regards

Andre

From: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Tuesday, 6 August, 2019 3:47 PM

To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department)

<claims@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie

<phoebe.xie@ergo.com.sg>

Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Without prejudice

Dear Andre,

Liability not in our favour, please proceed.

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

ERGO

www.ergo.com.sg

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From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Tuesday, 6 August, 2019 3:38 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie; Ivy Yong
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Phoebe / Ivy,

Any update on the liability?

Regards
Andre

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 23 July, 2019 12:05 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Dear Edwin,

We acknowledged receipt of your email below.

Please be assured that this matter is receiving our attention and the officer in-charge will reply to you as soon as possible.

We appreciate your patience and understanding in this matter.

Aside to Phoebe/Ivy, for your further action.

Thank you

For Claims Department
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID +65 6829 9199
claims@ergo.com.sg

www.ergo.com.sg

ERGO



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From: Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]
Sent: Saturday, 20 July, 2019 4:12 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua
Subject: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Motor Claims,

May we check for the liability of accident?

Please disregard first email.

Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 • www.cyclecarriage.com.sg

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Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 11 November 2019 3:53 PM
To: karen@metcol.com.sg
Cc: Admin A
Subject: ACCIDENT INVOLVING SMF 9225Z & GBF 9346M ON 16/07/2019

Tracking:	Recipient	Delivery
	karen@metcol.com.sg	
	Admin A	
	olivialau@lkkauto.com	Delivered: 11/11/2019 3:53 PM
	shupei@lkkauto.com	Delivered: 11/11/2019 3:53 PM
	Meikwan@lkkauto.com	Delivered: 11/11/2019 3:53 PM

Our Ref: CC4/EGI19014237/T1kb3

METCOL PTE LTD
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMF 9225Z & GBF 9346M ON 16/07/2019

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 Company Limited** to deal with the third party claim against your policy.

We have received a claim against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not 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 and reduced by 30% (20% for commercial vehicles) 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.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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



Exceptional Journeys

Surveyor : TAUFIKH LKK
Claim : TP ERGO
DOA : 16.07.2019
Emailed : 24.09.2019, 9.30am
Date survey : 19.08.2019

VEHICLE NO : SMF 9225 Z
MODEL : KIA CARENS 1.7 A D SX
WIP : 54257

Material	:	\$	<u>2,733.00</u>
Labour	:	\$	<u>1,280.00</u>
Sub-Total	:	\$	<u>4,013.00</u>
	:		<u>-</u>
Less Excess	:	\$	<u>-</u>
Total	:	\$	<u>4,013.00</u>
GST 7%	:	\$	<u>280.91</u>
Grand Total	:	\$	<u>4,293.91</u>
Finalise By/Date	:	<u>LOI / 24/09/2019</u>	

☒ REVERT BACK WITHIN 7 DAYS,
OTHERWISE WILL PROCEED WITH INVOICING

☐ SURVEYOR'S REPORT REQUIRED

☒ REPAIR TOOK 3 WORKING DAYS + 0 Days (0) Weekends
+ 0 Days (0) Public Holiday
TOTAL DAYS REPAIR TOOK = 3

☒ TP claim GBF9346M

☐ Claim GIA / LTA fee

☒ Claim Loss of ☐ Use / ☒ Rental

☐ Claim Medical Fee / Others

☐ Third Party Report -



CYCLE & CARRIAGE

CYCLE & CARRIAGE KIA PTE LTD
PANDAN GARDENS CUSTOMER SERVICE CENTRE
 209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240

**PRO-FORMA INVOICE**

Co Reg No : 199405410K

THIS IS NOT AN OFFICIAL TAX INVOICE

GST Reg No : HR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
ZACK CHOY KUAN ZHEN	Cust No/Name LCV06630/ZACK CHOY KUAN ZHEN
BLK 271 TAMPINES STREET 21	Reg No/Reg Date SMF9225Z / 21/09/2018
#03-85	Date In/Mileage 19/08/2019/ 22208
SINGAPORE 520271	Chassis/Package KNAHU815VJ7208953 /KC17P(F)
Contact No Mobile: 86123494	Engine No D4FDJH553274
27/08/	Make/Model KIA/CARENS 1.7 A D SX FL DY6
	Colour/Trim 1D CLEAR WHITE / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	SWIP No
CTP00080	Cash	24/09/2019/ 08:32	TLE	260 / AITing	54257

Description of Goods/Services	Qty	Unit Price	Disc%	Amount
E PNT88000 REPLACE DAMAGED PARTS, REPLACE FRONT BUMPER, REPAIR ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME				✓ 550.00
E PNT98000 RESPRAY ON FRONT BUMPER, AND ALL OTHER AFFECTED AREAS TO THE SAME				✓ 420.00
A 54900099 CHECK WIRING & ELECTRICAL SYSTEM & ADJUST HEADLAMP AIM				✓ 30.00
A 10028901 CONDUCT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST AND CLEAR TROUBLE CODE				✓ 200.00
E PNT88000 REMOVE & REINSTALL FRONT PARKING ASSIST SENSOR				✓ 60.00
M SUNDRY SUNDRIES				✓ 20.00
X LAMP ASSY-HEAD,RH	1.00	✓ 1558.00	00.00	1558.00
X EMBLEM-KIA	1.00	✓ 76.00	00.00	76.00
X COVER-FR BUMPER	1.00	✓ 695.00	00.00	695.00
X COVER-FR BUMPER FOG LAMP,RH	1.00	✓ 130.00	00.00	130.00
X LAMP ASSY-FRONT FOG,RH	1.00	✓ 206.00	00.00	206.00
X HOLDER-PARKING ASSIST SYSTEM N	1.00	✓ 17.00	00.00	17.00
X HOLDER-PARKING ASSIST SYSTEM N	1.00	✓ 17.00	00.00	17.00
X HOLDER-PARKING ASSIST SYSTEM N	1.00	✓ 17.00	00.00	17.00
X HOLDER-PARKING ASSIST SYSTEM N	1.00	✓ 17.00	00.00	17.00
Z TEXT TP CLAIM ERGO GBF9346M DOA : 16.07.19 SURVEYOR TAUFIKH LKK 19.08.19 REPAIR 03 DAYS				

Cycle & Carriage celebrates 120 years.
 Visit www.cyclecarriage.com/120 for more info!

Parts	2,733.00	Nett	4,013.00
Labour	1,260.00	7% GST on	280.91
Standard Menu	0.00		
Specialist Job	0.00		
Diagnostics Job	0.00	Total Payable	4,293.91
Sundry/Others	20.00		
Total(w/o GST)	4,013.00		

This is not an official tax invoice.
 This is a computer generated document, no signature is required.

Khanchna (LKK Auto)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Thursday, 21 November 2019 4:33 PM
To: Taufikh (LKKAuto)
Cc: Khanchna (LKK Auto); Jojo Cheng; Andre Chow En De; Songcuan JR Lauro Araos
Subject: RE: SMF9225Z, finalisation (Kia WIP: 54257)

Dear Sir,

Noted with thanks.

Best Regards,

Loi Ai Ting
Senior Officer - Admin



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From: Taufikh (LKKAuto) [mailto:Taufikh@lkkauto.com]
Sent: Thursday, 21 November, 2019 4:17 PM
To: Loi Ai Ting
Cc: Khanchna (LKK Auto)
Subject: RE: SMF9225Z, finalisation (Kia WIP: 54257)

This email was sent from outside of your organisation

Hi Loi,

COR \$4013 , 3 days.

Subject to insurance approval.

Regards
Taufikh
Lkk Auto

From: Loi Ai Ting [mailto:aiting.loi@cyclecarriage.com.sg]
Sent: Wednesday, 2 October 2019 12:47 PM

To: Taufikh (LKKAUTO)

Cc: Admin A; Admin-D (LKKAUTO); Cheng Jo Jo; Songcuan JR Lauro Araos; Andre Chow En De

Subject: RE: SMF9225Z, finalisation (Kia WIP: 54257)

Hi, Taufikh,

Kindly confirm finalised amount at \$4,293.91, after GST.

Thanks.

Best Regards,

Loi Ai Ting

Senior Officer - Admin



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From: Loi Ai Ting

Sent: Tuesday, 24 September, 2019 9:28 AM

To: Taufikh (LKKAUTO)

Cc: Admin A; Admin-D (LKKAUTO); Cheng Jo Jo; Songcuan JR Lauro Araos; Andre Chow En De

Subject: SMF9225Z, finalisation (Kia WIP: 54257)

Hi, Taufikh,

Kindly confirm finalised amount at \$4,293.91, after GST.

Thanks.

Best Regards,

Loi Ai Ting

Senior Officer - Admin



CYCLE & CARRIAGE

Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4556 • F: +65 6565 1240 • www.cyclecarriage.com.sg

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Khanchna (LKK Auto)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 22 January 2020 4:03 PM
To: Ivy Yong; Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM
DOA:16.07.2019 *** LKK REF: CC4/EG19014237/T1kb3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Khanchna,

Kindly assist.

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

Wishing you a Happy and Prosperous Lunar New Year



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: Ivy Yong <ivy.yong@ergo.com.sg>

Sent: Wednesday, 22 January, 2020 3:11 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi both,

Please let us have your SR & Invoice in merimen.

LOD received.

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

www.ergo.com.sg

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From: Pauline Soh
Sent: Wednesday, 21 August 2019 2:46 pm
To: Ivy Yong <ivy.yong@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Cc: shupeil@lkkauto.com
Subject: FW: CLaims ref no. CDMCG19001361 SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Shu Pei

My colleagues will look into this soon.

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID +65 6829 9194
pauline.soh@ergo.com.sg

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Tuesday, August 20, 2019 6:53 PM
To: Pauline Soh
Cc: Ivy Yong; Phoebe Xie; Khanchna (LKK Auto)
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMF 9225Z at M/s Cycle & Carriage KIA Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

Thank you

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: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 15 August 2019 5:05 PM
To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Shu Pei

Report attached.

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID : +65 6829 9194



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Thursday, August 15, 2019 5:02 PM
To: Pauline Soh
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Dear Pauline,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Thank you

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: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Thursday, 15 August 2019 11:14 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi LKK,

Please conduct this survey request on without prejudice basis.

Please contact us if you are not able to make it.

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID: +65 6829 9194
pauline.soh@ergo.com.sg

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From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Thursday, August 15, 2019 10:19 AM
To: ERGO Insurance Pte. Ltd. (Claims Department); Ivy Yong; Edwin Abcede Caina; Phoebe Xie; Pauline Soh
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Pauline,

Kindly arrange for LKK Auto Consultants to conduct the survey on 19th Aug 19 at 1pm.

Regards
Andre

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Thursday, 15 August, 2019 10:14 AM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Pauline Soh <pauline.soh@ergo.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Dear Andre,

Please refer to our list of surveyors

1	AIS	Automobile Inspection Services Pte Ltd
2	FTA	FormTeam Consultancy Pte Ltd

3	IAS	Infiniti Appraisal Service
4	JP	JP Knights Pte Ltd
5	LBS	L.B.S Auto Consultants Pte Ltd
6	LKK	LKK Auto Consultants Pte Ltd
7	PS	Priority Services
8	VAC	Vicom Ltd
9	AJAX	AJAX Inspection Services Pte Ltd
10	QRM	Quantum Risk Management (S) Pte Ltd
11	AA	Appraisal Associate

Date Classification : Confidential, C3

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
OHD : +65 6829 9194
pauline.soh@ergo.com.sg

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From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Wednesday, August 14, 2019 12:12 PM
To: Ivy Yong; ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie
Cc: Coco Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Ivy,

Can arrange for a survey on Monday, 19th Aug at 1pm, at 209 Pandan Gardens.

Owner waiting.

Regards
Andre

From: Ivy Yong <ivy.yong@ergo.com.sg>
Sent: Tuesday, 6 August, 2019 3:47 PM
To: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

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Without prejudice

Dear Andre,

Liability not in our favour, please proceed.

Thank you

Data Classification: Confidential, C3

Warmest Regards,
Ivy Yong
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038965
DID: +65 6629 9197
ivy.yong@ergo.com.sg

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From: Andre Chow En De [<mailto:andre.chow@cyclecarriage.com.sg>]
Sent: Tuesday, 6 August, 2019 3:38 PM
To: ERGO Insurance Pte. Ltd. (Claims Department); Edwin Abcede Caina; Phoebe Xie; Ivy Yong

Cc: CoCo Lu Ting; Don Bong Kiong Hua
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Hi Phoebe / Ivy,

Any update on the liability?

Regards
Andre

From: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Sent: Tuesday, 23 July, 2019 12:05 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>; Ivy Yong <ivy.yong@ergo.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>
Subject: RE: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

This email was sent from outside of your organisation

Dear Edwin,

We acknowledged receipt of your email below.

Please be assured that this matter is receiving our attention and the officer in-charge will reply to you as soon as possible.

We appreciate your patience and understanding in this matter.

Aside to Phoebe/Ivy, for your further action.

Thank you

For Claims Department
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five
Singapore 038985
DID: +65 6829 9199
claims@ergo.com.sg

www.ergo.com.sg

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From: Edwin Abcede Caina [<mailto:edwin.caina@cyclecarriage.com.sg>]
Sent: Saturday, 20 July, 2019 4:12 PM
To: ERGO Insurance Pte. Ltd. (Claims Department)
Cc: Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua
Subject: SMF9225Z / GBF9346M TP CLAIM DOA:16.07.2019

Motor Claims,

May we check for the liability of accident?

Please disregard first email.

Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



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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/EGI19014237/T1ka3q2

5 TEMASEK BOULEVARD
#04-05 SUNTEC TOWER FIVE
SINGAPORE 038985

Date : 05-02-2020



Code : EGI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	GBF 9346M	Veh. Inspected	SMF 9225Z
Policy No.	DMCG19003255	Coverage (\$)	0.00
Claim No.	CDMCG19001361	Excess (\$)	0.00
Assign From	PAULINE	Assign Date	15/08/2019

2. Vehicle Particulars & Condition

Make & Model	KIA CARENS 1.7	c.c	1685
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	KNAHU815VJ7208953	Colour	WHITE
Odometer	22208	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/45 R17	HANKOOK	6 mm
L/H Front Tyre	225/45 R17	HANKOOK	6 mm
R/H Rear Tyre	225/45 R17	HANKOOK	6 mm
L/H Rear Tyre	225/45 R17	HANKOOK	6 mm

4. Description of DamagesTHE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION.
DAMAGES SEE DETAILS.**5. General Information**

Accident Date	16/07/2019	Inspection Date	19/08/2019
Survey held at	CYCLE & CARRIAGE INDUSTRIES (1986) PL 188 PANDAN LOOP SINGAPORE 128378 (MERCEDES-BENZ)		

5a. RemarksA)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.**5b. Estimate Days of Repair**

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
-------------------------------------	-----------------------

**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 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMF 9225Z

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	SUNDRIES (SN)	NECESSARY	50.00	20.00
1	LAMP ASSY -HEAD ,RH (SN)	CUT	1,558.00	1,558.00
1	EMBLEM -KIA (SN)	NECESSARY	76.00	76.00
1	COVER -FR BUMPER (SN)	DEFORMED	695.00	695.00
1	GRILLE ASSY -RADIATOR (SN)	NOT NECESSARY	428.00	-
1	STRIP ASSY -FR BUMPER UPR (SN)	NOT NECESSARY	32.00	-
1	COVER -FR BUMPER FOG LAMP ,RH (SN)	CUT	130.00	130.00
1	LAMP ASSY -FRONT FOG, RH (SN)	CUT	206.00	206.00
1	HOLDER -PARKING ASSIST SYSTEM N (SN)	NECESSARY	17.00	17.00
1	HOLDER -PARKING ASSIST SYSTEM N (SN)	NECESSARY	17.00	17.00
1	HOLDER -PARKING ASSIST SYSTEM N (SN)	NECESSARY	17.00	17.00
1	HOLDER -PARKING ASSIST SYSTEM N (SN)	NECESSARY	17.00	17.00
1	BRACKET -FR BUMPER SIDE ,RH (SN)	NOT NECESSARY	12.00	-
			3,255.00	2,753.00
	<u>LABOUR</u>			
	RENEW & RE-ALIGN FRT DAMAGED PORTION:RENEW FRT BUMPER,REPAIR FRT FENDER RH .		2,200.00	550.00
	RESPRAY FRT BUMPER & FRT FENDER RH.		840.00	420.00
	CHECK WIRING ELECTRICAL SYSTEM & ADJUST HEADLAMP AIM.		50.00	30.00
	TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST USING HI-SCAN PRO TEST.		200.00	200.00
	APPLY ANTI CORROSION ON AFFECTED AREAS.	NOT NECESSARY	120.00	-
	REMOVE & REFIT FRT PARKING ASSIST SENSOR .		120.00	60.00
			3,530.00	1,260.00
	GRAND TOTAL		6,785.00	4,013.00
RECOMMENDED COST OF REPAIRS				4,013.00

Report Ref No. CC4/EGI19014237/T1ka3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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