

INS. CASE OWNER:

LALITHA

CC4/III19016510/14 pa3

LKK:

IDAC:

Surveyor:

Kamil

DOI:

ASSIGNMENT

19/9/19

Date / Time: 17/09/2019

Registered in Merimen: 18/09/2019

Pre-assign / CCU / FTE



Insured Vehicle No.: SML 4310L

Claim No.:

Name of Insured: COMFORTDELGRO RENT-A-CAR PTE LTD

Policy No.: M460802

Insured Tel No.: 68820888 HP:

Make / Model: HONDA VEZEL 1.5X CVT

Excess Sec II :SS D.O.A: 14/09/2019 00:15

Place of Accident: ALONG HOLLAND ROAD NEARBY OEI TIONG HAM PARK

Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age: GROENEVELD ERIK PETER

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

Driver Tel No.: +65-92967478 (V/L: YES / NO)

Insured Liability: % Final ? Yes / No

SML 988H

INSRS:
WSP: WEARNES
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time	SML 988H - X	SML 4310L - X	STAGE	DATE / PIC
			Non-Reporting ltr (1st):	
			Non-Reporting ltr (2nd):	
			Non-Reporting ltr (Final):	
			Notification ltr (if non-pickup):	
			Call OI:	
			After call ltr to OI:	
			Documentation Check List:	Handler Typist
			Notification ltr (if non-pickup)	<input type="checkbox"/>
			After call ltr 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 type="checkbox"/>
			Medical Bill:	<input type="checkbox"/>
			PIR:	<input type="checkbox"/>
			Mandate/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:	SS	(days) Reduction:	%	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT		Date/Time: 15/12/19	Confirm with: Chandra	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	%	(Agreed / Assessed) BOLA S/N No. NIL.	If NO or B 28, Ass. Lia:	
Repair Cost:	SS	10695.42		
Loss of Rental (LOR):	SS	417.30 (3 days) X \$1300		
Loss of Use (LOU):	SS	(\$ x days)		
Loss of Income (LOI):	SS	(\$ x days)		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>		LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/> [Tick only one]		
GIA/LTA Search:	SS			
Medical:	SS			
Disbursement:	SS	(e.g. Tow/ Independent)		
Legal Cost:	SS			
Total:	SS	11112.72	Global Sum SS:	
FINAL PAYMENT		Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	SS	11112.72	Name 1:	Wearnes Automotive Pte Ltd
Payee 2: (Strike if N.A.)	SS		Name 2:	
Payee 3: (Strike if N.A.)	SS		Name 3:	

COPY SENT
20/12/191) Claim status: Normal/Reject/Private Settle
2) Report Format: 19
3) Survey fee: \$ 500.00

SERVICE ESTIMATE

4463 - C00001 SL: SERVICE SALES - PC

Dato Kuek Kien Joo, Andy

150 Jalan Arif

Singapore

Singapore 548822

GST Reg.No:M28920628X

Inv.No. : B&P 0 Page 1

Inv.date. : 17/09/2019

WIP No. : 36962

Veh.In/Out:

*Tel.No. : Mobile: 97334822

Reg.No. : SHL988H

Reg.date : 17/12/2014

Mileage : 0

Chassis No: SALGA2VE7EA172659

Closed by : Patricia Kueh Anak S

Svc Consultant :

Remarks : Dato Kuek Kien Joo,

Op.No	Description	Mech Qty	Price	Disc%	Pkg	Amount	G
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802 TO REPLACE FRT BUMPER,
FOG LAMP FINISHER LH,
HEADLAMP LH,ETC

0 1800.00 0 1,800.00 \$ 1200 ✓

800 TO PUTTY SPRAYPAINT ON
FRT BUMPER,ETC

0 1500.00 0 1,500.00 \$ 1000 1500 ✓

280 TO CHECK WIRING INCLUDE
RESETTING OF ALL ELECTRICAL MODULES

0 510.00 0 510.00 \$ ✓

280 TO FOCUS HEADLAMP

0 170.00 0 170.00 \$ ✓

BUMPER COVER FRONT R de

1.0 EA 2715.10 2,715.10 \$ 2443.59

KIT - BUMPER VENTS ?

1.0 EA 859.70 859.70 \$

FOG LAMP BRACKET LH 3X

1.0 EA 65.80 65.80 \$

FOG LAMP BRACKET RH X

1.0 EA 51.60 51.60 \$

BUMPER DEFLECTOR LH/ ?

1.0 EA 166.10 166.10 \$ 7111

BUMPER BRACKET FRT C ?

1.0 EA 175.00 175.00 \$

LLR038741/BUMPER MOU X

1.0 EA 434.60 434.60 \$

BUMPER BRACKET FRT R X

1.0 EA 43.30 43.30 \$

BUMPER BRACKET FRT L ?

1.0 EA 54.80 54.80 \$

SERVICE ESTIMATE

4463 - C00001 SL: SERVICE SALES - PC

Dato Kuek Kien Joo, Andy
150 Jalan Arif

Singapore
Singapore 548822

Closed by : Patricia Kueh Anak S
Svc Consultant :
Remarks : Dato Kuek Kien Joo,

GST Reg.No:M28920628X

Inv.No. . : B&P 0 Page 2

Inv.date. : 17/09/2019

WIP No. . : 36962

Veh.In/Out:

*Tel.No. . : Mobile: 97334822

Reg.No. . : SHL988H

Reg.date. : 17/12/2014

Mileage . : 0

Chassis No: SALGA2VE7EA172659

Op.No	Description	Mech Qty	Price	Disc%	Pkg	Amount G
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HEADLAMP LH RR3 Adap ² ✓ CPA
ADHESIVE SEALER FL2 X

1.0 EA 4635.70

4,635.70 S ✓ 4172.12

1.0 EA 669.10

669.10 S X W

LKK Auto Consultants hereby notify the Repairer of the following:

- To resurvey (estimate) spray painting
- To display damaged parts (during resurvey)
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modifications is allowed
- Supplementary (extra) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature: _____
Date: _____

Rasul
Hp 9000068
3 days
19/09/19 @ 1100
Reins before part

Labour Total	3,980.00
Parts Total	9,870.80
Package Total	0.00

Gross Total. 13,850.80

Net..... 13,850.80

GST @ 7.0% 969.56

Total..... 14,820.35

Paid..... 0.00

Please Pay.. 14,820.35

GST: S=StdRated; O=OutOfScope; Z=ZeroRated



SERVICE ESTIMATE

0 - 100012 SL: INDIA INTERNATIONAL INSURANCE
 INDIA INTERNATIONAL INSURANCE GST Reg.No:M28920628X
 64 CECIL ST Inv.No. : B&P 0 Page 1
 #04-05 10B BUILDING Inv.date. : 30/10/2019
 SINGAPORE 049711 WIP No. : 36962
 Veh.In/Out: 22/10/2019
 *Tel.No. : 6347 6100
 Reg.No. : SHL988H
 Reg.date : 17/12/2014
 Mileage : 105,795
 Chassis No: SALGA2VE7EAL72659

Closed by : Patricia Kueh Anak S
 Svc Consultant : ACC
 Remarks : Dato Kuek Kien Joo,

Op.No	Description	Mech Qty	Price	Disc%	Pkg	Amount	G
802	TO REPLACE FRT BUMPER, HEADLAMP LH,ETC	0	1200.00	0		1,200.00	S ✓
800	TO PUTTY SPRAYPAINT AND BLENDING OF PAINT ON FRT BUMPER,ETC	0	1500.00	0		1,500.00	S ✓
280	TO CHECK WIRING INCLUDE RESETING OF ALL ELECTRICAL MODULES	0	510.00	0		510.00	S ✓
280	TO FOCUS HEADLAMP	0	170.00	0		170.00	S ✓
	BUMPER COVER FRONT R	1.0 EA	2715.10	10		2,443.59	S ✓
	HEADLAMP LH RR3 Adap	1.0 EA	4635.70	10		4,172.13	S ✓

Gross Total. 9,995.72

Labour Total 3,380.00
 Parts Total 6,615.72
 Package Total 0.00

Net..... 9,995.72
 GST @ 7.0% 699.70
 Total..... 10,695.42
 Paid..... 0.00
 Please Pay.. 10,695.42

GST: S=StdRated; O=OutOfScope; Z=ZeroRated

SERVICE ESTIMATE

4463 - 000001 SL: SERVICE SALES - PC

Dato Kuek Kien Joo, Andy
150 Jalan Arif

Singapore
Singapore 548822

GST Reg.No: n28720628X

Inv.No. : BAP 0 Page 1

Inv.date. : 17/09/2019

WIP No. : 36962

Veh:In/Out:

*Tel.No. : Mobile: 97534822

Reg.No. : SNL988H

Reg.date : 17/12/2014

Mileage : 0

Chassis No: SALGA2VE7EA172659

Closed by : Patricia Kueh Anak S

Svc Consultant :

Remarks : Dato Kuek Kien Joo,

Op.No	Description	Mech Qty	Price	Disc%	Pkg	Amount	g
802	TO REPLACE FRT BUMPER, FOG LAMP FINISHER LH, HEADLAMP LH,ETC	0	1800.00	0		1,800.00	3 (200)
800	TO PUTTY SPRAYPAINT ON FRT BUMPER,ETC	0	1500.00	0		1,500.00	3 (1000) 1500
280	TO CHECK WIRING INCLUDE RESETTING OF ALL ELECTRICAL MODULES	0	510.00	0		510.00	3
280	TO FOCUS HEADLAMP	0	170.00	0		170.00	3
	BUMPER COVER FRONT R	1.0 EA	2715.10			2,715.10	8 2443.59
	KIT - BUMPER VENTS	1.0 EA	859.70			859.70	3
	FOG LAMP BRACKET LH	1.0 EA	65.80			65.80	3
	FOG LAMP BRACKET RH	1.0 EA	51.60			51.60	3
	BUMPER DEFLECTOR LH/	1.0 EA	166.10			166.10	3
	BUMPER BRACKET FRT C	1.0 EA	175.00			175.00	3
	LIRO38741/BUMPER MOD	1.0 EA	434.60			434.60	3
	BUMPER BRACKET FRT R	1.0 EA	43.30			43.30	3
	BUMPER BRACKET FRT L	1.0 EA	54.80			54.80	3

SERVICE ESTIMATE

4463 - C00001 SL: SERVICE SALES - PC

Dato Kuek Kien Joo, Andy
150 Jalan Arif

Singapore
Singapore 548827

Closed by : Patricia Kueh Anak S
Svc Consultant :
Remarks : Dato Kuek Kien Joo,

GST Reg.No: N28920628X

Inv.No. : B4P 0 Page 2

Inv.date. : 17/09/2013

WIP No. : 34962

Veh.In/Out:

*Tel.No. : mobile: 97334822

Reg.No. : 3HL988H

Reg.date. : 17/12/2014

Mileage : 0

Chassis No: SALBA2VE7EA172659

Op.No. Description Mech Qty Price Disc% Pkg Amount B

HEADLAMP LH RR3 Adap

1.0 EA

4635.70

4,635.70 S

ADHESIVE SEALER FL2

1.0 EA

669.10

669.10 S

LKK Auto Consultants hereby notify the Repairs of the following:

- To remove defective parts and/or
- To replace damaged parts with new ones
- To provide and submit to customer
- To provide parts in a 12-month period
- To provide parts in a 12-month period
- To provide parts in a 12-month period
- To provide parts in a 12-month period
- To provide parts in a 12-month period

Acknowledged by Repairs

Signature:

Date:

Rasul
Hp 97334822
3 days
19/09/13 @ 11 am
Reply before part

Labour Total 3,980.00
Parts Total 9,870.80
Package Total 0.00

Gross Total. 13,850.80
Net..... 13,850.80
GST @ 7.0% 969.56
Total..... 14,820.35
Paid..... 0.00
Please Pay.. 14,820.35

GST: S=StdRated; O=OutOfScope; Z=ZeroRated

(6510) p

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 17 September 2019 4:42 PM
To: Patricia Kueh Anak Slin; 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: Paul Ong Qing Yong; Lalitha Krishnan - III
Subject: RE: TP Claim for SML988H
Attachments: 4734_001.pdf; E-File SML988H.PDF

10.26 am @ 18/9/19
person @ patricia
VNI
arrange on 19/9/19

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SML988H and let us have your report urgently.

This claim will be handled by Ms Lalitha.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



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

From: Patricia Kueh Anak Slin [mailto:patricia.kueh@wearnes.com]
Sent: 17 September, 2019 4:22 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H

Dear Gabriel,

Please arrange LKK Auto Consultants Pte Ltd.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 17 September, 2019 4:19 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Automobile Inspection Services Pte Ltd
- VP Appraisal
- Form Team Adjusters Pte Ltd
- Infiniti Appraisal Service
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- RT Appraisal
- 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; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext - 248

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]
Sent: 17 September, 2019 1:23 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: TP Claim for SML988H

Hi,

Please refer attachments and advise if we can settle direct for this case.

Please arrange pre repair survey on 18.09.19 at 10am. Location at 45 Leng Kee Road. Owner will be waiting.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 5378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

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

India International Insurance Pte Ltd.

Registration No. 198703792-K

Hsiao Tong (LKKAUTO)

From: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Sent: Wednesday, 25 September 2019 3:06 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; assignments; Paul Ong Qing Yong
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3
Attachments: WhatsApp Video 2019-09-16 at 10.50.30 AM.mp4

Hi,

Please refer attached video as requested.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 25 September, 2019 3:03 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3

Without Prejudice

Dear Sirs/Mdm,

Attached is a copy of our insured accident report for your easy reference.

We would like to request a copy of video footage for our necessary action.

Appreciate an early reply

"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 | fax: 6741-4108

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 25 September 2019 1:57 PM

To: 'Motor Claim - III' <motorclaim@iii.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Patricia Kueh Anak Slin' <patricia.kueh@wearnes.com>; assignments <assignments@lkkauto.com>

Subject: RE: TP Claim for SML988H

Dear Sir/Mdm,

Thank you for the email.

Dear Hsiao Tong,

Kindly assist

FYNA Our Ref : CC4/III19016510/pa3

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Wednesday, 25 September 2019 1:48 PM

To: 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>

Subject: FW: TP Claim for SML988H

Dear LKK,

Please assist.

Best Regards,

Gabriel Wee



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

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]
Sent: 25 September, 2019 10:45 AM
To: Lalitha Krishnan - III <lalitha@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Patricia Kueh Anak Slin
Sent: Saturday, 21 September, 2019 8:44 AM
To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; 'Motor Claim - III' <motorclaim@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Patricia Kueh Anak Slin
Sent: Thursday, 19 September, 2019 11:25 AM
To: Lalitha Krishnan - III <lalitha@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
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From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 17 September, 2019 4:42 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Lalitha Krishnan - III <lalitha@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SML988H and let us have your report urgently.

This claim will be handled by Ms Lalitha.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building
Singapore 049711

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]

Sent: 17 September, 2019 4:22 PM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>

Subject: RE: TP Claim for SML988H

Dear Gabriel,

Please arrange LKK Auto Consultants Pte Ltd.

Thank you.

Patricia Kueh

Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd

249 Alexandra Road Singapore 159935

M (65) 9770 4368 D (65) 6378 9336

www.wearnesauto.com patricia.kueh@wearnes.com

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From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Tuesday, 17 September, 2019 4:19 PM

To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>

Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>

Subject: RE: TP Claim for SML988H

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Automobile Inspection Services Pte Ltd
- VP Appraisal
- Form Team Adjusters Pte Ltd
- Infiniti Appraisal Service
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- RT Appraisal
- 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; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext - 248

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]
Sent: 17 September, 2019 1:23 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: TP Claim for SML988H

Hi,

Please refer attachments and advise if we can settle direct for this case.

Please arrange pre repair survey on 18.09.19 at 10am. Location at 45 Leng Kee Road. Owner will be waiting.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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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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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.

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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

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India International Insurance Pte Ltd.

Registration No. 198703792-K



This email has been checked for viruses by AVG antivirus software.
www.avg.com

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	18 Sep 2019 17:27	Cim Dtl Modified	Claimant's Name: -> KUEK KIEN JOO, Claimant's ID: -> S6860678J.		[A] HOW MEI KWAN
2	18 Sep 2019 17:27	Cim Veh Model Changed	(205903) LAND ROVER RANGE ROVER 3.0 SC TSS SR (A).		[A] HOW MEI KWAN
3	18 Sep 2019 17:27	Cim Created	Reg No: SML988H, Acct Date: 2019/09/14, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: AXA Insurance Pte Ltd (HQ), Workshop: Wearnes Automotive Pte Ltd (alexandra) (HQ)		[A] HOW MEI KWAN
4	18 Sep 2019 17:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] HOW MEI KWAN
5	18 Sep 2019 17:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/27		[A] HOW MEI KWAN
6	18 Sep 2019 17:27	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.		[A] HOW MEI KWAN
7	18 Sep 2019 17:28	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.		[A] HOW MEI KWAN
8	18 Sep 2019 17:28	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID		[A] HOW MEI KWAN
9	19 Sep 2019 15:03	Cim Dtl Modified	Insured Name: -> COMFORTDELGRO RENT-A-CAR PTE L, Insured ID: -> 198105775H.		[A] HOW MEI KWAN
10	28 Sep 2019 09:23	Label Removed	(30651):Vehicle Not In.		[A] CHEW HSIAO TONG
11	30 Sep 2019 14:37	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL		[A] HOW MEI KWAN
12	01 Oct 2019 11:10	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remark: From video conversation and damage profile of both parties vehicle, it is like that OID changed from left lane to right lane and resulted the accident.		[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
2284896	19 Sep 2019 08:44:26	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SML988H	SML4310L	11.77

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Sep 2019 17:27	Clim Dtl Modified	Claimant's Name: -> KUEK KIEN JOO. Claimant's ID: -> S68606783.	[A] HOW MEI KWAN
2	18 Sep 2019 17:27	Clim Veh Model Changed	(205903) LAND ROVER RANGE ROVER 3.0 SC TSS SR (A).	[A] HOW MEI KWAN
3	18 Sep 2019 17:27	Clim Created	Reg No: SML988H. Acct Date: 2019/09/14. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Wearnes Automotive Pte Ltd (alexandra) (HQ)	[A] HOW MEI KWAN
4	18 Sep 2019 17:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Sep 2019 17:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/27	[A] HOW MEI KWAN
6	18 Sep 2019 17:27	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Sep 2019 17:28	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	18 Sep 2019 17:28	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	19 Sep 2019 15:03	Clim Dtl Modified	Insured Name: -> COMFORTDELGRO RENT-A-CAR PTE L. Insured ID: -> 198105775H.	[A] HOW MEI KWAN
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11	30 Sep 2019 14:37	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN
12	01 Oct 2019 11:10	Adj Mandate Request	Cur,Req:0.00:PODS Liability: 100% Remark: From video conversation and damage profile of both parties vehicle, it is like that OID changed from left lane to right lane and resulted the accident.	[A] CHEW HSIAO TONG
13	01 Oct 2019 14:34	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
14	01 Oct 2019 14:41	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
15	01 Oct 2019 14:42	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
16	01 Oct 2019 14:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/27	[I] Lalitha Krishnan
17	01 Oct 2019 14:58	Adj Mandate Set	Approved:0.00.	[I] Lalitha Krishnan

Date From



Date To



Audit Type None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Ref No	Ref Date	Ref Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2284896	19 Sep 2019 08:44:26	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SML988H	SML4310L	11.77
2298258	01 Oct 2019 11:48:47	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SML988H	Gabriel Wee	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 3 October 2019 11:10 AM
To: Patricia Kueh Anak Slin
Cc: Admin A; Paul Ong Qing Yong
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/R1pa3

Without Prejudice

Dear Sirs/Mdm,

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 | fax: 6741-4108

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

From: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Sent: Thursday, 3 October 2019 9:55 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/R1pa3

Hi,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 8378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 1 October, 2019 11:11 AM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Cc: Admin A <admin-a@lkkauto.com>; Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/R1pa3

Without Prejudice

Dear Sirs/Mdm,

We are looking into the matter and will get back to you asap.

Thanks.

"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.

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Best Regards,

Hsiao Tong, Chew | 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: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Sent: Tuesday, 1 October 2019 8:43 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3

Hi,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Patricia Kueh Anak Slin
Sent: Monday, 30 September, 2019 9:07 AM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3

Hi,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



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M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Patricia Kueh Anak Slin
Sent: Wednesday, 25 September, 2019 3:06 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3

Hi,

Please refer attached video as requested.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 25 September, 2019 3:03 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP Claim for SML988H //LKK REF: CC4/III19016510/pa3

Without Prejudice

Dear Sirs/Mdm,

Attached is a copy of our insured accident report for your easy reference.

We would like to request a copy of video footage for our necessary action.

Appreciate an early reply

"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.

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Best Regards,

Hsiao Tong, Chew | 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 25 September 2019 1:57 PM
To: 'Motor Claim - III' <motorclaim@iii.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'Patricia Kueh Anak Slin' <patricia.kueh@wearnes.com>; assignments <assignments@lkkauto.com>
Subject: RE: TP Claim for SML988H

Dear Sir/Mdm,

Thank you for the email.

Dear Hsiao Tong,

Kindly assist

FYNA Our Ref : CC4/III19016510/pa3

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Wednesday, 25 September 2019 1:48 PM

To: 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>

Subject: FW: TP Claim for SML988H

Dear LKK,

Please assist.

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext - 248

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]

Sent: 25 September, 2019 10:45 AM

To: Lalitha Krishnan - III <lalitha@iii.com.sg>

Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Motor Claim - III <motorclaim@iii.com.sg>

Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 8378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Patricia Kueh Anak Slin
Sent: Saturday, 21 September, 2019 8:44 AM
To: 'Lalitha Krishnan - III' <lalitha@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; 'Motor Claim - III' <motorclaim@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 8378 9336
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From: Patricia Kueh Anak Slin
Sent: Thursday, 19 September, 2019 11:25 AM
To: Lalitha Krishnan - III <lalitha@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Lalitha,

Please confirm my customer liability.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



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From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 17 September, 2019 4:42 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>; Lalitha Krishnan - III <lalitha@iii.com.sg>
Subject: RE: TP Claim for SML988H

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SML988H and let us have your report urgently.

This claim will be handled by Ms Lalitha.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



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

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]
Sent: 17 September, 2019 4:22 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H

Dear Gabriel,

Please arrange LKK Auto Consultants Pte Ltd.

Thank you.

Patricia Kueh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
M (65) 9770 4368 D (65) 6378 9336
www.wearnesauto.com patricia.kueh@wearnes.com

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From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 17 September, 2019 4:19 PM
To: Patricia Kueh Anak Slin <patricia.kueh@wearnes.com>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: RE: TP Claim for SML988H

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

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- VP Appraisal
- Form Team Adjusters Pte Ltd
- Infiniti Appraisal Service
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- RT Appraisal
- 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; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext - 248

From: Patricia Kueh Anak Slin [<mailto:patricia.kueh@wearnes.com>]
Sent: 17 September, 2019 1:23 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Paul Ong Qing Yong <paul.ong@wearnes.com>
Subject: TP Claim for SML988H

Hi,

Please refer attachments and advise if we can settle direct for this case.

Please arrange pre repair survey on 18.09.19 at 10am. Location at 45 Leng Kee Road. Owner will be waiting.

Thank you.

Patricia Kueh

Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd

249 Alexandra Road Singapore 159935

M (65) 9770 4368 D (65) 6378 9336

www.wearnesauto.com patricia.kueh@wearnes.com

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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Registration No. 198703792-K



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www.avg.com

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Sep 2019 17:27	Cim Dtl Modified	Claimant's Name: -> KUEK KIEN JOO. Claimant's ID: -> 56860678J.	[A] HOW MEI KWAN
2	18 Sep 2019 17:27	Cim Veh Model Changed	(205903) LAND ROVER RANGE ROVER 3.0 SC TSS SR (A).	[A] HOW MEI KWAN
3	18 Sep 2019 17:27	Cim Created	Reg No: SML988H. Acct Date: 2019/09/14. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Wearnes Automotive Pte Ltd (alexandra) (HQ)	[A] HOW MEI KWAN
4	18 Sep 2019 17:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Sep 2019 17:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/27	[A] HOW MEI KWAN
6	18 Sep 2019 17:27	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Sep 2019 17:28	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	18 Sep 2019 17:28	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	19 Sep 2019 15:03	Cim Dtl Modified	Insured Name: -> COMFORTDELGRO RENT-A-CAR PTE L. Insured ID: -> 198105775H.	[A] HOW MEI KWAN
10	28 Sep 2019 09:23	Label Removed	(30651):Vehicle Not In.	[A] CHEW HSIAO TONG
11	30 Sep 2019 14:37	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN
12	01 Oct 2019 11:10	Adj Mandate Request	Cur,Req:0.00:PODS Liability: 100% Remark: From video conversation and damage profile of both parties vehicle, it is like that OID changed from left lane to right lane and resulted the accident.	[A] CHEW HSIAO TONG
13	01 Oct 2019 14:34	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
14	01 Oct 2019 14:41	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
15	01 Oct 2019 14:42	Video Downloaded	Downloaded TP video - conversation between both parties	[I] Lalitha Krishnan
16	01 Oct 2019 14:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/27	[I] Lalitha Krishnan
17	01 Oct 2019 14:58	Adj Mandate Set	Approved:0.00.	[I] Lalitha Krishnan
18	20 Nov 2019 12:53	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
19	20 Nov 2019 12:53	Cim Dtl Modified	JPJ Reg. Date: -> 2014/12/17.	[A] JOANNE LEE KHANG MIN
20	20 Nov 2019 12:53	Cim Details Notified		[A] JOANNE LEE KHANG MIN
21	11 Dec 2019 08:03	Adj Mandate Request	Cur,Req:11112.72:PODS Liability: 100% *Quantum: (a)CORw/GST: \$10,695.42 + (b)L ORw/GST(3days x \$130.00): \$417.30 = Total: \$11,112.72 *Vehicle Model: Landrover Range Rover (2995cc) *3 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None

Go

ACTIVITY

No record

Print Received Message

This mail is associated with :

***SML988H (MCA190234)**

[SML4310L]

TP

KUEK KIEN JOO

Sep 14 2019 12:00AM

[COMFORTDELGRO RENT-A-CAR PTE LTD]

Wearnes Automotive Pte Ltd (alexandra)

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 11/12/2019 08:50 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$11112.72) - SML988H - Claim Handler: Lalitha Krishnan

Approved:11112.72.

Hsiao Tong (LKKAUTO)

From: Christine Yow <christine.yow@wearnes.com>
Sent: Tuesday, 10 December 2019 3:10 PM
To: Admin A
Cc: Hsiao Tong (LKKAUTO)
Subject: III TP : SML988H / SML4310L
Attachments: SML988H.pdf

Dear OIC,

Original copy of the attach will be mail out for your next process.

Kindly expedite the payment.

Best Regards,

Christine Yow
Administrator
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
D (65) 6430 4899
www.wearnesauto.com christine.yow@wearnes.com

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(PAYMENT BREAKDOWN)

Vehicle No	:	SAL 988H	Model	:	Land Rover Range Rover Vogue 3.0
	:	SML4310L			
Date of Accident	:	14/10/2019			

Global Sum Settlement	:	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Liability	:	100 %	(Agreed/Assessed)

Repair Estimate	:	\$ 14,820.35	
Final Repair Cost	:	\$ 10,695.42	
Loss of Use	:	\$	days at \$ per day
Rental (if any)	:	\$ 417.30	3 days at \$ 139.10 (incl of GST) per day
Others	:	\$	
	:	\$	
	:	\$	
	:	\$	
Final Settlement Sum	:	\$ 11,112.72	

Remarks: _____

Payment Instruction: Payee's Breakdown		
1)	WEARNES AUTOMOTIVE PTE LTD	: \$ 11,112.72
2)		: \$
3)		: \$
4)		: \$



redefining / insurance

AXA Insurance Pte Ltd
 1800 880 4888 (Within Singapore)
 (65) 6880 4888 (International)
 (65) 6880 4740
 customer.care@axa.com.sg
 www.axa.com.sg

Certificate of Insurance

account number
 15423

Motor Vehicles (Third Party Risks and Compensation) Act, (Chapter 189) - Motor Vehicles (Third Party Risks and Compensation) Rules, 1997 (Road Transport Act, 1987 (Malaysia))
 Motor Vehicles (Third Party Risks and Compensation) Rules, 1997 (Malaysia)

Policy details

Policyholder name	KUEK KOEN JOO	Certificate number	GA456575 / 1
Cover	Comprehensive	Chassis number	5AL6A2VE7EA172659
Plan name	Essential	Engine number	1404300935306PS
NCD applicable	50%		
Vehicle registration number	SML888H		
Period of Insurance	from 30/03/2019 to 29/03/2020 (both dates inclusive)		
Finance loan company	OCBC BANK LIMITED		

Persons or classes of persons entitled to drive*

- (a) The Policyholder
 (b) Any person who is driving on the Policyholder's order or with their permission

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

Limitation as to use*

Use only for social, domestic and pleasure purposes and for the Policyholder's business.

The policy does not cover - use for hire or reward, racing, pace-making, reliability trial, speed testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with motor trade; or when the Motor Car, whether stationary, in use or otherwise, is in or on, a racing track, circuit, route, course or any other roads by whatever name called that are typically used for racing, pace-making or such similar purposes.

* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third Party Risks and Compensation) Act, (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS	Basic Own Damage Excess	S\$0 500.00
	Windscreen Excess	S\$0 100.00

An Additional Excess is applicable as follows:

1. S\$500 for unlicensed and unlicensed Driver
2. S\$500 for declared Young and Inexperienced Driver
3. S\$5,000 for unlicensed Young and Inexperienced Drivers. This additional excess is reduced to S\$2,500 if You have chosen AXA Premium Workshops.

Additional clauses & endorsements to your policy

Nil

I/We hereby certify that the policy to which this Certificate relates is issued in accordance with the provision of the Motor Vehicles (Third Party Risks and Compensation) Act, (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).

AXA Insurance Pte Ltd

Authorised signature

Important note

Policyholders are warned that on the sale of a motor vehicle they must surrender the Certificate of Insurance and the Policy to the insurance company. If the Certificate of Insurance has been lost or destroyed a Statutory Declaration to the effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicle (Third Party Risks and Compensation) Act (Cap. 189).

The Premium Warranty Clause requires the premium to be paid in full within a specific period failing which there would be no liability under the policy. Renewal certificate, endorsement etc.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 13 December 2019 9:39 AM
To: Christine Yow
Cc: Admin A
Subject: RE: III TP : SML988H / SML4310L /DOA: 14/09/2019 //LKK REF: CC4/III19016510/R1pa3
Attachments: DV_SML988H.pdf

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement at \$11,112.72(all-in).

Please duly sign the DV enclosed and return the original copy to us (LKK) for our necessary action.

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 | fax: 6741-4108

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

From: Christine Yow <christine.yow@wearnes.com>
Sent: Tuesday, 10 December 2019 3:10 PM
To: Admin A <admin-a@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: III TP : SML988H / SML4310L

Dear OIC,

Original copy of the attach will be mail out for your next process.

Kindly expedite the payment.

Best Regards,

Christine Yow
Administrator
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
D (65) 6430 4899
www.wearnesauto.com christine.yow@wearnes.com

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...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	17 Sep 2019 Edit Rag		17 Sep 2019 00:00 Edit Adj Rpt	\$49,995.72 Edit Estimates	\$49,995.72 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	COMFORTDELGRO RENT-A-CAR PTE LTD, Co. Reg. No.: 198105775H								
Main Claimant:	KUEK KIEN JOO, ID: 568606783								
Vehicle Reg. No.:	SML988H	Date of Loss:	14/09/2019 00:00 - :59 [56 Months and 28 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCA190234	Policy/Cover Note No.:	M460802						
Vehicle Reg. No. (Insured):	SML4310L	Policy No. (Claimant):	GA456575/1						
		Excess:							
Repairer:	Wearnes Automotive Pte Ltd (alexandra) (HQ) 249 ALEXANDRA ROAD, 159935 Alexandra - Tel: 64731488								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Lalitha Krishnan - 6347 6139]								
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6880 4888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 27/09/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> III_SG (11/12/2019): Alert - Adj Mandate Approved (\$11112.72) - SML988H - Claim Handler: Lalitha Kri... III_SG (01/10/2019): Alert - Adj Mandate Approved (\$0.00) - SML988H - Claim Handler: Lalitha Krishna... 									
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

*SML988H (MCA190234)
[SML4310L]
TP
KUEK KIEN JOO
Sep 14 2019 12:00AM
[COMFORTDELGRO RENT-A-CAR PTE LTD]
Wearnes Automotive Pte Ltd (alexandra)

[Upload Documents](#) |
 [Upload Photos](#) |
 [Compose New Letter](#)

View View in Browser ▼

Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	01/10/19 11:48	TP video - conversation between both parties		Load MP4	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	01/10/19 11:05	Odometer Reading		Load JPG	<input checked="" type="checkbox"/>
2	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
3	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
4	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
5	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
6	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
7	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
8	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
9	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
10	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
11	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
12	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
13	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
14	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
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16	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
17	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
18	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
19	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
20	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
21	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
22	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
23	01/10/19 11:05	General View		Load JPG	<input checked="" type="checkbox"/>
24	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
25	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
26	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
27	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
28	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
29	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
30	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
31	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
32	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
33	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
34	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
35	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
36	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
37	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
38	11/12/19 08:00	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>

Documentation				1 per page	<input checked="" type="checkbox"/>
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Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	18/09/19 17:28	ACKNOWLEDGEMENT EMAIL TO III DD 18.09.2019		Load PDF	
2	18/09/19 17:28	TP ESTIMATE		Load PDF	
3	18/09/19 17:28	TP GIA REPORT		Load PDF	
4	30/09/19 14:37	TP ESTIMATE-MARKED		Load PDF	
5	11/12/19 08:01	LOD		Load PDF	
6	11/12/19 08:01	Authorisation to Act		Load PDF	
7	11/12/19 08:01	Workshop Invoice		Load PDF	
8	11/12/19 08:01	Rental Bill		Load PDF	
9	24/12/19 12:05	DISCHARGE VOUCHER		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	19/09/19 08:43	Singapore Accident Statement		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div> <div>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</div> <div> <div></div> <div> <div>^</div> <div>v</div> </div> </div> </div> <div> Show Remarks To: <input type="checkbox"/> Handling Insurer Note: Remarks are private unless you show it to other parties. </div>			

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/III19016510/R1PA3N2

Date: 24/12/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd	Policy No: M460802
Claimant Vehicle No : SML988H	Insured Vehicle No : SML4310L
Date of Loss: 14/09/2019	Nature of Claim: TP Claim No: MCA190234

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SML988H		
Make & Model:	LAND ROVER RANGE ROVER, 3.0 SC TSS SR (A)	Engine No:	14043009355306PS
Reg. Date:	17/12/2014 (Man. Year: 2014)	Chassis No:	SALGA2VE7EA172659
Colour:	Black	Odometer:	104400 km
Engine Capacity:	2995 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:	255/55 R20	Rear Tyre Size:	255/55 R20
Front Left Side:	Goodyear 6 mm	Rear Left Side:	Goodyear 6 mm
Front Right Side:	Goodyear 6 mm	Rear Right Side:	Goodyear 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	9,870.80	6,615.72	3,255.08	32.98
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,980.00	3,380.00	600.00	15.08
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	13,850.80	9,995.72	3,855.08	27.83
+ GST 7.00/7.00% (S\$)	969.56	699.70	269.86	27.83
Nett Amount (S\$)	14,820.36	10,695.42	4,124.94	27.83
+ Car Rental (3.0 x S\$130.00/day + 7.00% GST) (S\$)		417.30		
Nett Liability (S\$)		11,112.72		

INSPECTION

Date of Assignment:	17/09/2019	
Date Inspected:	19/09/2019 Inspected At:	Wearnes Automotive Pte Ltd (alexandra) (HQ) 249 ALEXANDRA ROAD Singapore 159935
Estimated Period of Repair:	3.0 days	

Adjuster: MOHD RASUL

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: 21 Nov 2019)
Parts:	192	LAND ROVER RANGE ROVER 3.0 SC TSS SR (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SML988H)	
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		*BUMPER COVER FRONT R	Deformed	2,715.10 FS	*2,443.59 FS
2	1		*KIT-BUMPER VENTS	Not Necessary	859.70 FS	*- FS
3	1		*FOG LAMP BRACKET LH	Not Necessary	65.80 FS	*- FS
4	1		*FOG LAMP BRACKET RH	Not Necessary	51.60 FS	*- FS
5	1		*BUMPER DEFLECTOR LH	Not Necessary	166.10 FS	*- FS
6	1		*BUMPER BRACKET FRT C	Not Necessary	175.00 FS	*- FS
7	1		*LLR038741/BUMPER MOU	Not Necessary	434.60 FS	*- FS
8	1		*BUMPER BRACKET FRT R	Not Necessary	43.30 FS	*- FS
9	1		*BUMPER BRACKET FRT L	Not Necessary	54.80 FS	*- FS
10	1		*HEADLAMP LH RR3 ADAP	Cracked	4,635.70 FS	*4,172.13 FS
11	1		*ADHESIVE SEALER FL2	Not Necessary	669.10 FS	*- FS
F=Franchise part. S=SpcNett.						
Total Parts (S\$)					9,870.80	6,615.72

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
<u>Labour Items</u>				
1	TO REPLACE FRT BUMPER ,FOG LAMP FINISHER LH,HEADLAMP LH ,ETC	New	1,800.00	1,200.00
2	TO PUTTY & SPRAYPAINT ON FRT BUMPER ,ETC	New	1,500.00	1,500.00
3	TO CHECK WIRING INCLUDE RESETTING OF ALL ELECTRICAL MODULES	New	510.00	510.00
4	TO FOCUS HEADLAMP	New	170.00	170.00
Gross Labour Cost (S\$)			3,980.00	3,380.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >