

INS. CASE OWNER: CC4/III1901 6027, Kp LKK IDAC: S3

Surveyor: Kenneth DOI: 14/9/19 Date / Time: 09/9/19  
 Registered in Meriton: 10/9/19

Pre-assign / CCU / FTE

Insured Vehicle No.: SHL 7171A Claim No.: \_\_\_\_\_  
 Name of Insured: CTPL Policy No.: M10M005  
 Insured Tel No.: \_\_\_\_\_ HP: \_\_\_\_\_ Make / Model: Hyundai  
 Excess Sec II :SS \_\_\_\_\_ D.O.A.: 24/8/19 Place of Accident: 2 mi of Lor 13  
 Is driver the owner? ( YES / NO ) \_\_\_\_\_ Nature of Accident: \_\_\_\_\_  
 If NO, Driver Name / Age: Lee Hui Seng Raymond OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO  
 Driver Tel No.: \_\_\_\_\_ (V/L: YES / NO ) Insured Liability: % Final ? Yes / No

SLN 7377P

INSRS: WSP: Tel: Liability: RMKS: Estcom

INSRS: WSP: Tel: Liability: RMKS: \_\_\_\_\_

INSRS: WSP: Tel: Liability: RMKS: \_\_\_\_\_

INSRS: WSP: Tel: Liability: RMKS: \_\_\_\_\_

Date/ Time	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)	<input type="checkbox"/>
	After call Itr to OI	<input type="checkbox"/>
	Authorisation To Act:	<input checked="" type="checkbox"/>
	Release Voucher:	<input checked="" type="checkbox"/>
	Final Repair Bill:	<input checked="" type="checkbox"/>
	Car Rental Invoice:	<input checked="" type="checkbox"/>
	Towing Invoice	<input type="checkbox"/>
	LTA / GIA :	<input checked="" type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PDR:	<input type="checkbox"/>
	Make/Reject Instruction:	<input checked="" type="checkbox"/>
	LOD	<input type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: \_\_\_\_\_ Sent By: \_\_\_\_\_

FINALIZATION Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Confirm by: \_\_\_\_\_  
 Repair Cost: \$5 \_\_\_\_\_ (days) Reduction: % \_\_\_\_\_ Email  Call

FINAL SETTLEMENT Date/Time: 18/1/2020 Confirm with: Carman Email  Call   
 Final Liability: % 100 Agreed / Assessed BOLA S/N No.: 27  
 Repair Cost: 4641 \$5 831.34  
 Loss of Rental (LOR): \$5 143.51 ( 2 days ) 71.95  
 Loss of Use (LOU): \$5 - (5 x days)  
 Loss of Income (LOI): \$5 - (5 x days)  
 LOR only  LOU only  LOR + LOU  LOR + LO  (Tick only one)  
 GIAT Search \$5 2.45  
 Medical: \$5 -  
 Disbursement: \$5 - (e.g. Tow/ Independent )  
 Legal Cost \$5 -  
 Total: \$5 982.62 Global Sum \$5: \_\_\_\_\_  
 1) Claim status: Copy/Reject/Private Settle  
 2) Report Format: \_\_\_\_\_  
 3) Survey fee: 1325.00

FINAL PAYMENT Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Email  Call   
 Payee 1: \$5 982.62 Name 1: Estcom Performance Pte Ltd  
 Payee 2: (Strike if N.A.) \$5 \_\_\_\_\_ Name 2: \_\_\_\_\_  
 Payee 3: (Strike if N.A.) \$5 \_\_\_\_\_ Name 3: \_\_\_\_\_

COPY SENT  
2/3/2020

Kenneth

**ASSIGNMENT**

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop n/s Essex  
 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.

<input type="checkbox"/>	<input type="checkbox"/>
N/S	O/S
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Bal. or Market Value: \_\_\_\_\_  
 IDAC Accident Rpt: \_\_\_\_\_ Consistent?: Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent?: Yes or No  
 Est. Repairs: 01 days Res.: Yes or No  
 Lum Sum: 1.21 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

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

Veh No: SLU7377P Yr Regn: 12, 17  
 Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or \_\_\_\_\_  
 Make: Toy Prius c.c. 1798  
 Colour: M.P. White A/C: Insured / Std / NI / NA  
 Sp. Reading: 6055P T/Radio: Insured / Std / NI / NA  
 Eng/No: \_\_\_\_\_  
 C/No: JTDKB31FV 303584710  
 Gen. Cond: Good / Fair / Poor / Burnt  
 Steering: Inorder / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Brake: Inorder / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Modl: NIJ / S/Rim / STD A/Rim or \_\_\_\_\_  
 Tyre Size: F: Fallen 195/65R15  
 R: Git  
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or \_\_\_\_\_  
 Front R/Bal. 8 mm Rear R/Bal. 6 mm  
 L/Bal. 8 mm L/Bal. 6 mm  
 D.O.A. 24/8/19 D.O.I. 12/9/19  
 Survey held at \_\_\_\_\_  
 Des. of Damages: FR / Rear / O/S / N/S / UIC / Rooftop or  
Res O/S  
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
<u>1</u>	<u>File pass to</u>
	<u>PIP \$ 776.95 (Red \$ 3099.68 / 80%)</u>

Date/Time, File Pass to?  : Prell. Report  
 : Final Report

Days Of Repair: \_\_\_\_\_  
 Resurvey No. of Trip: \_\_\_\_\_

Add Fee:  : Site Insp (\$ \_\_\_\_\_)  
 : Interview (\$ \_\_\_\_\_)  
 : Tech Invs (\$ \_\_\_\_\_)  
 : Weekend (\$ \_\_\_\_\_)

Survey Fee: \_\_\_\_\_  
 Transportation: \_\_\_\_\_  
 S - RS. \$ \_\_\_\_\_  
 Fuel: \_\_\_\_\_  
 Others: \_\_\_\_\_  
 TOTAL: \_\_\_\_\_

Report Format : \_\_\_\_\_  
 Lump Sum / I.B.I. (\$ \_\_\_\_\_)





# ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/259, 569536.  
 Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

### Spare Parts

Vehicle No. : SLU 7377 P  
 Make & Model : TOYOTA PRIUS  
 Chassis No : JTDKB3FU303564710

Submit By : SERENCE  
 Year Manufacture : 2017  
 Engine No. : \_\_\_\_\_

### Cost / List

S/No.	Part Description	Qty	Unit Price	Price	Disposition by Surveyor
1	Reverse sensor	1	\$200.00	S.N	X
2	Rear bumper	1	\$497.50		X
3	Rear bumper clip	10	\$40.00		X
4	Rear bumper side retainer LH	1	\$112.70		X
5	Rear bumper side retainer RH	1	\$112.70		X
6	Rear bumper reinforcement	1	\$398.90		X
7	Rear bumper lower garnish centre	1	\$582.60		✓
8	Rear bumper lower garnish LH	1	\$149.70		X
9	Rear bumper lower garnish RH	1	\$149.70		X
10	Rear bumper tow cover	1	\$31.70		X
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

Note: If any of the quoted parts are recommended to be repaired, then an additional labour charge will be charged accordingly under supplementary.



**Nivitha (LKK Auto)**

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Monday, 9 September 2019 2:20 PM  
**To:** serence ctc; 'sur@lkkauto.com'; Admin-D (LKKAuto)  
**Cc:** Zuhaidah Samsuri  
**Subject:** RE: REQUEST FOR PRI SURVEY SLU 7377 P  
**Attachments:** 20190909104533101.pdf

2:32pm @ 9/9/19

VNI

person @ Carmen

Dear Sir / Mdm,

Please conduct a survey on TP vehicle **SLU 7377 P** and let us have your report urgently.

This claim will be handled by **Ms Wee**.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05-08 Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

**From:** serence ctc [mailto:serence@esteemperf.com.sg]  
**Sent:** 09 September, 2019 11:35 AM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Cc:** Carmen Lim <carmen@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>  
**Subject:** Re: REQUEST FOR PRI SURVEY SLU 7377 P

Dear Gabriel,

We are prefer LKK Auto Consultants Pte Ltd to survey the car.

Thanks



Freundliche GrüÙe / Best Regards

**Serence Chee**

Claims Assistant, Operations Division

Estiam Perfomance Pte Ltd

P: 6566 2112  
E: [enquiries@iii.com.sg](mailto:enquiries@iii.com.sg)  
64 Cecil Street, #01-01 The Cecil Building, Singapore 049711  
Head Office  
3rd, 5th & 6th Floor, Vicom Assessment Centre  
Singapore

[www.iii.com.sg](http://www.iii.com.sg)



On Mon, Sep 9, 2019 at 11:29 AM Motor Claim - III <[motoreclaim@iii.com.sg](mailto:motoreclaim@iii.com.sg)> wrote:

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.

*Best Regards,*

**Gabriel Wee**



64 Cecil Street; #01-01 The Cecil Building

Singapore 049711

Tel: 6347 6100, Ext - 266

**From:** serence ctc [mailto:[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)]  
**Sent:** 09 September, 2019 10:40 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>  
**Subject:** REQUEST FOR PRI SURVEY SLU 7377 P

Dear Sir / Madam,

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PRE-ACTION PROCOAL FOR NON INJURY MOTOR ACCIDENT CASES (NIMA)**

We act for Grab Rentals Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no SLU 7377 P

Please be informed that the said vehicle can be inspected at :

Name of workshop : Esteem Performance Pte Ltd

Address : 385 SIN MING DRIVE (S) 575718 (INSIDE VICOM)

Tel : 6566 2112 / 8799 0066

Fax : 6259 3326

We hereby give 2 clear days notice to conduct a pre-repair inspection of the said vehicle at the above-mentioned workshop during office hours.

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday. The above-mentioned workshop will commence repairs should you fail to conduct the pre-repair inspection.

Thank you



Friendly Greetings / Best Regards

**Sareena Chee**

Claims Assistant | Operation Division

Eastern Performance Pte Ltd

F: 3568 2112

[sareena.chee@ep.com.sg](mailto:sareena.chee@ep.com.sg)

9071 Asia Street, #01-259

Level 01

100, Sir Stamford Road, Insurance Centre

Singapore

[www.ep.com.sg](http://www.ep.com.sg)



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.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

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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Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	10 Sep 2019 15:20	<b>Cim Dtl Modified</b>	Claimant's Name: -> GRAB RENTALS PTE LTD, Claimant's ID: -> 201617200G.	[A] Lau Shu Pei
2	10 Sep 2019 15:20	<b>Cim Veh Model Changed</b>	(200928) TOYOTA PRIUS 1.5 HYBRID (A).	[A] Lau Shu Pei
3	10 Sep 2019 15:20	<b>Cim Created</b>	Reg No: SLU7377P, Acct Date: 2019/08/24, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ), Worksh op: Esteem Performance Pte Ltd (HQ)	[A] Lau Shu Pei
4	10 Sep 2019 15:20	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	10 Sep 2019 15:20	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/09/19	[A] Lau Shu Pei
6	10 Sep 2019 15:20	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	10 Sep 2019 15:20	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lau Shu Pei
8	10 Sep 2019 15:20	<b>Adj Adjuster Assigned</b>	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	12 Sep 2019 18:23	<b>Cim Dtl Modified</b>	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	19 Sep 2019 13:57	<b>Adj Mandate Request</b>	Cur,Req:0.00:PODS Liability: 100% (BOLA 27)	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None

Go

### ACTIVITY

No record

### 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
2276226	11 Sep 2019 08:52:09	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLU7377P	SHC3131A	11.77

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11	20 Sep 2019 09:08	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/09/19	[I] Zuhaidah Bte Samsuri
12	20 Sep 2019 09:08	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Zuhaidah Bte Samsuri

Date From



Date To



Audit Type None

Go

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No record

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## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 24 September 2019 8:55 AM  
**To:** serence ctc  
**Cc:** 'carmen@esteemperf.com.sg'; jenny chong; Admin A  
**Subject:** Your Ref: SLU7377P \*Our Ref: CC4/III19016027/Kpb3 [ACCIDENT INVOLVING SHC 3131A(III) AND SLU 7377P ON 24/08/2019]

Your Ref: **SLU7377P**  
Our Ref: CC4/III19016027/Kpb3

Without Prejudice

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SHC 3131A(III) AND SLU 7377P ON 24/08/2019**

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

"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** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAuto)

---

**From:** Carmen Lim <carmen@esteemperf.com.sg>  
**Sent:** Wednesday, 20 November 2019 1:49 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin-B; coleen kwok; serence ctc; jenny chong  
**Subject:** LOD SLU7377P / DOA : 24.08.2019 (TP-INDIA)  
**Attachments:** 20191120124144337.pdf

Dear Hsiao Tong,

**Accident involving SLU7377P & SHC3131A on 24.08.2019.**

We refer to the above matter.

Kindly let us have your offer asap.

Thank you



Freundliche Grüße / Best Regards

### **Carmen Lim**

Accident Claim Executive | Operation Division  
Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259  
(Head Office)

385 Sin Ming Drive Vicom Inspection Centre  
(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



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12	20 Sep 2019 09:08	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Zuhaidah Bte Samsuri
13	06 Dec 2019 11:29	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
14	06 Dec 2019 11:29	<b>Clim Dtl Modified</b>	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
15	06 Dec 2019 11:29	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2017/12/13.	[A] JOANNE LEE KHANG MIN
16	06 Dec 2019 11:29	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
17	09 Dec 2019 15:09	<b>Adj Mandate Request</b>	Cur,Req:982.67:PODS Liability: 100% *Quantum: (a)CORw/GST: \$831.34 + (b)LOR(2 days x \$71.94): \$143.88 + (c)LTA/GIA search fee: \$7.45 = Total: \$982.67 *Vehicle Model: Toyota Prius (1798cc) *1 recommendation repair day + 1PRS = 2days *For your appr	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None



Go

### ACTIVITY

No record

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2276226	11 Sep 2019 08:52:09	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SLU7377P	SHC3131A	11.77
2369439	06 Dec 2019 11:29:59	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLU7377P	SHC3131A	11.77

## Print Received Message

This mail is associated with :

**\*SLU7377P (MCT19080658)**

**[SHC3131A]**

TP

GRAB RENTALS PTE LTD

Aug 24 2019 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Esteem Performance Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 09/12/2019 16:14 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$982.67) - SLU7377P - Claim Handler: Zuhaidah Bte Samsuri

Approved:982.67.

## Hsiao Tong (LKKAuto)

---

**From:** Carmen Lim <carmen@esteemperf.com.sg>  
**Sent:** Monday, 17 February 2020 9:50 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; coleen kwok; serence ctc; jenny chong  
**Subject:** Re: LOD SLU7377P / DOA : 24.08.2019 (TP-INDIA) //LKK REF: CC4/III19016027/Kpb3

Dear Hsiao Tong,

Signed DV has been post out last week.

Offer acceptance.

Thank you



Freundliche Grüße / Best Regards

### **Carmen Lim**

Accident Claim Executive |

Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

**P:** 6484 1221

**E:** [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial  
Park 2 #01-259 (Head Office)  
385 Sin Ming Drive Vicom  
Inspection Centre (Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Mon, Feb 17, 2020 at 9:29 AM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

### **Without Prejudice**

Dear Sirs/Mdm,

We refer to our email dated 18/01/2020.

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 18 January 2020 11:21 AM  
**To:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; coleen kwok <[coleen21@esteemperf.com.sg](mailto:coleen21@esteemperf.com.sg)>; serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>  
**Subject:** RE: LOD SLU7377P / DOA : 24.08.2019 (TP-INDIA) //LKK REF: CC4/III19016027/Kpb3

**Without Prejudice**

Dear Carmen,

We refer to your below email.

Can we just settle this case as follows?

1. Cost of Repair (w/GST)	\$ 831.34
2. Loss of Rental (2days x \$71.94)	\$ 143.88
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 982.67</b>

"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."

*"Wishing you a Happy and Prosperous New Year"*



Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>

**Sent:** Thursday, 16 January 2020 9:24 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin-B <[admin-b@lkkauto.com](mailto:admin-b@lkkauto.com)>; coleen kwok <[coleen21@esteemperf.com.sg](mailto:coleen21@esteemperf.com.sg)>; serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>

**Subject:** Re: LOD SLU7377P / DOA : 24.08.2019 (TP-INDIA) //LKK REF: CC4/III19016027/Kpb3

Dear Hsiao Tong,

Pls amend your DV amount.

Our LTA Search should be 7.48.

Thank you



Freundliche Grüße / Best Regards

**Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

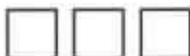
**P:** 6484 1221

**E:** [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259  
(Head Office)

385 Sin Ming Drive Vicom Inspection Centre  
(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



On Thu, Jan 2, 2020 at 12:20 PM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 831.34
2. Loss of Rental (2days x \$71.94)	\$ 143.88
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 982.67</b>

If our offer is acceptable by your client, please duly sign the DV enclosed and return together with the following document to us (LKK) for our necessary action: -

- Original LOD.
- Original Repair Tax Invoice, addressed to M/s India International Insurance Pte Ltd
- Original Authorisation to Act signed by your client, Grab Rentals Pte Ltd

Thank you.

"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 Wishes for Merry Christmas, and Happy New Year 2020"*

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>  
**Sent:** Wednesday, 20 November 2019 1:49 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin-B <[admin-b@lkkauto.com](mailto:admin-b@lkkauto.com)>; coleen kwok <[coleen21@esteemperf.com.sg](mailto:coleen21@esteemperf.com.sg)>; serence ctc <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; jenny chong <[jenny@esteemperf.com.sg](mailto:jenny@esteemperf.com.sg)>  
**Subject:** LOD SLU7377P / DOA : 24.08.2019 (TP-INDIA)

Dear Hsiao Tong,

**Accident involving SLU7377P & SHC3131A on 24.08.2019.**

We refer to the above matter.

Kindly let us have your offer asap.

Thank you

Freundliche Grüße / Best Regards

## **Carmen Lim**

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

**M:** 8799 0066

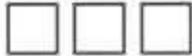
**P:** 6484 1221

**E:** [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

5033 Ang Mo Kio Industrial Park 2 #01-259  
(Head Office)

385 Sin Ming Drive Vicom Inspection Centre  
(Showroom)

[www.esteemperformance.com](http://www.esteemperformance.com)



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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	10 Sep 2019 <a href="#">Edit Reg</a>		09 Sep 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$776.95</b> <a href="#">Edit Estimates</a>	<b>S\$776.95</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> <span style="float: right;">[Created by adjuster]</span>									
Insured:	<b>COMFORT TRANSPORTATION PTE LTD</b> , Co. Reg. No.: 199303821R								
Main Claimant:	<b>GRAB RENTALS PTE LTD</b> , Co. Reg. No.: 201617200G								
Vehicle Reg. No.:	<b>SLU7377P</b>	Date of Loss:	24/08/2019 19:00 - :59 [20 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / MCT19080658</b>	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	<b>SHC3131A</b>	Policy No. (Claimant):	A29114756MKF						
		Excess:							
Repairer:	<b>Esteem Performance Pte Ltd (HQ)</b> Blk 5033 Ang Mo Kio Ind Park 2, #01-259, 569536 Ang Mo Kio - Tel: 64841221								
Handling Insurer:	<b>India International Insurance Pte Ltd (HQ)</b> - Tel: 63476100 ... [Handled by <b>Zuhaidah Bte Samsuri</b> - 6347 6070]								
Claimant's Insurer:	<b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... [Final Rpt due 19/09/2019]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>III_SG (09/12/2019): Alert - Adj Mandate Approved (S\$982.67) - SLU7377P - Claim Handler: Zuhaidah Bte...</li> <li>III_SG (20/09/2019): Alert - Adj Mandate Approved (S\$0.00) - SLU7377P - Claim Handler: Zuhaidah Bte S...</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SLU7377P (MCT19080658)  
[SHC3131A]  
TP  
GRAB RENTALS PTE LTD  
Aug 24 2019 7:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Esteem Performance Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		View <span style="border: 1px solid black; padding: 2px;">View in Browser</span>		
<b>Photos/Images</b>							3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
2	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
3	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
4	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
5	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
6	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
7	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
8	19/09/19 13:56	General View		Load JPG	<input checked="" type="checkbox"/>			
9	19/09/19 13:56	Chassis Number		Load JPG	<input checked="" type="checkbox"/>			
10	09/12/19 15:07	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>			
11	09/12/19 15:07	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>			
<b>Documentation</b>							1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	10/09/19 15:20	EMAIL FROM III DD 09092019		Load PDF				
2	10/09/19 15:20	TP EST & GIA REPORT		Load PDF				
3	13/09/19 15:57	TP ESTIMATE- MARKED		Load PDF				
4	06/12/19 11:37	RENTAL RECEIPT		Load PDF				
5	06/12/19 11:37	LTA SEARCH		Load PDF				
6	06/12/19 11:37	LOD		Load PDF				
7	06/03/20 08:50	WORKSHOP INVOICE		Load PDF				
8	06/03/20 08:50	AUTHORISATION TO ACT FORM		Load PDF				
9	06/03/20 08:50	DISCHARGE VOUCHER		Load PDF				
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print			
1	11/09/19 08:51	Singapore Accident Statement		Load PDF				
2	28/02/20 14:13	SLU7377P - Repair Bill		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; width: 100%; height: 100%;"></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: CC4/III19016027/KPS3Q2

Date: 06/03/2020

#### REFERENCE

Handling Insurer: India International Insurance Pte Ltd	Policy No:	MCOM0015
Claimant	Insured Vehicle No :	SHC3131A
Vehicle No : SLU7377P		
Date of Loss: 24/08/2019	Nature of Claim:	TP Claim No: MCT19080658

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLU7377P	Engine No:	2ZRS065462
Make & Model:	TOYOTA PRIUS, 1.8 HYBRID CVT (A)	Chassis No:	JTDKB3FU303564710
Reg. Date:	13/12/2017 (Man. Year: 2017)	Odometer:	60559 km
Colour:	Metallic Pearl White		
Engine Capacity:	1798 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Engine Modification:	No	Pre-accident Condition:	

#### CONDITION OF TYRES

Front Tyre Size:	195/65 R15	Rear Tyre Size:	195/65 R15
Front Left Side:	Falken 8 mm	Rear Left Side:	Giti 6 mm
Front Right Side:	Falken 8 mm	Rear Right Side:	Giti 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,756.62	436.95	1,319.67	75.13
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,120.00	340.00	1,780.00	83.96
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>3,876.62</b>	<b>776.95</b>	<b>3,099.67</b>	<b>79.96</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>271.36</b>	<b>54.39</b>	<b>216.97</b>	<b>79.96</b>
<b>Nett Amount (S\$)</b>	<b>4,147.98</b>	<b>831.34</b>	<b>3,316.64</b>	<b>79.96</b>
<b>+ Car Rental (2.0 x S\$71.94/day) (S\$)</b>		<b>143.88</b>		
<b>+ Doc/Search Fee (S\$)</b>		<b>7.45</b>		
<b>Nett Liability (S\$)</b>		<b>982.67</b>		

#### INSPECTION

Date of Assignment:	09/09/2019	
Date Inspected:	12/09/2019 Inspected At:	Esteem Performance Pte Ltd (HQ) Blk 5033 Ang Mo Kio Ind Park 2, #01-259 Singapore 569536
Estimated Period of Repair:	1.0 days	

Adjuster: KENNETH KONG

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	
<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 06 Dec 2019)
<b>Parts:</b> 144	TOYOTA PRIUS 1.8 HYBRID CVT (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b> Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SLU7377P)
<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		*REVERSE SENSOR	Serviceable	200.00 FS	*-FS
2	1		*REAR BUMPER	Repair	497.50 FL	*-FL
3	10		*REAR BUMPER CLIP	Not Necessary	40.00 FL	*-FL
4	1		*REAR BUMPER SIDE RETAINER LH	Serviceable	112.70 FL	*-FL
5	1		*REAR BUMPER SIDE RETAINER RH	Serviceable	112.70 FL	*-FL
6	1		*REAR BUMPER REINFORCEMENT	Serviceable	398.90 FL	*-FL
7	1		*REAR BUMPER LOWER GARNISH CENTRE	Dented / Cut	582.60 FL	*582.60 FL
8	1		*REAR BUMPER LOWER GARNISH LH	Serviceable	149.70 FL	*-FL
9	1		*REAR BUMPER LOWER GARNISH RH	Serviceable	149.70 FL	*-FL
10	1		*REAR BUMPER TOW COVER	Serviceable	31.70 FL	*-FL

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

<b>Sub Total (\$\$)</b>	<b>2,275.50</b>	<b>582.60</b>
<b>- List Item Discount on L Items 25.00/25.00% (\$\$)</b>	<b>518.88</b>	<b>145.65</b>
<b>Total Parts (\$\$)</b>	<b>1,756.62</b>	<b>436.95</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 RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT REPAIR AREA (REAR BUMPER ,END PANEL ,SPARE TYRE COMPARTMENT)	New	800.00	120.00
2	TO PUTTY ,RESPRAY PAINT FOR AFFECTED ACCIDENT REPAIR AREA (REAR BUMPER ,END PANEL,SPARE TYRE COMPARTMENT)	New	800.00	220.00
3	TO TUFF COAT	New	50.00	0.00
4	TO CHECK WIRING	New	50.00	0.00
5	TO REMOVE & REFIT REVERSE SENSOR	New	150.00	0.00
6	TO CONDUCT LEAKAGE TESTS TO ENSURE PROPER AIR AND SEALING	New	120.00	0.00
7	TO REMOVE & REFIT SPARE TYRE ,SPARE TYRE BOARD ,CARPET TRIM TO ASSIST WORK LOAD	New	150.00	0.00
<b>Gross Labour Cost (S\$)</b>			<b>2,120.00</b>	<b>340.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >