

ASS. REC. BY:

REF: CS/MSG/19/14640/UVF312

Special Instruction:

Surveyor: MARCUS

ASSIGNMENT (Office)

From (Person): Ng Chen How

of ms27

Date/Time: 23.8.19 10:07.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SGQ 18C

Insured: WC 9871E

at Workshop m/s: Precise Auto

Tel: 67457367

of NO 1 Kaki Bukit Ave 6 #02-34

Policy No: 29130771 MFF

Claim No:

Sum Insured:

Excess:

Make of Veh:

D.O.A. 21.8.19

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 23.8.19 11:00.m

Person Contacted: Arima

Vehicle: IN OUT

Date/Time	Action/Instruction (x) Estimate
	SGQ 18C - CC# / AIC105426245 / RCS DOA - 14/07/2018
	WC 9871E - X
23/8/19	Informed Chen How pending workshop by merimen
5/11/19	Sand preli revised via merimen

(08/11/13) 4:11 Wed

REF:

ASS. REC. BY: Marcus

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: SGQ18Cat Workshop m/s price

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.

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 4 days Res.: Yes or NoLump Sum: 131 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

MA 125882

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SGQ18C Yr Regn: 4.19Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /Truck / Trailer or CAMake: Mer Benz E300 AMG 1991Colour: white A/C: Insured / Std / NI / NASp. Reading: 3820 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WDD2383482F092079Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 245/35ZR20R: 275/30ZR20

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

TOYO / YOKO or

Front

Rear

R/Bal. 9 mm R/Bal. 9 mmL/Bal. 9 mm L/Bal. 9 mmD.O.A. 21/8/19 D.O.A. 23/8/19

Survey held at _____

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

Rear O/S

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

Date / Time Action / Instruction
4/11/19 confirmed final by \$7265.56 with you hong (Red 3848.14, 35%)
5/11/2019

RECEIVED 05 NOV 2019

Date/Time, File Pass to?

☐

Prel. Report

Days Of Repair: 4

1)

☐

Final Report

Resurvey No. of Trip: 2

Date/Time, File Return to?

Survey Fee:

2) 5/11 - typist

Add Fee:

☐

Site Insp (\$

\$ + RS \$

Report Format:

merimenLump Sum / I.B.I: (\$ 7265.56)☐

Interview (\$

Photos

☐

Tech. Invs (\$

Others

☐

Weekend (\$

TOTAL

200

11

211

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

To:	MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way #21-01 SGX Centre 2 Singapore 068807	From:	LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
Attn:	NG CHEN HOW	Date:	05 Nov 2019

Preliminary Advice

Insured Vehicle No	: WC9871E	Accident Date	: 21/08/2019
TP Vehicle No	: SGQ18C	Assignment Date	: 23/08/2019
Make	: MERCEDES-BENZ E300 AMG LINE (R19 LED)	Est. Duration of Repair	: 4
Date of Inspection	: 23/8/2019		
Inspection At	: PRECEISE AUTO SERVICE		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages rear o/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	11,113.70
Revised Amount	:S\$	7,265.56
Check Items (Estimated)	:S\$	0.00
Total	:S\$	7,265.56

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	
COE / PARF Rebate	:S\$	
Salvage Value	:S\$	
Margin for Repair	:S\$	

Remarks

() The vehicle is economical/not economical for repair.

(X) The above survey was conducted on a 'without prejudice' basis.

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	22 Aug 2019 16:56		23 Aug 2019 10:10 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS		[Created by insurer]							
Insured:	NEXUS ENGINEERING SERVICES PTE LTD , Co. Reg. No.: 201307296W								
Main Claimant:	GOH CHER JANE GIZELLE , ID: S8501637G								
Vehicle Reg. No.:	SGQ18C	Date of Loss:	21/08/2019 00:00 - :59 [4 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP	Policy/Cover Note No.:	29130771MKF (Comprehensive) Coverage: 01/07/2019 - 30/06/2020						
Vehicle Reg. No. (Insured):	WC9871E	Policy No. (Claimant):							
		Excess:							
Repairer:	Precise Auto Service (HQ) No 1 Kaki Bukit Ave 6, #02-34/36, 417883 Kaki Bukit - Tel: 67457367								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by NG CHEN HOW - 6643 1391]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 24/08/2019]								
Driver/Custodian (Insured):	GOVINDARAJAN PANEER SELVAM (), NRIC: G5018882K Email:								
Adj Asp. Remarks:	on WP. Liab: 100%. Disagree on SJE. Assign: LKK Auto Consultants Pte Ltd. Contact: Anne @ 6745 7367. Manual assigned to LKK via email on 22/08/19.								
ASSOCIATED MAIL RECEIVED		View All Compose Case Mail							
There are no mail for this case.									
ALL ASSOCIATED TASKS									
		View All	Search Tasks	Create New Task	Complete				
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

View Sent Message

This mail is associated with :

***SGQ18C**
[WC9871E]
TP
GOH CHER JANE GIZELLE
Aug 21 2019 12:00AM
[NEXUS ENGINEERING SERVICES PTE LTD]
Precise Auto Service

[Resend](#)[View Recipients](#)[Print Message](#)[Delete Message](#)[Forward](#)

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on **23/08/2019 16:02 PM**.
To MSIG_NCH1
Subject TP SURVEY SGQ 18C

Dear Chen How,

Please be informed that we have inspected the vehicle SGQ 18C on 23/8/2019.

We are pending estimate from repairer.

Best Regards,
Veron Chen

DOCUMENTS SUMMARY

There are no documents.

Nivitha (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Thursday, 22 August 2019 4:50 PM
To: assignments@lkkauto.com; admin-d@lkkauto.com
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned

Pre-repair Inspection for SGQ18C (Your Insured Vehicle no : WC9871E) Car in

Manual Assigned

Dear LKK,

Refer to the email below, please survey the vehicle.

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.

Ong Zi Hui
Admin Officer, Claims Services
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



MSIG

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



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

From: Helene Phua
Sent: Thursday, 22 August, 2019 4:07 PM
To: Precise Auto Service <Support@preciseauto.sg>
Cc: Jowyn Tay <jowyn_tay@sg.msig-asia.com>
Subject: RE: Pre-repair Inspection for SGQ18C (Your Insured Vehicle no : WC9871E) Car in

Hi Arine,

Thank you for your email.

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

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

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

.. Have a great week ahead!

Helene Phua

Admin Assistant, Claims Services

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



MSIG

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



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

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

Sent: Thursday, 22 August, 2019 12:48 PM

To: Helene Phua <helene_phua@sg.msig-asia.com>

Cc: Jowyn Tay <jowyn_tay@sg.msig-asia.com>

Subject: Re: Pre-repair Inspection for SGQ18C (Your Insured Vehicle no : WC9871E) Car in

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

Dear Sir,

We refer to your above email, we regrettable to inform you that we are unable to agree your independent survey list.

Herewith enclosed our nominator survey list for your further action.

Thank You.

Best Regards
Arine

On Thu, 22 Aug 2019 at 11:24, Helene Phua <helene_phua@sg.msig-asia.com> wrote:

Hi Arine.

We refer to your email dated 22/08/2019.

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**

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. Moving forward, please email your survey request to motorsurvey@sg.msig-asia.com

Thank you.

Have a great week ahead!

Helené Phua

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | 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



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

From: Precise Auto Service <Support@preciseauto.sg>

Sent: Thursday, 22 August 2019 9:38 AM

To: Claims <claims@sg.msig-asia.com>

Subject: Pre-repair Inspection for SGQ 18C (Your Insured Vehicle no : WC 9871E)

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

Dear Sir,

We refer to the above matter. Herewith attached 2 days PRI notice for your attention.

Kindly arrange a date and time to do PRI for our client vehicle (SGQ 18C) in our workshop ASAP.

Thank You.

Best Regards

Arine

--

T : 6745 7367 | **F** : 6841 3390

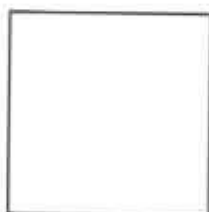
E : support@preciseauto.sg

W : www.preciseauto.sg

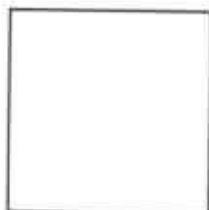
A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883



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<https://www.facebook.com/PreciseAutoService/>

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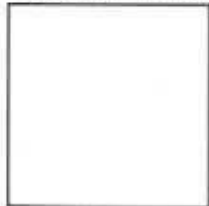
T : 6745 7367 | **F :** 6841 3390

E : support@preciseauto.sg

W : www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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<https://www.facebook.com/PreciseAutoService/>

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

Owner ID Type: Singapore NRIC
Owner ID: 637G

Vehicle Details

Vehicle No.: SGQ18C
Vehicle to be Exported: No
Intended Deregistration Date: 23 Aug 2019
Vehicle Make: MERCEDES BENZ
Vehicle Model: E300 AMG LINE COUPE AUTO
Primary Colour: White
Manufacturing Year: 2018
Engine No.: 27492031720351
Chassis No.: WDD2383482F092079
Maximum Power Output: 180.0 kW (241 bhp)
Open Market Value: \$71,003.00
Original Registration Date: 10 Apr 2019
First Registration Date: 10 Apr 2019
Transfer Count: 0
Actual ARF Paid: \$99,806.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 09 Apr 2029
PARF Rebate Amount: \$74,854.00

Intended COE Rebate Details

COE Expiry Date: 09 Apr 2029
COE Category: B - Car above 1600cc or 97kW (130bhp)
COE Period(Years): 10
QP Paid: \$32,200.00
COE Rebate Amount: \$31,008.00
Total Rebate Amount: \$105,862.00

The information contained herein is correct as at 23 Aug 2019

OK

PRECISE AUTO SERVICE

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

TEL : 67457367 FAX : 68413390

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

30-10-19

Date of Accident : 21-08-2019

OUR REF :SGQ 18C/T/19

GOH CHER JANE, GIZELLE

30M Meyer Road

Singapore 437974

Date In/out: 21/08/19 to 29/08/19

VEHICLE NO : SGQ 18C

VEHICLE MODEL : MERCEDES BENZ E300

CHASSIS NO : WDDWDD2383482F092079

For to Marcus
on 30/10/19

Not Authorised
21/28 7265.56
Hdy
23/8/19

LIST ITEM

Rear Bumper Fascia	2269.76	22	2,600.00
Rear Bumper Side Retainer RH		11	105.00 X
Rear Bumper Clips	55.00	10	70.00
Rear Bumper Center Retainer		11	510.00 X
Rear Bumper Reinforcement		12	950.00 X
Rear Bumper Reflector RH		1	48.00
Rear Bumper Parking Sensor		2	590.00 1pc
Rear Bumper Tow Cover		11	80.00 X
Tail Lamp RH	766.32	1	790.00
Tail Lamp Garnish		1	85.00 X
Boot Lid	2360.42	1	2,400.00
Boot Lid Reflector RH	631.90	1	650.00
Boot Lid Emblem "E300"	102.00	1	115.00
			8,993.00
			Less Discount 10% : 899.30
			8,093.70

2269.76
11
5815.56

LABOUR CHARGE

To check electrical system

120.00 30

To remove & refix boot lid mechanism

250.00 80

To respray affected areas

1,000.00 700

To reset electrical module system

450.00 80

To renew damaged parts, straighten & repair rear end panel,
rear fender & aligned all parts

1,200.00 500

11,113.70

GST 7% :

777.96

TOTATL AMOUNT :

11,891.66

LEK Auto Consultants hence notify
the Repaire of the following:
• 1/24 hours before spray painting
• To remove damaged parts during resurvey
• Repair cost are subject to confirmation
• The repair work is on a "Without Prejudice" basis
• Final modification(s) is allowed
• Supplementary item(s) must be resurveyed and
is subject to final approval from Insurance Company

Acknowledged by Repaire:

Signature:

Date:

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/MSG19014840/UVF3N2

Date: 07/11/2019

REFERENCE

Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd.	Policy No:	B29130771MKF
Claimant Vehicle No :	SGQ18C	Insured Vehicle No :	WC9871E
Date of Loss:	21/08/2019	Nature of Claim:	TP
		Claim No:	605059

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SGQ18C	Engine No:	27492031720351
Make & Model:	MERCEDES-BENZ E300 AMG LINE (R19 LED), 2.0 (A)	Chassis No:	WDD2383482F092079
Reg. Date:	10/04/2019 (Man. Year: 2018)	Odometer:	3820 km
Colour:	White		
Engine Capacity:	1991 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:	245/35ZR20	Rear Tyre Size:	275/30ZR20
Front Left Side:	Pirelli 9 mm	Rear Left Side:	Pirelli 9 mm
Front Right Side:	Pirelli 9 mm	Rear Right Side:	Pirelli 9 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	8,093.70	5,875.56	2,218.14	27.41
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,020.00	1,390.00	1,630.00	53.97
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	11,113.70	7,265.56	3,848.14	34.63
+ GST 7.00/7.00% (S\$)	777.96	508.59	269.37	34.63
Nett Amount (S\$)	11,891.66	7,774.15	4,117.51	34.63

INSPECTION

Date of Assignment:	23/08/2019	Inspected At:	Precise Auto Service (HQ) No 1 Kaki Bukit Ave 6, #02-34/36 Singapore 417883
Date Inspected:	23/08/2019		
Estimated Period of Repair:	4.0 days		

Adjuster: MARCUS CHUA

Manager: VERON CHEN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 07 Nov 2019)
Parts:	143	MERCEDES-BENZ E300 AMG LINE (R19 LED) 2.0 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SGQ18C)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER FASCIA	Dented	2,600.00 FL	*2,269.76 FL
2	1		*REAR BUMPER SIDE RETAINER RH	Not Necessary	105.00 FL	*- FL
3	10		*REAR BUMPER CLIPS	Necessary	70.00 FL	*55.00 FL
4	1		*REAR BUMPER CENTER RETAINER	Not Necessary	510.00 FL	*- FL
5	1		*REAR BUMPER REINFORCEMENT	Repair	950.00 FL	*- FL
6	1		*REAR BUMPER REFLECTOR RH	Cracked	48.00 FL	*48.00 FL
7	1		*REAR BUMPER PARKING SENSOR (2 Pcs)	Shorted (1 Pc only)	590.00 FL	*295.00 FL
8	1		*REAR BUMPER TOW COVER	Not Necessary	80.00 FL	*- FL
9	1		*TAIL LAMP RH	Cracked	790.00 FL	*766.32 FL
10	1		*TAIL LAMP GARNISH	Serviceable	85.00 FL	*- FL
11	1		*BOOT LID	Bent/Buckled	2,400.00 FL	*2,360.42 FL
12	1		*BOOT LID REFLECTOR RH	Cracked	650.00 FL	*631.90 FL
13	1		*BOOT LID EMBLEM E300	Necessary	115.00 FL	*102.00 FL
					Sub Total (S\$)	8,993.00 6,528.40
					- List Item Discount on L Items 10.00/10.00% (S\$)	899.30 652.84
					Total Parts (S\$)	8,093.70 5,875.56

F=Franchise part. L=ListItemDisc.

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
Labour Items				
1	TO CHECK ELECTRICAL SYSTEM	New	120.00	30.00
2	TO REMOVE & REFIX BOOT LID MECHANISM	New	250.00	80.00
3	TO RESPRAY AFFECTED AREAS	New	1,000.00	700.00
4	TO RESET ELECTRICAL MODULE SYSTEM	New	450.00	80.00
5	TO RENEW DAMAGED PARTS,STRAIGHTEN & REPAIR REAR END PANEL,REAR FENDER & ALIGNED ALL PARTS	New	1,200.00	500.00
Gross Labour Cost (S\$)			3,020.00	1,390.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >