

000000

INS. CASE OWNER

CC 4 / III 1901 4861, T. W. B. H. G.

LKK

IDAC

Surveyor:

Taufiq

DOI:

ASSIGNMENT

P

Date / Time:

23/8/19

Registered in Merimen:

23/8/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SH 9065L

Name of Insured:

LYPL

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

19/8/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

M. V. M. 4861

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No

SEA 7084P



INSRS:

WSP:

Tel:

Liability:

RMKS:

Mova



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SEA 7084P 19/8/19

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 Typist

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:

26/8/19

seek liability via merimen
liability clear via merimen

29/9/19

File -> supermandate.

29/10/19

File -> su to court

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

Agreed / Assessed) BOLA S/N No.:

37

Repair Cost:

SS

1551.50

Loss of Rental (LOR):

SS

856.00

(5

days)

74160

Loss of Use (LOU):

SS

—

(S

x

days)

Loss of Income (LOI):

SS

—

(S

x

days)

LOR only

LOU only

SS

LOR + LOU

LOR + LOU

LOR + LOU

[Tick only one]

GIA/LTA Search

SS

7.47

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Non-Report/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

2414.99

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

2414.99

Name 1:

Mova Automotive Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT
12/11/19

Taughin

REF: TJ

W

ASSIGNMENT

4.9.2019

SKQ 7085P

2014 Dec

Expiry Date

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

To Inspect Vehicle No: SKA 7085P

at Workshop info: nova

at BIK 1008 Bukit merah Lane 3A01-04

Insured

Policy No.

Claims No.

Sum Insured

Excess

(Client's Record)

Make of Vch: After 10.00a.m

(Policy Condition)

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



Est. or Market Value

IDAC Accident Report

Consistent? Yes or No

GIA / PR Seen

Consistent? Yes or No

Est. Repairs

3
20

days Res: Yes or No

Lump Sum

% 3 Val: Yes or No

CA / REV / REP. / 24 HRS

rup

Date

Person Contacted

Vehicle: IN / OUT

in / out

Vch No.

Type: M.Chr / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Toyota Pueris

Colour

Grey

Sp. Reading

62784

Eng No.

C/No.

STE9D54M30A047042

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: M / S / R / STD A/Rim or

Tyre Size

F:

7.5/55R17

R:

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

TOYO / YOKO or

Front

R/Bal

6

mm

Rear

R/Bal

6

mm

L/Bal

6

mm

L/Bal

6

mm

D.O.A.

D.O.I

4/9/19 2:20pm

Survey held at

Mora SM

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

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

Date / Time

Action / Instruction

US \$ 1450 Credit (839.45/56%)

CaseTime, File Pass (1)

☐

: Preli. Report

(1)

☐

: Final Report

CaseTime, File Return (1)

(1)

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Insp (\$

☐

Weekend (\$

Report Format :

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

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

1) 3 + RS 9

1) 1000

1) Others

TOTAL



Main Office : No. 22, Jalan Klang, Singapore 159419
Tel: 6476 3333 Fax: 6271 5891

Service Centre : Block 100B, Bukit Merah Lane 3,
#01-04/05/08/115, Singapore 159722
Tel: (65) 6476 3333 (6 Lines) Fax: (65) 6270 8314
www.mova.com.sg
GST Reg. No: M2-0068854-2

Mova Spray Centre
2K Oven Spray Painting System

Power-M Automotive Pte Ltd
Specialise in Car Air-con Services,
Car Audio & Hi-Fi System.

Hilton Car Rental Centre
Hilton Auto Trading
Dealing In New/Used Cars, Hire Purchase & Insurance.



