

ASS. REC. BY:

Surveyor: Bryan

REF:

CS/MSG19014247/Dtd3er

Special Instruction:

ASSIGNMENT (Office)

From (Person): Crystal Lee

of

MSG

Date/Time:

15/8/19 @ 10.34am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SMK 5221J

Insured:

SLH 5411E

at Workshop m/s

Goh Lee Hwa

Tel:

91 45 4773

of

Blk 5033 AMK Ind. Park 2 #01-255

Policy No:

29114756

Claim No:

602015

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

4/8/2019

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

11:33am @ 15/8/19

Person Contacted:

Mr. Quah

Vehicle IN/OUT

Date/Time

Action/Instruction

Initials

✓

SMK 5221J - X

SLH - 5411E - X

15/8 @ 5:45pm revised proli advise via email

REF:

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop no/s: \_\_\_\_\_  
 of: \_\_\_\_\_  
 Insured: \_\_\_\_\_  
 Policy No.: \_\_\_\_\_  
 Claims No.: \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

(Policy Condition)

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

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

IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: 3 ~~4~~ days Res.: Yes or NoLum Sum: PIP % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Veh No: 8MK 52215 Yr Regn: 2019 April  
 Type: (M) Car M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or  
 Make: Hyundai Avante c.c. 1591  
 Colour: Blue A/C: Insured / Std / NI / NA  
 Sp. Reading: 9918 T/Radio: Insured / Std / NI / NA  
 Eng/No: G4FGKU116205  
 C/No: KMH0841C MKU 884125  
 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: 215/50 R17  
 R: — 11 —

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

Front

Rear

R/Bal. 6 mm R/Bal. 6 mmL/Bal. 6 mm L/Bal. 6 mmD.O.A. 11/08/2019 D.O.I. 15/08/2019Survey held at Goh Lee Hwa AMK

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

Rear N/S

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

Date / Time Action / Instruction

MSIG SLH 5411B

28/08/19 Final PIP 1810.08 with 3 days of rev  
(Red: 4362.32, 70%)

28/8/2019

Date/Time, File Pass to?

☐

Preli. Report

1) 29/8 Typist☒

Final Report

Date/Time, File Return to?

2)

Days Of Repair: 3Resurvey No. of Trip: 2Survey Fee: 150

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

S + RS \_\_\_\_\_ \$

Photos \_\_\_\_\_

Others \_\_\_\_\_

TOTAL

Report Format: TPLump Sum / I.E. (\$) 1810.08Add Fee: ☐ Site Insp (\$)☐ Interview (\$)☐ Tech. Invs (\$)☐ Weekend (\$)11161

## Nivitha (LKK Auto)

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**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Thursday, 15 August 2019 10:34 AM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**Importance:** High

**REMINDER - Fw: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH5411E (GRAB) // Our ref: L.19.1018.lt**

### Manual Assigned

Dear LKK,

Refer to the email, please arrange survey the vehicle asap.

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](mailto:crystal_lee@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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**From:** Helene Phua  
**Sent:** Thursday, 15 August, 2019 10:21 AM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>; Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: REMINDER - Fw: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH5411E (GRAB) // Our ref: L.19.1018.lt

*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](mailto:helene_phua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Helene Phua  
**Sent:** Thursday, 15 August, 2019 10:20 AM  
**To:** Kuru & Co <[kurulegal@yahoo.com.sg](mailto:kurulegal@yahoo.com.sg)>  
**Cc:** Nabilah Rasol <[nabilah\\_rasol@sg.msig-asia.com](mailto:nabilah_rasol@sg.msig-asia.com)>; Eng Huey Ni <[HueyNi\\_Eng@sg.msig-asia.com](mailto:HueyNi_Eng@sg.msig-asia.com)>  
**Subject:** RE: REMINDER - Fw: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH5411E (GRAB) // Our ref: L.19.1018.It

Dear Sirs,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd** via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion.

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](mailto:helene_phua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



A Member of **MS&AD** INSURANCE GROUP

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**From:** Kuru & Co [<mailto:kurulegal@yahoo.com.sg>]  
**Sent:** Wednesday, 14 August, 2019 10:24 AM  
**To:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>  
**Cc:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>; Nabilah Rasol <[nabilah\\_rasol@sg.msig-asia.com](mailto:nabilah_rasol@sg.msig-asia.com)>  
**Subject:** Re: REMINDER - Fw: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH5411E (GRAB) // Our ref: L.19.1018.It

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

Dear Sirs,

Our client is agreeable to the following surveyor(s): **LKK Auto Consultants Pte Ltd**

Please arrange for your surveyor to survey our client's vehicle at the following address:

**GOH LEE HWA AUTOMOBILE PTE LTD**

Blk 5033 Ang Mo Kio Ind Pk 2  
#01-255  
Singapore 569536

**Contact: 91454773 - Mr Quah**

Please instruct your surveyor to conduct the pre-repair survey **immediately** and complete the pre-repair survey within 2 working days of his appointment.

Kindly let us have the pre-repair and/or post repair survey report upon completion of the survey(s).

As solicitors on record, our client shall look to you for payment of our legal costs plus disbursements should you reach a direct settlement with our client's repairer.

Thanks / Rgds,  
Lena  
Kuru & Co  
150 South Bridge Road  
#04-06 Fook Hai Building  
Singapore 058727  
Tel: 6532 2009  
Fax: 6532 2007

On Tuesday, 13 August 2019, 6:13:37 pm SGT, Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)> wrote:

Hi,

We refer to your email/faxed dated 13/08/19.

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
- 2) Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd

4) STA Inspection Pte Ltd

5) **MSIG In-House Surveyors (Appointment is full on 14.08.19)**

\*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) Calvin 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](mailto: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](mailto:pingping_chua@sg.msig-asia.com)





A Member of **MS&AD** INSURANCE GROUP

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**From:** Kuru & Co [<mailto:kurulegal@yahoo.com.sg>]

**Sent:** Tuesday, 13 August 2019 4:10 PM

**To:** Motor Survey <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>; Nabilah Rasol <[nabilah\\_rasol@sg.msig-asia.com](mailto:nabilah_rasol@sg.msig-asia.com)>

**Subject:** REMINDER - Fw: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH 5411E // Our ref: L.19.1018.lt

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

Dear Sirs,

The following email is forwarded for your attention and perusal.

We have yet to hear from you since 8 August 2019.

Hope to hear from you soonest possible.

Regards,

Lena

Kuru & Co  
150 South Bridge Road  
#04-06 Fook Hai Building  
Singapore 058727  
Tel: 6532 2009  
Fax: 6532 2007

----- Forwarded message -----

**From:** Kuru & Co <[kurulegal@yahoo.com.sg](mailto:kurulegal@yahoo.com.sg)>

To: MSIG PRI <[motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)>

Sent: Thursday, 8 August 2019, 9:43:49 am SGT

Subject: PRE-REPAIR INSPECTION NOTIFICATION - Yr ref: SLH 5411E // Our ref: L.19.1018.It

Dear Sirs,

**ACCIDENT INVOLVING SMK 5221J AND SLH 5411E ON 04.08.19**

**AT/ALONG JUNCTION OF PETAIN ROAD AND UPPER SERANGOON ROAD**

**NOTIFICATION OF ACCIDENT AND PRE-REPAIR SURVEY**

We act for **Tay Choon Noi**, whose vehicle registration number **SMK 5221J** was damaged in the above accident.

A copy of the **Singapore Accident Statement** filed is enclosed.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within **2 working days** of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle.

If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

Thanks / Rgds,

Lena

Kuru & Co  
150 South Bridge Road  
#04-06 Fook Hai Building  
Singapore 058727  
Tel: 6532 2009  
Fax: 6532 2007



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**CONFIDENTIALITY NOTICE**

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

## Denise Tay (LKKAUTO)

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**From:** Denise Tay (LKKAUTO)  
**Sent:** Thursday, 15 August 2019 5:44 PM  
**To:** Admin-D (LKKAUTO); 'Crystal Lee'; assignments  
**Cc:** 'Ong Zi Hui'; SUR  
**Subject:** RE: Survey Request - Manual Assigned  
**Attachments:** PRELI ADVISED OF SMK 5221J.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle **SMK 5221J**

Meanwhile please create merimen.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 15 August 2019 11:57 AM  
**To:** 'Crystal Lee' <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Ong Zi Hui' <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Survey Request - Manual Assigned

Resend

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Thursday, 15 August 2019 11:56 AM  
**To:** 'Crystal Lee' <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>



Auto  
Consultants  
Pte Ltd

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

Your Ref: TBA

Date: 15/8/2019

Our Ref: CS/MSG19014247/Dtd3

The Motor Claims Department  
MSIG Insurance Singapore Pte Ltd

**Without Prejudice**

Dear Sirs/Mdm

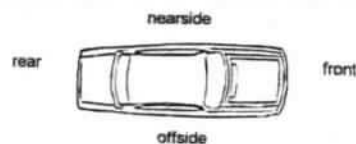
**PRELIMINARY ADVICE OF VEHICLE NO. SMK 5221J .**

Please be informed that we had conducted the inspection of the above mentioned vehicle on 15/08/2019 at the premises of M/s GOH LEE HWA and have the following to report:-

Workshop Estimate Amount	: S\$ <u>6,172.40</u>
Revised Estimate Amount	: S\$ <u>1,810.08</u>
"Check" Items Amount	: S\$ <u>0.00</u>
Market Value	: S\$ <u>-</u>
LTA Reimbursement Value	: S\$ <u>-</u>
Nett Value	: S\$ <u>-</u>

**Description of Damage:**

The vehicle sustained damages at the rear N/S portion.



**Comments/ Present Status:**

Damages Consistent.

Yours faithfully  
Bryan Ang  
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 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	05/08/2019 15:36
Date Of Accident	04/08/2019 19:45
Exact Location Of Accident	JUNCTION OF PETAIN RD & UPP. SERANGOON RD
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMK5221J
<b>Insured/Policyholder</b>	
Name Of Registered Owner	TAY CHOON NOI
NRIC No	S1674709B
Email Address	APAPL@SINGNET.COM.SG
Mobile Phone No	(LOCAL) +65-92395205
Alternative Phone No	OFFICE-92395205

### Vehicle Particulars

Manufacturer	HYUNDAI
Model	AVANTE-1.6 (A)
Exact Purpose for which vehicle was being used at time of accident	
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	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	CN040225
Cover Note Number	

### Driver

Name of Driver	TAY CHOON KWANG
NRIC No	S7036251A
Date Of Birth	14/10/1970
Occupation	INDOOR
Date Of Driving Pass	23/01/1991
Driving Experience	28 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-92395205
Fax Number	
Contact Number	
Email Address	APAPL@SINGNET.COM.SG

Address	BLK 466A SEMBAWANG DR #08-311
Postcode	751466
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	SIBLING
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	COLLISION - HEAD TO REAR
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?	
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)	1

#### 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 REPORT ATTACHED

#### Attachment(s)

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

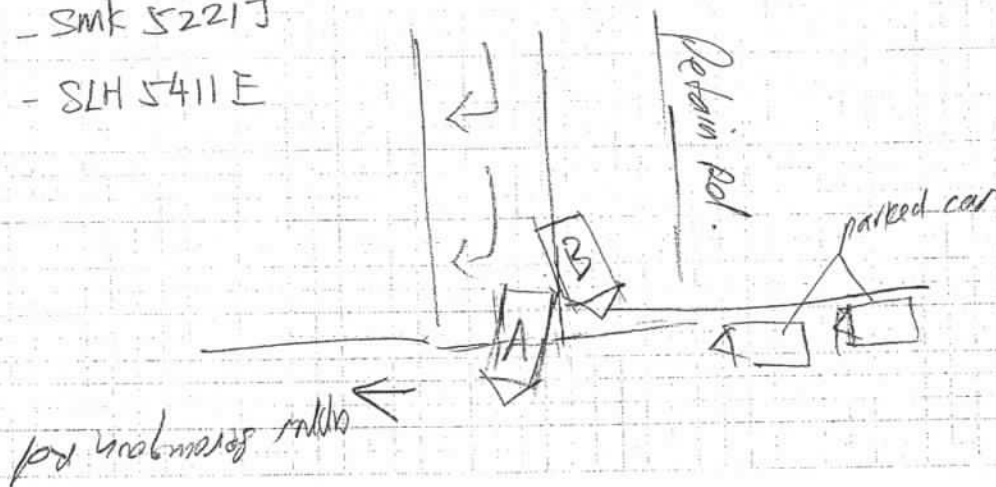
#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLH5411E
Vehicle Make/Model/Colour	TOYOTA PRIUS (PHV)
Details Of Properties	
Vehicle Category	PRIVATE HIRE
Name of Driver	QUEK KHEOK SENG
NRIC/Passport Number	S1733206F
Contact Number	88620067
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

SKETCH PLAN

A - SMK 5221J

B - SLH 5411E



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Driving along Retain RD. towards upper Serangoon RD. on the right Lane. CAR A stopped at the Junction before entering into Serangoon RD. Due to some CAR parked along upper Serangoon RD cause my viewing of incoming car. So CAR A move forwards and stop before entering into Serangoon RD. Suddenly CAR B hit CAR A from behind on the Rear left side.

Both Driver exchange particulars.

DECLARATION

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

Policyholder's Signature  
Date & Time:

Driver's Signature  
(If driver is not the policyholder)  
Date & Time:

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:

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:

Driver's Signature  
(If driver is not the policyholder)  
Date & Time:

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:

**GOH LEE HWA AUTOMOBILE PTE LTD**

Block 5033 Ang Mo Kio Industrial Park 2

#01-255 Singapore 569536

Tel No: (65) 6482 5168

Fax No. (65) 6482 4452

Co.reg no. 200808259H

**Reference No: 60819****Date: 06.08.2019****Tan Choon Noi****Blk. 562 Hougang St. 51 #09-438****Singapore 530562****Hyundai Avante****Estimated Repair Cost for Vehicle Reg. No: SMK 5221 J****REPLACEMENT OF DAMAGED PANELS / PARTS**

1 Pc. Rear LH Lamp Assy	NH		399.80	X	
1 Pc. Rear LH Lamp Holder	NH		48.80	X	
1 Pc. Rear Bumper Top	broken		499.50	✓	
1 Pc. Rear Bumper Bottom	broken		398.60	✓	
1 Pc. Rear Bumper Beam	NH		328.00	X	
1 Pc. Rear Bumper Sponge	NH		205.00	X	
2 Pcs. Rear Bumper Bracket	NH	@ 98.60	197.20	X	
2 Pcs. Rear Bumper Reflector	N/S broken	@ 252.00	504.00	✓	O/S NH
2 Pcs. Rear Bumper Reflector Garnish	NH	@ 60.00	120.00	X	
1Pc. Rear Bumper Centre Lower Garnish	NH		87.00	X	
10 Pcs. Rear Bumper Clips	NH	@ 5.00	50.00	30/- SN	
1 Set. Rear Parking Sensor	NH		488.00	X	
1 Pc. Rear End Panel	NH		498.50	X	
2 Pcs. Rear Number Plate Lamp	NH	@ 50.00	100.00	X	
2 Pcs. Rear Side Retainer	NH	@ 59.00	118.00	X	
1 Pc. Rear Number Plate & Box	NH		50.00	X	

20% disc

**Total (Panels / Parts): 4,092.40 (SGD)**List  
1150.10  
20% 920.08SN  
30.00Labour  
860.00



## GOH LEE HWA AUTOMOBILE PTE LTD

Block 5033 Ang Mo Kio Industrial Park 2

#01-255 Singapore 569536

Tel No: (65) 6482 5168

Fax No. (65) 6482 4452

Co.reg no. 200808259H

### LABOR CHARGES

To check wiring & remove & refit third eye.	200.00	40/-	
To remove & refit interior, garnish, side board & all Accident affected area.	180.00	80/-	
To panel beating, straightening repair & renew all accident Damage affected area.	800.00	300/-	860.00
To respray painting on all accident affected area.	750.00	400/-	
To rust proof all accident affected area.	150.00	40/-	

**Total (Labor Charges): 2,080.00 (SGD)**

### TOTAL COST SUMMARY

PANELS / PARTS	4,092.40
LABOR CHARGES	2,080.00

**Grand Total: 6,172.40 (SGD)**

We shall be glad if you can forward the payment at your early convenience.

Cheque should be crossed and make payable to 'GOH LEE HWA AUTOMOBILE PTE LTD'.

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 confirmed

is subject to final approval from Insurance Company

GOH LEE HWA AUTOMOBILE PTE LTD

Acknowledged by Repairer

Signature:

Date:

15/08/2019 @ 1130am

Not Author 3  
P/Part 4 days.  
Photo B4 spray  
with damaged parts.

yn LKK Auto






































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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	07 Aug 2019		19 Aug 2019 10:39 <a href="#">Edit Adj Rpt</a>	<b>S\$1,810.08</b> <a href="#">Edit Estimates</a>	<b>S\$1,810.08</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> [Created by insurer]									
Insured:	GRAB RENTALS PTE LTD, Co. Reg. No.: 201617200G								
Main Claimant:	TAY CHOON NOI, ID: S1674709B								
Vehicle Reg. No.:	SMK5221J	Date of Loss:	04/08/2019 19:00 - :59 [3 Months and 22 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 602015	Policy/Cover Note No.:	29114756 (Comprehensive) Coverage: 01/02/2019 - 31/01/2020						
Vehicle Reg. No. (Insured):	SLH5411E	Policy No. (Claimant):							
		Excess:							
Repairer:	Goh Lee Hwa Automobile Pte Ltd (HQ) Block 5033 Ang Mo Kio Industrial Park 2 #01-255, 569536 Ang Mo Kio - Tel: 64825168								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Eng Huey NI - 6643 1314]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by BRYAN TANI] ... [Imm.Advice due 20/08/2019]								
Driver/Custodian (Insured):	QUEK KHEOK SENG (), NRIC: S1733206F, Tel: +6588620067 Email:								
Adj Asg. Remarks:	on WP. (Manual Assign). OI:Grab. Agree on SJE. Assign: LKK Auto Consultants Pte Ltd. Contact:Mr Quah @ 9145 4773. Manual assigned to LKK via email on 15/08/19.								
<b>ASSOCIATED MAIL RECEIVED</b> <a href="#">View All</a> <a href="#">Compose Case Mail</a>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

**\*SMK5221J (602015)**  
**[SLH5411E]**  
**TP**  
**TAY CHOON NOI**  
**Aug 4 2019 7:00PM**  
**[GRAB RENTALS PTE LTD]**  
**Goh Lee Hwa Automobile Pte Ltd**

<a href="#">Upload Documents</a> <a href="#">Upload Photos</a> <a href="#">Compose New Letter</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Photos/Images</b>			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	28/08/19 09:29	Rear View Right	 Load JPG	<input checked="" type="checkbox"/>
2	28/08/19 09:29	Rear View Left	 Load JPG	<input checked="" type="checkbox"/>
3	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
4	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
5	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
6	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
7	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
8	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
9	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
10	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
11	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
12	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
13	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
14	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
15	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
16	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
17	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
18	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
19	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
20	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
21	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
22	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
23	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
24	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
25	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
26	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
27	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
28	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
29	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
30	28/08/19 09:30	General View	 Load JPG	<input checked="" type="checkbox"/>
31	28/08/19 09:30	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
32	28/08/19 09:30	Chassis Number	 Load JPG	<input checked="" type="checkbox"/>
33	28/08/19 09:31	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
34	28/08/19 09:31	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
35	28/08/19 09:31	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
36	28/08/19 09:31	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
37	28/08/19 09:32	Finishing Photo	 Load JPG	<input checked="" type="checkbox"/>

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
38	28/08/19 09:32	Finishing Photo	 Load JPG	<input checked="" type="checkbox"/>
39	28/08/19 09:32	Finishing Photo	 Load JPG	<input checked="" type="checkbox"/>
40	28/08/19 09:32	Finishing Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	19/08/19 09:40	PRI	 Load PDF	
2	19/08/19 09:40	TP GIA	 Load PDF	
3	19/08/19 10:16	Agree on SJE & Workshop Details	 Load PDF	
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor)	Thumbnail	Print
1	19/08/19 10:37	Survey Request - Manual Assigned	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
There are no document checklists configured.			

<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>
<b>Show Remarks To:</b> <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: CS/MSG19014247/DTD3E2

Date: 02/09/2019

### REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd.

Policy No: 29114756

Claimant Vehicle No : SMK5221J

Insured Vehicle No : SLH5411E

Date of Loss: 04/08/2019

Nature of Claim: TP

Claim No: 602015

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SMK5221J**

Make &amp; Model: HYUNDAI AVANTE, 1.6 (A)

Engine No: G4FGKU116205

Reg. Date: 13/04/2019 (Man. Year: 2019)

Chassis No: KMHD841CMKU884125

Colour: Blue

Odometer: 9918 km

Engine Capacity: 1591 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): **Market Value/New Car Price**

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable):

Yes

Footbrake (Serviceable):

Yes

Handbrake (Serviceable): Yes Engine Modification:

No

Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 215/50 R17

Rear Tyre Size: 215/50 R17

Front Left Side: Yokohama 6 mm

Rear Left Side: Yokohama 6 mm

Front Right Side: Yokohama 6 mm

Rear Right Side: Yokohama 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,092.40	950.08	3,142.32	76.78
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,080.00	860.00	1,220.00	58.65
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>6,172.40</b>	<b>1,810.08</b>	<b>4,362.32</b>	<b>70.67</b>

### INSPECTION

Date of Assignment: 19/08/2019

Date Inspected: 15/08/2019 Inspected At:

Goh Lee Hwa Automobile Pte Ltd (HQ)  
Block 5033 Ang Mo Kio Industrial Park 2  
#01-255  
Singapore 569536

Estimated Period of Repair: 3.0 days

Adjuster: BRYAN TANI

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.

## REPAIR DETAILS

<b>Reference</b>		
<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 02 Sep 2019)
<b>Parts:</b>	143	HYUNDAI AVANTE 1.6 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SMK5221J)	
<b>Validity:</b>	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	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR LH LAMP ASSY	Not Necessary	399.80 F	*- FL
2	1		*REAR LH LAMP HOLDER	Not Necessary	48.80 F	*- FL
3	1		*REAR BUMPER TOP	Broken	499.50 F	*499.50 FL
4	1		*REAR BUMPER BOTTOM	Broken	398.60 F	*398.60 FL
5	1		*REAR BUMPER BEAM	Not Necessary	328.00 F	*- FL
6	1		*REAR BUMPER SPONGE	Not Necessary	205.00 F	*- FL
7	2		*REAR BUMPER BRACKET	Not Necessary	197.20 F	*- FL
8	1		*REAR BUMPER REFLECTOR	N/S Broken	504.00 F	*252.00 FL
9	2		*REAR BUMPER REFLECTOR GARNISH	Not Necessary	120.00 F	*- FL
10	1		*REAR BUMPER CENTRE LOWER GARNISH	Not Necessary	87.00 F	*- FL
11	10		*REAR BUMPER CLIPS	Necessary	50.00 FS	*30.00 FS
12	1		*SET REAR PARKING SENSOR	Not Necessary	488.00 F	*- FL
13	1		*REAR END PANEL	Not Necessary	498.50 F	*- FL
14	2		*REAR NUMBER PLATE LAMP	Not Necessary	100.00 F	*- FL
15	2		*REAR SIDE RETAINER	Not Necessary	118.00 F	*- FL
16	1		*REAR NUMBER PLATE & BOX	Not Necessary	50.00 F	*- FL

F=Franchise part. S=SpcNett. L=ListItemDisc.

<b>Sub Total (\$\$)</b>	<b>4,092.40</b>	<b>1,180.10</b>
<b>- List Item Discount on L Items 0.00/20.00% (\$\$)</b>	<b>0.00</b>	<b>230.02</b>
<b>Total Parts (\$\$)</b>	<b>4,092.40</b>	<b>950.08</b>

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
<b>Labour Items</b>				
1	TO CHECK WIRING & REMOVE & REFIT THIRD EYE	New	200.00	40.00
2	TO REMOVE & REFIT INTERIOR ,GARNISH ,SIDE BOARD & ALL ACCIDENT AFFECTED AREA	New	180.00	80.00
3	TO PANEL BEATING ,STRAIGHTENING REPAIR & RENEW ALL ACCIDENT DAMAGE AFFECTED AREA	New	800.00	300.00
4	TO RESPRAY PAINTING ON ALL ACCIDENT AFFECTED AREA	New	750.00	400.00
5	TO RUST PROOF ALL ACCIDENT AFFECTED AREA	New	150.00	40.00
Gross Labour Cost (S\$)			<b>2,080.00</b>	<b>860.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >