

22/02/2010
 Ref: CS/MSG19014970/Gvf3 32
 Special Instruction:
 Assigner: WNO Chong
 ASSIGNMENT (Office)
 From (Person): Crystal Lee of MSIG Date/Time: 26/8/19 @ 11-44am
 Estimated Cost: _____ Bill to: _____

A / FWS / TP RES / OD RES / EVA / INV / MV / CS
 To Inspect Vehicle No: GBH 5339A Insured: _____
 at Workshop n/s: Gforce Autotech Tel: 9139 1448
 of 10 Kaki Bukit Road 2 #01-34
 Policy No: 2908 7313MKE Claim No: 599 644
 Sum Insured: _____ Excess: \$600-00
 Make of Veh: _____ D.O.A. 5/7/2019
 (Client's Record)

CA / REV / REP. / REV 24 HRS
 Date/Time: 12:33pm @ 26/8/19 Person Contacted: Adrian H.O.D. Endorsement: _____
 Vehicle: INT OUT

Date/Time	Action/Instruction	Estimate
	GBH 5339A . X	
<u>27/8/19</u>	<u>Revert via merimen</u>	
<u>28/8/19</u>	<u>Rece approved \$ 5892.91 from Ming Shao by merimen</u>	
<u>28/8/19</u>	<u>Informed Adrian c/A ex \$600 by email</u>	
<u>4/9/19</u>	<u>@1032am check with Ming Shao part GST separate bills</u>	

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	15 Jul 2019		26 Aug 2019 15:07 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS				[Created by insurer]					
Insured:	CFI TRANSPORT PTE LTD , Co. Reg. No.: 201806390H								
Vehicle Reg. No.:	GBH5339A	Date of Loss:	05/07/2019 16:00 - :59 [24 Months and 5 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 599644	Policy/Cover Note No.:	29087313MKC (Comprehensive) Coverage: 30/06/2019 - 29/06/2020						
		Excess:	S\$600.00						
Repairer:	Gforce Autotech Private Limited (HQ) 10 KAKI BUKIT RD 2, #01-34, 417868 Kaki Bukit - Tel:								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Nor Azian Binte Noordin - 6594 2558]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 27/08/2019]								
Driver/Custodian:	MOHD SUPRI BIN PAGI (44 / Male), NRIC: S7442294B, Tel: +6582201107 Email: NOEMAIL								
Adj Asg. Remarks:	Car in. Survey & revert. Please contact us ASAP if you cannot attend this assignment. Manual assigned to LKK via email on 26/08/19. Please revert with MV								
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.									

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This mail is associated with :

***GBH5339A (599644)**

OD

Jul 5 2019 4:00PM

[CFI TRANSPORT PTE LTD]

Gforce Autotech Private Limited

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on **04/09/2019 09:08 AM**.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$8850.19) - GBH5339A - Claim Handler: Nor Azian Binte Noordin

Approved:8850.19.

DOCUMENTS SUMMARY

There are no documents.

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 068807From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 02 Sep 2019

Preliminary Advice

Vehicle No	: GBH5339A	Accident Date	: 05/07/2019
Make	: NISSAN NV350	Policy No.	: 29087313MKC
Assignment Date	: 26/08/2019	Excess	: S\$600.00
Date of Inspection	: 26/08/2019	Est. Duration of Repair	: 5.00
Inspection At	: GFORCE AUTOTECH PRIVATE LIMITED (HQ) 10 KAKI BUKIT RD 2, #01-34 SINGAPORE 417868		

Point of Impact / General Description of Damages

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

Repairer's Estimate (Gross)	:S\$	18,718.95 (incl.supplementary \$275)
Revised Amount	:S\$	8,850.19 (incl.confirmed check items and supplementary)
Check Items (Estimated)	:S\$	0.00
Total	:S\$	8,850.19
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	54,000.00
COE / PARF Rebate	:S\$	26,438.00
Salvage Value	:S\$	
Margin for Repair	:S\$	27,562.00

Remarks

- (X) The vehicle is economical for repair.
- () The above survey was conducted on a 'without prejudice' basis.

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 29 August 2019 9:09 AM
To: Nor Azian Binte Noordin; SUR
Subject: RE: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

Dear Azian,

Noted with thanks.

Have informed repairer to proceed repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>
Sent: Thursday, 29 August 2019 9:08 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: FW: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

Dear Veron,

Please proceed to authorise the repair if damages is consistent. We have given the mandate in Merimen.

Thanks.

Best Regards

Nor Azian Binte Noordin
Executive, Claims Services (Motor)
Direct line +65 6594 2558 | Direct fax +65 6225 7402 | NorAzian_Noordin@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: Motor Survey
Sent: Thursday, August 29, 2019 8:59 AM

To: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>

Subject: FW: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

Best Regards

Winnie Chua

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

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



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



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

From: Koh Lay Hoon

Sent: Thursday, 29 August 2019 8:58 AM

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

Subject: FW: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

From: Gforce auto [<mailto:gforce.workforce@gmail.com>]

Sent: Wednesday, August 28, 2019 12:01 PM

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

Subject: Re: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

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

Dear Sir/mdm,

Can we have the approval to dismantle?

Thanks

With Regards

Adrian

Gforce autotechnik

On Saturday, August 24, 2019, Gforce auto <gforce.workforce@gmail.com> wrote:

Dear Sir/Mdm,

NOTICE TO CONDUCT PRI INSPECTION FOR VEHICLE NUMBER GBH 5339A – NISSAN NV350

We would like to inform you to conduct Pri Inspection and arrange your surveyor to come and take photo. My client would like to claim Own Damages and here I attached GIA report, Insurance Certificate & driving license our client's for your reference. Our client car at workshop already.

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

Location	Gforce Autotech Pte Ltd 10 KaKi Bukit Road 2, #01-34 First East Centre Singapore 417868
Contact Number	<u>+65 6205 8108</u> (Office) <u>+65 9139 1448</u> (Adrian)
Operation Hour	9.00am to 6pm (Weekdays) 9.00am to 3pm (Saturday) PH (Closed)

Regards,

Adrian

Gforce Autotechnik

Tel: +65 6205 8108

--

Best Regards,

Elle

Gforce Autotech Pte Ltd

10 Kaki Bukit Rd 2

First East Centre

#01-34 S417868

Tel no: +65-6205 8108

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 28 August 2019 3:05 PM
To: SUR; 'gforce.workforce@gmail.com'
Subject: GBH 5339A-DOA: 5/7/2019 (MSIG OD)

Dear Adrian,

As instructed by our client , please proceed to repair the **insured vehicle GBH 5339A (Excess S600/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

View Received Message

This mail is associated with :

***GBH5339A (599644)**

OD

Jul 5 2019 4:00PM

[CFI TRANSPORT PTE LTD]

Gforce Autotech Private Limited

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 28/08/2019 12:09 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$5892.91) - GBH5339A - Claim Handler: Nor Azian Binte Noordin

Approved:5892,91:check items to be verified and confirmed.

DOCUMENTS SUMMARY

There are no documents.

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 26 August 2019 11:44 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: EST - GBF 5339A NISSAN NV350 - SUBMIT-converted.pdf; Scanned Documents.pdf
Importance: High

(CLAIM OWN DAMAGES) GBH 5339A (Car in)

Manual Assigned

Dear LKK,

Refer to the email and attachment, 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 & Best regards,
Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG 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: Motor Survey
Sent: Monday, 26 August, 2019 11:19 AM
To: Nor Azian Binte Noordin <NorAzian_Noordin@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A (Car in?)

Dear Azian,

FYNA. Tks.

Dear ladies,

Please check car in and arrange od survey. Tks.

Best Regards

Winnie Chua



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: Gforce auto <gforce.workforce@gmail.com>
Sent: Saturday, 24 August 2019 11:06 AM
To: Claims <claims@sg.msig-asia.com>
Subject: ATTN TO CLAIM DEPARTMENT (CLAIM OWN DAMAGES) GBH 5339A

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

Dear Sir/Mdm,

NOTICE TO CONDUCT PRI INSPECTION FOR VEHICLE NUMBER GBH 5339A – NISSAN NV350

We would like to inform you to conduct Pri Inspection and arrange your surveyor to come and take photo. My client would like to claim Own Damages and here I attached GIA report, Insurance Certificate & driving license our client's for your reference. Our client car at workshop already.

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

Location	Gforce Autotech Pte Ltd 10 KaKi Bukit Road 2, #01-34 First East Centre Singapore 417868
Contact Number	<u>+65 6205 8108</u> (Office) <u>+65 9139 1448</u> (Adrian)

Operation Hour

9.00am to 6pm (Weekdays)

9.00am to 3pm (Saturday)

PH (Closed)

Regards,

Adrian

Gforce Autotechnik

Tel: +65 6205 8108

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.

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: Nor Azian Binte Noordin

Date: 27 Aug 2019

Preliminary Advice

Vehicle No	: GBH5339A	Accident Date	: 05/07/2019
Make	: NISSAN NV350	Policy No.	: 29087313MKC
Assignment Date	: 26/08/2019	Excess	: S\$600.00
Date of Inspection	: 26/08/2019	Est. Duration of Repair	: 5.00
Inspection At	: GFORCE AUTOTECH PRIVATE LIMITED (HQ) 10 KAKI BUKIT RD 2, #01-34 SINGAPORE 417868		

Point of Impact / General Description of Damages

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

Repairer's Estimate (Gross)	:S\$	18,443.95
Revised Amount	:S\$	5,892.91
Check Items (Estimated)	:S\$	2,195.81
Total	:S\$	8,088.72

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	54,000.00
COE / PARF Rebate	:S\$	26,438.00
Salvage Value	:S\$	
Margin for Repair	:S\$	27,562.00

Remarks

The vehicle is economical for repair.

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

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 11/07/2019 12:00
 Date Of Accident 05/07/2019 16:10
 Exact Location Of Accident ADAM ROAD ROUNDABOUT TWRDS PIE
 Country/State of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number GBH5339A
Insured/Policyholder
 Name Of Registered Owner CFI TRANSPORT PTE LTD
 Co Reg No 201806390H
 Email Address NOEMAIL
 Mobile Phone No
 Alternative Phone No Office-91593833
Vehicle Particulars
 Manufacturer NISSAN
 Model NV350 PANEL VAN 2.5 5MT 5DR
 Exact Purpose for which vehicle was being used at time of accident COMMERCIAL USE
 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 MSIG INSURANCE (SINGAPORE) PTE. LTD.
 Type Of Coverage COMPREHENSIVE
 Fleet Policy NO
 Policy Number A 29087313 MKC
 Cover Note Number
Driver
 Name of Driver MOHD SUPRI BIN PAGI
 NRIC No S7442294B
 Date Of Birth 18/12/1974
 Occupation OUTDOOR
 Date Of Driving Pass 17/06/2010
 Driving Experience 9 YEARS AND 0 MONTHS
 Gender MALE
 Mobile Number (LOCAL) +65-82201107
 Fax Number
 Contact Number
 Email Address NOEMAIL

8/27/2019

E-FILE

Address 1 LORONG 23 GEYLANG
Postcode 388352
Was driver an employee of the Insured's Company YES
If No, Relationship of the Driver with the Insured
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? 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) 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

THE INCIDENT TOOK PLACE ON THE ABOVEMENTIONED LOCATION. WHILE IN THE MIDST OF TRAVELLING, VEHICLE B(SHD7280X) MAKE A SUDDEN STOP. UNABLE TO REACT ON TIME AND THUS THE COLLISION TOOK PLACE.

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 SHD7280X
Vehicle Make/Model/Colour TOYOTA / PRIUS 5DR HATCHBACK (AUTO)
Details Of Properties
Vehicle Category TAXI
Name of Driver
NRIC/Passport Number
Contact Number
Address
Postcode
Insurance Company Name
Nature Of Damage REAR PORTION
No. Of Passenger (Including Driver)