TP INSURER:
UNKNOWN

India International Insurance Pte Ltd (HQ)

Singapore

PARTICULARS OF CLAIM

Claim Type:	THIRD PARTY	Ref. No:	
Policy No:		Date of Loss:	19/08/2019
Vehicle Reg. No.:	SKQ7085P	Driveable?	
Party At Fault:	UNKNOWN		
Make/Model:	TOYOTA PREVIA, 2.4 7-SEATER (A)	Vehicle Reg. Date:	22/12/2014
Vehicle Colour:	GREY	Chassis No:	JTEGD54M30A047042
Engine No:	2AZJ125361		
Odometer:	0 KM		
Paint Type:			
List Item Discount:	25.00 %	Nett Item Discount:	10.00 %
Total Loss?	NO		
Est. Duration of Repair (day)	4		
Present Location:	MOVA AUTOMOTIVE PTE LTD (BUKIT MERAH)		

COST OF CLAIMS	Amount
Parts	1,698.45
Miscellaneous Items	11.00
Labour	1,580.00
Paintwork Labour	0.00
Towing	0.00
Gross Total (\$\$)	3,289.45
+ GST 7.00% (\$\$)	230.26
Nett Amount (\$\$)	3,519.71

This claim is handled by: WEI

Generated using Merimen e-Claims Internet Estimation & Adjusting System

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

Tanpin 27495749
WP
4/4/19 @ 220pm
Resurvey after repair
3 days
Sur C/Monday 10am

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 22 Aug 2019)
Parts: M1-MPV TOYOTA PREVIA 2.4 7-seater (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's (Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SKQ7085P)
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 *.

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*REAR BOOT - REPAIR	25.00	0.00	-
2	1		*REAR BOOT EMBELM	25.00	0.00	all *72.20 FL
3	1		*REAR BOOT LOGO (TOYOTA)	25.00	0.00	all *48.00 FL
4	1		*REAR BOOT LOGO (PREVIA)	25.00	0.00	all *65.95 FL
5	1		*REAR BUMPER	25.00	0.00	all *629.90 FL
6	2		*REAR TAILLAMP LOWER BRACKET L+R	25.00	0.00	X *118.80 FL
7	2		*REAR BUMPER RETAINER L+R	25.00	0.00	X *137.48 FL
8	1		*REAR PARKING SENSOR	0%	0.00	200 *250.00 FS
9	10		*BUMPER CLIPS	25.00	0.00	all *48.00 FL
10	1		*REAR BUMPER TOW COVER	25.00	0.00	X *16.14 FL
11	2		*REAR REFLECTOR LIGHT L+R	25.00	0.00	X *129.20 FL
12	1		*REAR KEYLESS SENSOR	25.00	0.00	all *192.80 FL
13	1		*REAR END PANEL - REPAIR	25.00	0.00	-
14	1		*REAR END PANEL TOP GARNISH	25.00	0.00	X *292.80 FL
15	2		*SPONGE	25.00	0.00	7 *180.00 FL
Sub Total (S\$)						2,181.27
- List Item Discount on L Items (S\$)						482.82
Total Parts (S\$)						1,698.45

F=Franchise part, S=Spchlett, L=ListItemDisc

Report was unsubmitted during this print-out.
 Generated using Merimen e-Claims IEAS

Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			
1	1	OD/TP Case (Insurer)	11.00
Sub Total (\$\$)			11.00

Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	TO REPAIR REAR BOOT, REAR END PANEL. TO REMOVE & REPLACE ALL ACCIDENT DAMAGED PARTS & STRAIGHTEN ON ACCIDENT AFFECTED AREAS	New	300 550.00 ✓
2	TO SPRAY PAINT ON ACCIDENT DAMAGED PARTS	New	450 700.00 ✓
3	TO REMOVE & REFIX REAR PARKING SENSOR	New	30 80.00 ✓
4	TO RUST PROOF ON ACCIDENT DAMAGED PARTS	New	X 60.00 ✓
5	TO REMOVE & REFIX REAR SIDE TRIM BOARD, SPARE TYRE AND OTHER ATTACHMENT PARTS	New	40 150.00 ✓
6	TO INSPECT REAR TAILLAMP WATER LEAKAGE	New	X 40.00 X
Gross Labour Cost (\$\$)			1,580.00

Report was unsubmitted during this print-out.
Generated using **Merimen e-Claims IEAS**

< END OF ESTIMATES >

8/22/2019

Estimate Report

~~CK135748~~ CK135866

Main Office : No. 22, Jalan Kileh, Singapore 159419
Tel: 6476 3333 Fax: 6271 5891

Service Centre : Block 1008, Bukit Merah Lane 3,
#01-04/06/08/115, Singapore 159722
Tel: (65) 6476 3333 (8 Lines) Fax: (65) 6270 8314
www.mova.com.sg
GST Reg. No: M2-0088864-2

Mova Spray Centre
2K Oven Spray Painting System

Power-M Automotive Pte Ltd
Specialise In Car Air-con Services,
Car Audio & Hi-Fi System.

Hilton Car Rental Centre

Hilton Auto Trading

Dealing In New/Used Cars, Hire Purchase & Insurance.



TP INSURER:
UNKNOWN

India International Insurance Pte Ltd (HQ)

Singapore

PARTICULARS OF CLAIM

Claim Type:	THIRD PARTY	Ref. No:	
Policy No:		Date of Loss:	19/08/2019
Vehicle Reg. No.:	SKQ7085P	Driveable?	
Party At Fault:	UNKNOWN		
Make/Model:	TOYOTA PREVIA, 2.4 7-SEATER (A)	Vehicle Reg. Date:	22/12/2014
Vehicle Colour:	GREY	Chassis No:	JTEGD54M30A047042
Engine No:	2AZJ125361		
Odometer:	0 KM		
Paint Type:		Nett Item Discount:	10.00 %
List Item Discount:	25.00 %		
Total Loss?	NO		
Est. Duration of Repair (day)	4		
Present Location:	MOVA AUTOMOTIVE PTE LTD (BUKIT MERAH)		

COST OF CLAIMS	Amount
Parts	1,698.45
Miscellaneous Items	11.00
Labour	1,580.00
Paintwork Labour	0.00
Towing	0.00
Gross Total (S\$)	3,289.45
+ GST 7.00% (S\$)	230.26
Nett Amount (S\$)	3,519.71

This claim is handled by: WEI

Generated using Merimen e-Claims Internet Estimation & Adjusting System

Tanpin 27495749
WP
4/9/19 @ 220pm
Resumy after repair
 delays
Sur C/Whanfu. W n

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 22 Aug 2019)
 Parts: M1-MPV TOYOTA PREVIA 2.4 7-seater (A) (Catalogue:Meritmen Singapore 1.0)
 Labour: Repairer's (Price-denominated Standard List)
 Print Code: (Unsubmitted, no print-code for SKQ7085P)
 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 *.

Estimates on Parts

No.	Qty	Part No.	Particulars	%Disc	%Depr	Amount
1	1		*REAR BOOT - REPAIR	25.00	0.00	-
2	1		*REAR BOOT EMBLEM	25.00	0.00	72.20 FL
3	1		*REAR BOOT LOGO (TOYOTA)	25.00	0.00	48.00 FL
4	1		*REAR BOOT LOGO (PREVIA)	25.00	0.00	65.95 FL
5	1		*REAR BUMPER	25.00	0.00	629.90 FL
6	2		*REAR TAILLAMP LOWER BRACKET L+R	25.00	0.00	118.80 FL
7	2		*REAR BUMPER RETAINER L+R	25.00	0.00	137.40 FL
8	1		*REAR PARKING SENSOR	0	0.00	200 250.00 FS ?
9	10		*BUMPER CLIPS	25.00	0.00	48.00 FL
10	1		*REAR BUMPER TOW COVER	25.00	0.00	15.14 FL
11	2		*REAR REFLECTOR LIGHT L+R	25.00	0.00	129.20 FL
12	1		*REAR KEYLESS SENSOR	25.00	0.00	192.80 FL
13	1		*REAR END PANEL - REPAIR	25.00	0.00	-
14	1		*REAR END PANEL TOP GARNISH	25.00	0.00	292.60 FL
15	2		*SPONGE	25.00	0.00	100.00 FL

F=Franchise part, S=SpotNet, L=LiftItemDisc.

Sub Total (\$\$) 2,181.27
 - List Item Discount on L Items (\$\$) 482.82
 Total Parts (\$\$) 1,698.45

Report was unsubmitted during this print-out.
 Generated using Meritmen e-Claims IEAS

Parts \$1056.85 -25%
 \$792.63
 Sn \$200
 00/TP \$11
 Labour \$820
 Total \$1823.63 -20%
 \$1450 30 DAYS.
 —H—

Estimates on Miscellaneous Items

No	Qty	Particulars	Amount
<u>Miscellaneous Items</u>			
1	1	OD/TP Case (Insurer)	11.00
Sub Total (\$\$)			11.00

Estimates on Labour

No	Particulars	Lab.Type	Amount
<u>Labour Items</u>			
1	TO REPAIR REAR BOOT, REAR END PANEL, TO REMOVE & REPLACE ALL ACCIDENT DAMAGED PARTS & STRAIGHTEN ON ACCIDENT AFFECTED AREAS	Now	300. 550.00
2	TO SPRAY PAINT ON ACCIDENT DAMAGED PARTS	New	450. 700.00
3	TO REMOVE & REFIX REAR PARKING SENSOR	New	30 X 80.00
4	TO RUST PROOF ON ACCIDENT DAMAGED PARTS	New	X 80.00
5	TO REMOVE & REFIX REAR SIDE TRIM BOARD, SPARE TYRE AND OTHER ATTACHMENT PARTS	New	40. 150.00
6	TO INSPECT REAR TAILLAMP WATER LEAKAGE	New	X 40.00
Gross Labour Cost (\$\$)			1,580.00

Report was unsubmitted during this print-out.
Generated using Merimen e-Claims IEAS

< END OF ESTIMATES >

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Friday, 23 August 2019 10:04 AM
To: Suann; 'Nitha'; sur@lkkauto.com; Admin-D (LKKAuto)
Cc: tanyw@mova.com.sg; Manivel Priyadarshini
Subject: RE: TP CLAIMS - SKQ7085P AGAINST SH9065L DOA 19/08/2019 AT SLIP RD FROM BT PANJANG TO UPP BT TIMAH
Attachments: Estimate Report.pdf; RPT.PDF; IV SH9065L.PDF

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SKQ7085P and let us have your report urgently.

This claim will be handled by Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Daniel Pooi

Motor Claims Department

India International Insurance Pte Ltd

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

S&P 'A-' rated Company



11-42am @ 23/8/19
person @ Annie
VNI

From: Suann [mailto:suann@mova.com.sg]
Sent: Friday, 23 August, 2019 10:03 AM
To: 'Nitha' <nitha@mova.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>
Cc: tanyw@mova.com.sg
Subject: RE: TP CLAIMS - SKQ7085P AGAINST SH9065L DOA 19/08/2019 AT SLIP RD FROM BT PANJANG TO UPP BT TIMAH

Dear Daniel

Please advice the officer in-charge & the liability for direct settlement.

Thank you

Best Regards

Suanne Chiu

Claims Asst. Manager

MOVA Automotive Pte Ltd

Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Nitha [mailto:nitha@moval.com.sg]
Sent: Friday, 23 August 2019 10:00
To: 'Motor Claim - III'
Cc: tanyw@moval.com.sg; "suann - mova"
Subject: RE: TP CLAIMS - SKQ7085P AGAINST SH9065L DOA 19/08/2019 AT SLIP RD FROM BT PANJANG TO UPP
BT TIMAH

Dear Daniel,

Please assign LKK

Thank you,

Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [mailto:motorclaim@iii.com.sg]
Sent: Friday, 23 August 2019 9:23 AM
To: Nitha
Cc: tanyw@moval.com.sg; "suann - mova"
Subject: RE: TP CLAIMS - SKQ7085P AGAINST SH9065L DOA 19/08/2019 AT SLIP RD FROM BT PANJANG TO UPP
BT TIMAH

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Daniel Pooi

Motor Claims Department

India International Insurance Pte Ltd

64 Cecil Street #04-02 IOB Building
Singapore 049711

Tel: 6347 6100 Ext 202 Fax: 6224 4174

S&P 'A-' rated Company

From: Nitha [mailto:nitha@moval.com.sg]
Sent: Thursday, 22 August, 2019 5:54 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: tanyw@moval.com.sg; "suann - mova" <suann@moval.com.sg>
Subject: TP CLAIMS - SKQ7085P AGAINST SH9065L DOA 19/08/2019 AT SLIP RD FROM BT PANJANG TO UPP BT TIMAH

Dear Sir /Mdm,
Good day,

Your Ref: SH9065L

Please assist to revert the officer in charge, liability for the above case and arrange survey.

Thank you,

Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.
Registration No. 198703792-K

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India International Insurance Pte Ltd.
Registration No. 198703792-K

Hsiao Tong (LKKAuto)

From: Suann <suann@moval.com.sg>
Sent: Tuesday, 22 October 2019 4:54 PM
To: Hsiao Tong (LKKAuto); Admin A
Subject: SKQ7085P & SH9065L on 19/8/19
Attachments: 22102019164518.pdf

Dear sir / mdm

Attached is our letter of demand.
Please look into it & let us have your offer.

Thank you

Best Regards
Suanne Chiu
Claims Asst. Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314



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Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	22 Aug 2019 16:28	Cim Veh Model Changed	(200925) TOYOTA PREVIA 2.4 7-seater (A).	[R] Monitha Gunasekaran
2	22 Aug 2019 16:28	Cim Created	Reg No: SKQ7085P, Acct Date: 2019/08/19, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: Mova Automotive Pte Ltd (Bukit Merah)	[R] Monitha Gunasekaran
3	22 Aug 2019 17:41	Cim Submitted	3289.45,	[R] Monitha Gunasekaran
4	23 Aug 2019 14:58	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[I] Pool Chin Han Daniel
5	23 Aug 2019 14:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/03	[I] Pool Chin Han Daniel
6	23 Aug 2019 14:58	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[I] Pool Chin Han Daniel
7	23 Aug 2019 14:58	Assignment 1st Accessed		[A] Lau Shu Pei
8	23 Aug 2019 14:59	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
9	23 Aug 2019 14:59	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
10	27 Aug 2019 16:48	Adj Mandate Request	Cur.Reg:0.00:PODS Liability 100% Remarks: BOLA 27	[A] VIVIAN LAU PEI FENG
11	27 Aug 2019 17:48	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/03	[I] Priya
12	27 Aug 2019 17:48	Adj Mandate Set	Approved:0.00,	[I] Priya
13	03 Oct 2019 16:59	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	23 Oct 2019 08:43	Adj Mandate Request	Cur.Reg:2521.99:PODS Liability: 100% *Quantum: (a)CORw/GST: \$1,551.50 + (b) LORw/GST(5days x \$180.00): \$963.00 + (c)LTA/GIA search fee: \$7.49 = Total: \$2,521.99 *Vehicle Model: Toyota Previa (2362cc) *3 recommendation repair days +1 Sunday + 1PR5 =	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None

Go

ACTIVITY

[27/08/2019 16:48] VIVIAN LAU PEI FENG:
PODS
Liability 100%
Remarks: BOLA 27

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2254533	22 Aug 2019 16:28:15	OD/TP Case (Repairer)	Motor	Mova Automotive Pte Ltd (HQ)	Mova Automotive Pte Ltd (Bukit Merah)	SKQ7085P		XX.XX
2255731	23 Aug 2019 14:58:08	TP Case (Insurer)	Motor	Mova Automotive Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SKQ7085P		XX.XX
2301765	03 Oct 2019 16:59:31	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKQ7085P	SH9065L	11.77

Print Received Message

This mail is associated with :

SKQ7085P (MCT19080526)

[SH9065L]

TP

WENDY KOH KIM LIAN

Aug 19 2019 12:00AM

[UNKNOWN]

Mova Automotive Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 23/10/2019 12:12 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$2521.99) - SKQ7085P - Claim Handler: Priya

Approved:2521.99.

Hsiao Tong (LKKAUTO)

From: Suann <suann@moval.com.sg>
Sent: Tuesday, 29 October 2019 12:56 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: SKQ7085P & SH9065L on 19/8/19 //LKK REF: CC4/III19014861/T1pb3

Dear Hsiao Tong

We accept your offer.

Thank you

Best Regards
Suane Chiu
Claims Asst. Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314



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Privileged/Confidential information may be contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. All opinions, conclusions and other information expressed in this message not of an official nature shall not be deemed as unless otherwise indicated by an authorized representative independent of this message.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, 26 October 2019 10:55
To: Suann
Cc: Admin A
Subject: RE: SKQ7085P & SH9065L on 19/8/19 //LKK REF: CC4/III19014861/T1pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$1,551.50
2. Loss of Rental (5days x \$160.00)(w/GST)	\$ 856.00
3. LTA / GIA Search Fee	\$ 7.49
Total	\$ 2,414.99

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

- In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Suann <suann@moval.com.sg>

Sent: Tuesday, 22 October 2019 4:54 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: SKQ7085P & SH9065L on 19/8/19

Dear sir / mdm

Attached is our letter of demand.

Please look into it & let us have your offer.

Thank you

Best Regards

Suanne Chiu

Claims Asst. Manager

MOVA Automotive Pte Ltd

Tel: +65 6272 3892

Fax: +65 6270 8314



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Workshop Address: Blk 1008, Bukit Merah Lane 3
01-04/06/08
Singapore 159722



"WITHOUT PREJUDICE"

Your Ref : TP/MCT19080526
Our Ref : SKQ7085P/ T150919

Date : 2 November 2019

LKK AUTO CONSULTANT PTE LTD
51, Ubi Avenue 1
#01-25 Paya Ubi Industrial Park
Singapore 408933.

ATTN : MOTOR CLAIMS DEPT

Dear Sir / Madam,

**ACCIDENT INVOLVING SKQ7085P & SH9065L ON 19/08/2019 ALONG SLIP
ROAD FROM BUKIT PANJANG TO UPPER BUKIT TIMAH**

We refer to the above.

Enclosed herewith are documents for your attention and actions.

Please issue payment in favor of **MOVA AUTOMOTIVE PTE LTD.**

If you have any enquiries, please contact us at 6272 3892 or alternatively:

1. Ms Enny, enny@moval.com.sg for feedback, workshop & claims matters, Lawyer Cases and all Own Damages & Windscreen matters.
2. Ms Suanne Chiu, suann@moval.com.sg for all Third Party matters.

Thank you.

Note: Enclosed tax invoice & discharge voucher.

Yours faithfully
For Claims Manager
Claims Department
Tel: 62723892
Fax: 627083149

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	22 Aug 2019 Sendback Est	22 Aug 2019 17:41 \$53,289.45	23 Aug 2019 14:58 Edit Adj Rpt	\$51,450.00 Edit Estimates	\$51,450.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured: COMFORT TRANSPORTATION PTE LTD , Co. Reg. No.: 0									
Main Claimant: WENDY KOH KIM LIAN , ID: S7603403F									
Vehicle Reg. No.: SKQ7085P		Date of Loss: 19/08/2019 00:00 - :59 (55 Months and 28 Days From LTA Reg Date (Man Yr))							
Claim Type: TP / MCT19080526		Policy/Cover Note No.: MCOM0015							
Vehicle Reg. No. (Insured): SH9065L		Policy No. (Claimant): 5096564756-01							
		Excess:							
Repairer: Mova Automotive Pte Ltd (Bukit Merah) Blk 100B, #01-04/06/08/94, Bukit Merah Lane 3, 159722 Bukit Merah - Tel: 62723892/64763333									
Handling Insurer: India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]									
Claimant's Insurer: NTUC Income Insurance Co-operative Ltd (HQ) - Tel:									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 03/09/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- III_SG (23/10/2019): Alert - Adj Mandate Approved (\$2521.99) - SKQ7085P - Claim Handler: Priya - III_SG (27/08/2019): Alert - Adj Mandate Approved (\$0.00) - SKQ7085P - Claim Handler: Priya									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

SKQ7085P (MCT19080526)
[SH9065L]
TP
WENDY KOH KIM LIAN
Aug 19 2019 12:00AM
[COMFORT TRANSPORTATION PTE LTD]
Mova Automotive Pte Ltd

Upload Documents | Upload Photos | Compose New Letter

View View in Browser

Assessment Reports			1 per page	☒
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	22/08/19 17:41	Repairer Estimates		Load HTM

Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	26/09/19 10:08	General View		Load JPG
2	26/09/19 10:08	General View		Load JPG
3	26/09/19 10:08	General View		Load JPG
4	26/09/19 10:08	General View		Load JPG
5	26/09/19 10:08	General View		Load JPG
6	26/09/19 10:08	General View		Load JPG
7	26/09/19 10:08	General View		Load JPG
8	26/09/19 10:08	General View		Load JPG
9	26/09/19 10:08	General View		Load JPG
10	26/09/19 10:08	General View		Load JPG
11	26/09/19 10:08	General View		Load JPG
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14	26/09/19 10:08	General View		Load JPG
15	26/09/19 10:08	General View		Load JPG
16	26/09/19 10:08	General View		Load JPG
17	26/09/19 10:08	General View		Load JPG
18	26/09/19 10:09	Reinspection Photo		Load JPG
19	26/09/19 10:09	Reinspection Photo		Load JPG
20	26/09/19 10:09	Reinspection Photo		Load JPG
21	26/09/19 10:09	Reinspection Photo		Load JPG
22	26/09/19 10:09	Reinspection Photo		Load JPG
23	26/09/19 10:09	Reinspection Photo		Load JPG
24	26/09/19 10:09	Photo After Spray		Load JPG
25	26/09/19 10:09	Photo After Spray		Load JPG
26	26/09/19 10:09	Photo After Spray		Load JPG

Documentation			1 per page	☒
No	Finalized On	Mova Automotive Pte Ltd (Bukit Merah)	Thumbnail	Print
1	22/08/19 17:41	E-filed GIA report		Load PDF
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	23/08/19 09:21	Singapore Accident Statement IV SH9065L		Load PDF
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/09/19 17:32	TP ESTIMATE- MARKED		Load PDF
2	23/10/19 08:38	TP LOD		Load PDF
3	23/10/19 08:38	RENTAL		Load PDF
4	23/10/19 08:38	LTA SEARCH FEE		Load PDF
5	15/11/19 09:43	WORKSHOP INVOICE		Load PDF
6	15/11/19 09:43	AUTHORISATION TO ACT FORM		Load PDF
7	15/11/19 09:43	DISCHARGE VOUCHER		Load PDF

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Repairer ☐ Handling Insurer			
Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III19014861/T1PB3Q2

Date: 15/11/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant: SKQ7085P Insured Vehicle No: SH9065L
 Vehicle No: SKQ7085P Date of Loss: 19/08/2019 Nature of Claim: TP Claim No: MCT19080526

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKQ7085P Engine No: 2AZJ125361
 Make & Model: TOYOTA PREVIA, 2.4 7-seater (A) Chassis No: JTEGD54M30A047042
 Reg. Date: 22/12/2014 (Man. Year: 2014) Odometer: 62784 km
 Colour: Grey
 Engine Capacity: 2362 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: 215/55 R17 Rear Tyre Size: 215/55 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	1,698.45	992.64	705.81	41.56
Miscellaneous Items	11.00	11.00	0.00	0.00
Labour	1,580.00	820.00	760.00	48.10
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	3,289.45	1,823.64	1,465.81	44.56
Approved Total (Overridden) (S\$)		1,450.00		
(S\$)	3,289.45	1,450.00	1,839.45	55.92
+ GST 7.00/7.00% (S\$)	230.26	101.50	128.76	55.92
Nett Amount (S\$)	3,519.71	1,551.50	1,968.21	55.92
+ Car Rental (5.0 x S\$160.00/day + 7.00% GST) (S\$)		856.00		
+ Doc/Search Fee (S\$)		7.49		
Nett Liability (S\$)		2,414.99		

INSPECTION

Date of Assignment: 23/08/2019 Present Location: Mova Automotive Pte Ltd (Bukit Merah)
 Date Inspected: 04/09/2019 Inspected At: Mova Automotive Pte Ltd (Bukit Merah)
 Blk 1008, #01-04/06/08/94, Bukit Merah Lane 3
 Singapore 159722

Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHEW HSIAO TONG

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

REPAIR DETAILS

Reference		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 04 Oct 2019)
Parts:	M1-MPV	TOYOTA PREVIA 2.4 7-seater (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SKQ7085P)	
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 BOOT - REPAIR (NPA)	Repair	-	*- FL
2	1		*REAR BOOT EMBELM	Necessary	72.20 FL	*72.20 FL
3	1		*REAR BOOT LOGO (TOYOTA)	Necessary	48.00 FL	*48.00 FL
4	1		*REAR BOOT LOGO (PREVIA)	Necessary	65.95 FL	*65.95 FL
5	1		*REAR BUMPER	Deformed	629.90 FL	*629.90 FL
6	2		*REAR TAILLAMP LOWER BRACKET L+R	Not Necessary	118.80 FL	*- FL
7	2		*REAR BUMPER RETAINER L+R	Not Necessary	137.48 FL	*- FL
8	1		*REAR PARKING SENSOR	Damaged	250.00 FS	*200.00 FS
9	10		*BUMPER CLIPS	Necessary	48.00 FL	*48.00 FL
10	1		*REAR BUMPER TOW COVER	Not Necessary	16.14 FL	*- FL
11	2		*REAR REFLECTOR LIGHT L+R	Not Necessary	129.20 FL	*- FL
12	1		*REAR KEYLESS SENSOR	Cracked	192.80 FL	*192.80 FL
13	1		*REAR END PANEL - REPAIR (NPA)	Repair	-	*- FL
14	1		*REAR END PANEL TOP GARNISH	Not Necessary	292.80 FL	*- FL
15	2		*SPONGE	Not Necessary	180.00 FL	*- FL
					Sub Total (S\$)	2,181.27 1,256.85
					- List Item Discount on L Items 25.00/25.00% (S\$)	482.82 264.21
					Total Parts (S\$)	1,698.45 992.64

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

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

No	Qty	Particulars	Repairer's	Amount
<u>Miscellaneous Items</u>				
1	1	OD/TP Case (Insurer)	11.00	11.00
Sub Total (S\$)			11.00	11.00

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REPAIR REAR BOOT, REAR END PANEL. TO REMOVE & REPLACE ALL ACCIDENT DAMAGED PARTS & STRAIGHTEN ON ACCIDENT AFFECTED AREAS	New	550.00	300.00
2	TO SPRAY PAINT ON ACCIDENT DAMAGED PARTS	New	700.00	450.00
3	TO REMOVE & REFIX REAR PARKING SENSOR	New	80.00	30.00
4	TO RUST PROOF ON ACCIDENT DAMAGED PARTS	New	60.00	0.00
5	TO REMOVE & REFIX REAR SIDE TRIM BOARD, SPARE TYRE AND OTHER ATTACHMENT PARTS	New	150.00	40.00
6	TO INSPECT REAR TAILLAMP WATER LEAKAGE	New	40.00	0.00
Gross Labour Cost (S\$)			1,580.00	820.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >