

27/03/2002

ASS. REC. BY:

REF:

CS3/MSG 19072025/GGF-02

Special Instruction:

Survivor: GQ

ASSIGNMENT (Office)

From (Person): Ng Chen How

of MSIH

Date/Time: 26.9.19 16.26P.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SL5 64025

Insured:

SLJ 6138C

at Workshop m/s

Onon Autodinic

Tel:

91444476

of NO 25 K BT Rd 4 #03-31

Policy No: 29114756

Claim No:

606507

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 20.9.2019

CA / REV / REP. / REV 24 HRS

Date/Time: 27/9/19 10.14a.m

Person Contacted:

Janice

H.O.D. Endorsement:

Vehicle IN OUT

Date/Time

Action/Instruction ( X ) Estimate #03-32

SL5 64025 - X

SLJ 6138C - X

After repair: 2/10/2019

Surveyor

EX

REF:

MSG

PRS

## ASSIGNMENT

From:

Date:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

Orion Auto

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

|     |     |
|-----|-----|
|     |     |
| N/S | O/S |
|     |     |

Bal. or Market Value:

IDAC Accident Rpt.: Consistent? : Yes or No

GIA / PR Seen: 3 Consistent? : Yes or No

Est. Repairs: 3 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No:

SL564025

Yr Regn:

Sep 17

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

Truck / Trailer or

Make:

Volkswagen Golf 1.4 C.C. 1390

Colour:

Red

A/C: Insured / Std / NI / NA

Sp. Reading

35896

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

www222AU2H W113844

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

225/45 R17

R:

11

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

TOYO / YOKO or

Front

Rear

R/Bal.

6 mm

R/Bal.

6 mm

L/Bal.

6 mm

L/Bal.

6 mm

D.O.A.

D.O.I.

01-10-19

Survey held at

w/s

3:20pm

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

o/s rear

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

Date / Time

Action / Instruction

\$1000 - \$2000

RECEIVED 7 OCT 2019

Date/Time, File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time, File Return to?

2)

Days Of Repair:

3

Resurvey No. of Trip:

1

Survey Fee:

120

Transportation:

S + RS, SI

Photos

Others

TOTAL

11

131

Report Format:

PRS

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

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Weekend (\$

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

## CLAIM SUBFOLDER TRACKING

| Case | Notified             | Est Submitted | Adj Assigned                   | Adj Rpt | Adj Submitted | Ins Auth'd | Status                               |
|------|----------------------|---------------|--------------------------------|---------|---------------|------------|--------------------------------------|
| Main | 26 Sep 2019<br>09:50 |               | 26 Sep 2019<br>16:26<br>Assign |         |               |            | <b>New Assignment</b><br>Cancel Case |

| Main  | Reference  | Claim Details  | Documents   | Show All |
|---|--|--|---|----------|
| <b>CLAIM SUBFOLDER DETAILS</b>  |  | <b>[Created by insurer]</b>                                |   |          |
| Insured:  | GRAB RENTALS PTE LTD, Co. Reg. No.: 201617200G   |  |   |          |
| Main Claimant:  | TAN HUA GEOK JENNIFER, ID: S1667727B   |  |   |          |
| Vehicle Reg. No.:   | SLS6402S   | Date of Loss:  | 20/09/2019 22:00 - :59<br>[23 Months and 22 Days From LTA<br>Reg Date (Man Yr)] |          |
| Claim Type:   | TP / 606507  | Policy/Cover Note No.:                                     | 29114756 (Comprehensive)<br>Coverage: 01/02/2019 -<br>31/01/2020                |          |
| Vehicle Reg. No. (Insured):   | SLJ6138C   | Policy No. (Claimant):                                     | D19MTPV01013417   |          |
|   |  | Excess:  |   |          |
| Repairer:   | Orion Autoclinic (HQ) NO.25 K BT RD 4 #03-31 SYNERGY @ KBT, 417800 Kaki Bukit - Tel: 91444476              |  |   |          |
| Handling Insurer:   | MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by NG CHEN HOW -<br>6643 1391] |  |   |          |
| Claimant's Insurer:   | Sompo Insurance Singapore Pte. Ltd. (HQ) - Tel: 6461 6555  |  |   |          |
| Adjuster:   | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 27/09/2019]                         |  |   |          |
| Driver/Custodian (Insured):   | LEE CHUAN CHENG (44 / Male) , NRIC: S7515359G, Tel: +6583096269 Email:                                     |  |   |          |
| Adj Asg. Remarks:   | on WP. (change of workshop). OI:Grab. Liab: unclear. Disagree on SJE. Contact: Janice @ 9328 0092.         |  |   |          |
| <b>ASSOCIATED MAIL RECEIVED</b>   |  | <a href="#">View All</a> <a href="#">Compose Case Mail</a> |   |          |
| There are no mail for this case.  |  |  |   |          |
| <div> <div>ALL ASSOCIATED TASKS</div> <div> <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a> </div> <div> <div>Due Date</div> <div>Priority</div> <div>Type</div> <div>Task Group</div> <div>Subject</div> <div>Handler</div> <div>Assigned By</div> <div>Completed On</div> <div>Created On</div> <div>Done?</div> </div> </div> |  |  |   |          |
| No results.   |  |  |   |          |

## Helene Phua

---

**From:** Accident@kscgp.com  
**Sent:** Thursday, 26 September, 2019 12:35 PM  
**To:** Helene Phua  
**Cc:** Ng Chen How  
**Subject:** Re: 2nd Notice to Conduct Pre-Repair Survey - Your ref:SLJ6138C(GRAB) Our ref: SLS 6402S/OAC/hk  
**Attachments:** 2nd PRS (reject).pdf

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

Dear Sirs,

We refer to the matter above and your email of even date.

Please see enclosed our 2nd Notice to Conduct Pre-Repair Survey. Our client is not agreeable to your proposed motor surveyors as a Single Joint Expert.

The workshop details are as follows:

Orion Autoclinic Pte Ltd

25 Kaki Bukit Road 4,

#03-32 Synergy @ Kaki Bukit,

Singapore 417800

Contact person: Janice (9328 0092)

Thank you.

Regards,  
Hong Kuin  
for and on behalf of Mr Gurdeep Singh Sekhon  
KSCGP Juris LLP  
10 Hoe Chiang Road  
#13-03A Keppel Towers  
Singapore 089315  
Tel: 6538 3611 / DID: 3152 0989 / Fax: 6538 3708

Email: accident@kscgp.com

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----- Original Message -----

**From:** Helene Phua [mailto:helene\_phua@sg.msig-asia.com]

**To:** Accident@kscgp.com

**Cc:** ChenHow\_Ng@sg.msig-asia.com

**Sent:** Thu, 26 Sep 2019 03:53:32 +0000

**Subject:**

Hi,

We refer to your email dated 26/09/2019.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) Appraisal VP Pte Ltd
- 6) AutoProbe Consultants
- 7) **MSIG In-House Surveyors**

\*This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor\*

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

|                 |                  |
|-----------------|------------------|
| 1) Calvin Ang   | 6) Chow Bo Xiong |
| 2) Kenneth Kong | 7) E C Looi      |
| 3) Marcus Chua  | 8) Daniel Chan   |
| 4) Ng You Han   | 9) Victor Png    |
| 5) Gary Soon    | 10) Samuel Phun  |

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NB:

(a) **\*Fast lane settlement is not applicable for cases that liability is in dispute\***

(b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: [motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)

Have a great week ahead!

Helene Phua

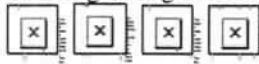
Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 |

F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



**From:** Accident@kscgp.com [mailto:Accident@kscgp.com]

**Sent:** Thursday, 26 September, 2019 11:28 AM

**To:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>

**Cc:** Winnie Chua <[pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)>

**Subject:** RE: 1st Notice to Conduct Pre-Repair Survey - Your ref: SLJ6138C(GRAB) Our ref: SLS 6402S/OAC/hk

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

Dear Helene,

Owner of motor vehicle SLS 6402S has decided to proceed the case under Orion Autoclinic Pte Ltd.

Please let us have your proposed list of surveyors, for our client's consideration.

In the meantime, the workshop's details are as follows: -

Orion Autoclinic Pte Ltd

25 Kaki Bukit Road 4,

#03-32 Synergy @ Kaki Bukit,

Singapore 417800

Contact person: Janice (9328 0092)

Thank you.

Regards,

Hong Kuin

for and on behalf of Mr Gurdeep Singh Sekhon

KSCGP Juris LLP  
10 Hoe Chiang Road  
#13-03A Keppel Towers  
Singapore 089315  
Tel: 6538 3611 / DID: 3152 0989 / Fax: 6538 3708  
Email: [accident@kscgp.com](mailto:accident@kscgp.com)

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----- Original Message -----

**From:** Helene Phua [[mailto:helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)]  
**To:** [Accident@kscgp.com](mailto:Accident@kscgp.com)  
**Cc:** [pingping\\_chua@sg.msig-asia.com](mailto:pingping_chua@sg.msig-asia.com)  
**Sent:** Thu, 26 Sep 2019 03:14:27 +0000  
**Subject:**

Dear Hong Kuin,

As spoken, there is duplicate claim for this case.

We are checking with the existing workshop now.

We will update you soon.

**Have a great week ahead!**

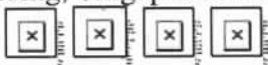
**Helene Phua**

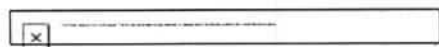
Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581

| T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg) 



**From:** [Accident@kscgp.com](mailto:Accident@kscgp.com) [<mailto:Accident@kscgp.com>]  
**Sent:** Wednesday, 25 September 2019 6:40 PM

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

**Subject:** 1st Notice to Conduct Pre-Repair Survey - Your ref: SLJ 6138C Our ref: SLS 6402S/OAC/hk

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

Dear Sirs,

Please find enclosed the 1st Notice to Conduct Pre-Repair Survey, for your attention and necessary action.

Thank you.

Regards,

Hong Kuin

for and on behalf of Mr Gurdeep Singh Sekhon

KSCGP Juris LLP

10 Hoe Chiang Road

#13-03A Keppel Towers

Singapore 089315

Tel: 6538 3611 / DID: 3152 0989 / Fax: 6538 3708

Email: [accident@kscgp.com](mailto:accident@kscgp.com)

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> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

|                               |                                      |
|-------------------------------|--------------------------------------|
| Vehicle Owner Particulars     |                                      |
| Owner ID Type:                | Singapore NRIC                       |
| Owner ID:                     | 727B                                 |
| Vehicle Details               |                                      |
| Vehicle No.:                  | SLS6402S                             |
| Vehicle to be Exported:       | No                                   |
| Intended Deregistration Date: | 04 Oct 2019                          |
| Vehicle Make:                 | VOLKSWAGEN                           |
| Vehicle Model:                | GOLF 1.4 TSI AT 5G13HZ               |
| Primary Colour:               | Red                                  |
| Manufacturing Year:           | 2016                                 |
| Engine No.:                   | CZC159323                            |
| Chassis No.:                  | WVWZZZAUZHW113844                    |
| Maximum Power Output:         | 92.0 kW (123 bhp)                    |
| Open Market Value:            | \$20,325.00                          |
| Original Registration Date:   | 29 Sep 2017                          |
| First Registration Date:      | 29 Sep 2017                          |
| Transfer Count:               | 0                                    |
| Actual ARF Paid:              | \$10,455.00                          |
| Intended PARF Rebate Details  |                                      |
| PARF Eligibility:             | Yes                                  |
| PARF Eligibility Expiry Date: | 28 Sep 2027                          |
| PARF Rebate Amount:           | \$7,841.00                           |
| Intended COE Rebate Details   |                                      |
| COE Expiry Date:              | 28 Sep 2027                          |
| COE Category:                 | A - Car up to 1600cc & 97kW (130bhp) |
| COE Period(Years):            | 10                                   |
| QP Paid:                      | \$42,902.00                          |
| COE Rebate Amount:            | \$34,250.00                          |
| Total Rebate Amount:          | \$42,091.00                          |

The information contained herein is correct as at 04 Oct 2019

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

- 1. Please report correctly the details of the accident to speed up the claims process.
- 2. This Form must be completed by the Policyholder and/or the Authorised Driver.
- 3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
- 5. Any false reporting may be referred to the Police for investigation.
- 6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
- 7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

| ACCIDENT STATEMENT         |                                      |
|----------------------------|--------------------------------------|
| Date Of Report             | 23/09/2019 13:55                     |
| Date Of Accident           | 20/09/2019 22:15                     |
| Exact Location Of Accident | AIRPORT BOULEVARD TOWARDS TERMINAL 2 |
| Country/State of Loss      | SINGAPORE                            |

| DETAILS OF OWN VEHICLE   |                                     |
|--|-------------------------------------|
| Vehicle Registration Number  | SLS6402S                            |
| Insured/Policyholder   |                                     |
| Name Of Registered Owner   | TAN HUA GEOK JENNIFER               |
| NRIC No  | S1667727B                           |
| Email Address  | NOEMAIL                             |
| Mobile Phone No  | (LOCAL) +65-93212166                |
| Alternative Phone No   | OFFICE-93212166                     |
| Vehicle Particulars  |                                     |
| Manufacturer   | VOLKSWAGEN                          |
| Model  | GOLF 1.4 TSI-CAPACITY1395           |
| Exact Purpose for which vehicle was being used at time of accident           | PRIVATE USE                         |
| Are you claiming under your own insurance policy for repair to your vehicle? | NO                                  |
| If No, Please state action to be taken                                       | THIRD PARTY                         |
| Vehicle Category   | PRIVATE CAR                         |
| Insurance Company  |                                     |
| Name of Insurance Company  | SOMPO INSURANCE SINGAPORE PTE. LTD. |
| Type Of Coverage   | COMPREHENSIVE                       |
| Fleet Policy   | NO                                  |
| Policy Number  | D19MTPV01013417                     |
| Cover Note Number  |                                     |
| Driver   |                                     |
| Name of Driver   | MARKUS CHUA WANGREN                 |
| NRIC No  | S9314625E                           |
| Date Of Birth  | 24/04/1993                          |
| Occupation   | INDOOR                              |
| Date Of Driving Pass   | 09/11/2012                          |
| Driving Experience   | 6 YEARS AND 10 MONTHS               |
| Gender   | MALE                                |
| Mobile Number  | (LOCAL) +65-93212166                |
| Fax Number   |                                     |
| Contact Number   |                                     |
| EMail Address  | CHUAWANGRENMARKUS@GMAIL.COM         |

|   |        |
|---|--------|
| Address   | NIL    |
| Postcode  |        |
| Was driver an employee of the Insured's Company     | NO     |
| If No, Relationship of the Driver with the Insured  | PARENT |
| Vehicle Registration Number of Driver's Own Vehicle | -      |
|   | -      |
|   | -      |
| Insurance Company of Driver's Own Vehicle           | -      |
|   | -      |
|   | -      |

#### General Information of the Accident

|                    |                          |
|--------------------|--------------------------|
| Type Of Accident   | COLLISION - HEAD TO REAR |
| Weather Conditions | CLEAR                    |
| Road Surface       | DRY                      |

#### Other Information

|   |     |
|---|-----|
| Was any foreign vehicle involved in this accident?  | NO  |
| Number of vehicles (including own vehicle) involved in the accident                         | 2   |
| Was any body injured in the Accident?   | NO  |
| Was any injured conveyed to hospital by ambulance?  | NO  |
| Was any other material or property damaged?   | YES |
| I have been approached by unknown person(s) soliciting/offering accident claims assistance. | NO  |
| Number of Passengers (Including Driver)   | 1   |

#### Details of Police Action

|   |    |
|---|----|
| Was the accident reported to the police?  | NO |
| If Yes, Please state which Police Station |    |
| Was notice of intended Prosecution given? | NO |
| If Yes, against whom?                     |    |

#### Circumstances of Accident

I was driving moderately on the middle lane going straight, suddenly I felt an impact on my rear right of my vehicle. We stop ahead and exchange particulars. No injury involved. I have video footage if the accident. We were suppose to do a private settlement but the driver back out at a last minute.

#### Attachment(s)

|   |     |
|---|-----|
| Are accident photos available for attachment? | YES |
| Was there any video captured by Car Camera?   | YES |
| Was there any audio recorded?                 | NO  |

#### DETAILS OF OTHER VEHICLE PROPERTY 1

|                                     |  |
|-------------------------------------|--|
| Vehicle Registration Number         | SLJ6138C                               |
| Vehicle Make/Model/Colour           | TOYOTA / PRIUS HYBRID 1.8 CVT / SILVER |
| Details Of Properties               |  |
| Vehicle Category                    | PRIVATE CAR                            |
| Name of Driver                      | LEE CHUAN CHENG                        |
| NRIC/Passport Number                | S7515359G                              |
| Contact Number                      | 91227574                               |
| Address                             |  |
| Postcode                            |  |
| Insurance Company Name              |  |
| Nature Of Damage                    |  |
| No. Of Passenger (Including Driver) | 1                                      |

## Accident Sketch Plan Pg. 1

### SKETCH PLAN

SLS6402S

#### IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims.(collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents(including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

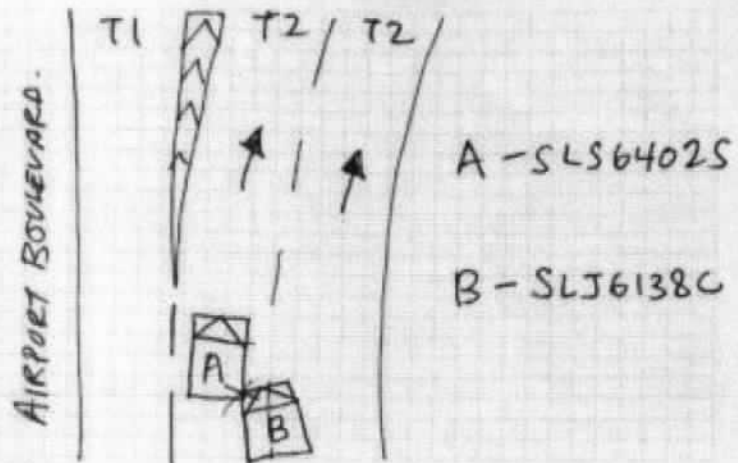
Policyholder's Signature  
Date & Time:

Driver's Signature  
(If driver is not the policyholder)  
Date & Time: **23/9/19, 11:12**  
**AM**

**VERIFY BY AJAX MARS (ARC)**  
**REPORTING OFFICER**  
**MOHAMMAD AZALY BIN ABDULLAH**

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:

### SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

REFER TO ATTACHED STATEMENT.

VERIFY BY AJAX MARS (ARC)

REPORTING OFFICER

MOHAMMAD AZALY BIN ABDULLAH

Reporting Centre Personnel's Signature \_\_\_\_\_

Hawthorne

NARC/TFM 14-21

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

CLAIM SUBFOLDER TRACKING

| Case | Notified          | Est Submitted | Adj Assigned                                      | Adj Rpt  | Adj Submitted                              | Ins Auth'ed | Status  |
|------|-------------------|---------------|---|--|--|-------------|---|
| Main | 26 Sep 2019 09:50 |               | 26 Sep 2019 16:26<br><a href="#">Edit Adj Rpt</a> | <b>S\$0.00</b><br><a href="#">Edit Estimates</a> | <b>S\$0.00</b><br><a href="#">View Rpt</a> |             | <b>Pending for Survey Report</b><br><a href="#">Cancel Case</a> |

MainReferenceClaim DetailsDocumentsShow All

CLAIM SUBFOLDER DETAILS

[Created by insurer]

|                             |  |                        |  |
|-----------------------------|--|------------------------|--|
| Insured:                    | GRAB RENTALS PTE LTD, Co. Reg. No.: 201617200G   |                        |  |
| Main Claimant:              | TAN HUA GEOK JENNIFER, ID: S1667727B   |                        |  |
| Vehicle Reg. No.:           | SLS6402S   | Date of Loss:          | 20/09/2019 22:00 - :59<br>[23 Months and 22 Days From LTA Reg Date (Man Yr)] |
| Claim Type:                 | TP / 606507  | Policy/Cover Note No.: | 29114756 (Comprehensive)<br>Coverage: 01/02/2019 - 31/01/2020                |
| Vehicle Reg. No. (Insured): | SLJ6138C   | Policy No. (Claimant): | D19MTPV01013417  |
|                             |  | Excess:                |  |
| Repairer:                   | Orion Autoclinic (HQ) NO.25 K BT RD 4 #03-31 SYNERGY @ KBT, 417800 Kaki Bukit - Tel: 91444476                      |                        |  |
| Handling Insurer:           | MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by NG CHEN HOW - 6643 1391]            |                        |  |
| Claimant's Insurer:         | Sompo Insurance Singapore Pte. Ltd. (HQ) - Tel: 6461 6555  |                        |  |
| Adjuster:                   | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Imm.Advice due 27/09/2019] |                        |  |
| Driver/Custodian (Insured): | LEE CHUAN CHENG (44 / Male) , NRIC: S7515359G, Tel: +6583096269 Email:   |                        |  |
| Adj Asg. Remarks:           | on WP. (change of workshop). OI:Grab. Liab: unclear. Disagree on SJE. Contact: Janice @ 9328 0092.                 |                        |  |

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

| Due Date    | Priority | Type | Task Group | Subject | Handler | Assigned By | Completed On | Created On | Done? |
|-------------|----------|------|------------|---------|---------|-------------|--------------|------------|-------|
| No results. |          |      |            |         |         |             |              |            |       |

## Claim Documents

\*SLS6402S (606507)

[SLJ6138C]

TP

TAN HUA GEOK JENNIFER

Sep 20 2019 10:00PM

[GRAB RENTALS PTE LTD]

Orion Autoclinic

|                           |                 |  |                    |                                   |                                     |
|---------------------------|-----------------|--|--------------------|-----------------------------------|-------------------------------------|
| Upload Documents          |                 | Upload Photos  | Compose New Letter | View <span>View in Browser</span> |                                     |
| <b>Video</b>              |                 |  |                    | 1 per page                        | <input checked="" type="checkbox"/> |
| No                        | Finalized On    | MSIG Insurance (Singapore) Pte. Ltd. (HQ)  |                    | Thumbnail                         | Print                               |
| 1                         | 27/09/19 11:24  | Video - Accident- 3P front   |                    | Load MP4                          |                                     |
| No                        | Finalized On    | Ajax Mars Pte Ltd (Bukit Merah)  |                    | Thumbnail                         | Print                               |
| 1                         | 23/09/19 14:04  | Video - Accident<br>[Linked Accident Report Documents]                             |                    | Load MP4                          |                                     |
| <b>Assessment Reports</b> |                 |  |                    | 1 per page                        | <input checked="" type="checkbox"/> |
| No                        | Finalized On    | MSIG Insurance (Singapore) Pte. Ltd. (HQ)  |                    | Thumbnail                         | Print                               |
| 1                         | 26/09/19 09:50  | Accident Statement<br>From: SC - Reg. No: SLJ6138C, Claimant: GRAB RENTALS PTE LTD |                    | Load HTM                          |                                     |
| <b>Photos/Images</b>      |                 |  |                    | 3 per page                        | <input checked="" type="checkbox"/> |
| No                        | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)  |                    | Thumbnail                         | Print                               |
| 1                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 2                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 3                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 4                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 5                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 6                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 7                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 8                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 9                         | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 10                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 11                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 12                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 13                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 14                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 15                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 16                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 17                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 18                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 19                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 20                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 21                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 22                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 23                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 24                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 25                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 26                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 27                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 28                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 29                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 30                        | 07/10/19 10:19  | General View   |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 31                        | 07/10/19 10:19  | Photo After Spray  |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 32                        | 07/10/19 10:19  | Photo After Spray  |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 33                        | 07/10/19 10:19  | Photo After Spray  |                    | Load JPG                          | <input checked="" type="checkbox"/> |
| 34                        | 07/10/19 10:19  | Photo After Spray  |                    | Load JPG                          | <input checked="" type="checkbox"/> |

| Video         |                |   | 1 per page | <input checked="" type="checkbox"/> |
|---------------|----------------|---|------------|-------------------------------------|
| No            | Finalized On   | MSIG Insurance (Singapore) Pte. Ltd. (HQ) | Thumbnail  | Print                               |
|               |                |   |            | <input checked="" type="checkbox"/> |
| 35            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| 36            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| 37            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| 38            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| 39            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| 40            | 07/10/19 10:19 | Photo After Spray                         | Load JPG   | <input checked="" type="checkbox"/> |
| Documentation |                |   | 1 per page | <input checked="" type="checkbox"/> |
| No            | Finalized On   | MSIG Insurance (Singapore) Pte. Ltd. (HQ) | Thumbnail  | Print                               |
| 1             | 26/09/19 13:56 | Email from Volkswagen                     | Load PDF   |                                     |
| 2             | 26/09/19 13:56 | Email from Law Firm                       | Load PDF   |                                     |
| 3             | 26/09/19 13:56 | Workshop Details                          | Load PDF   |                                     |
| 4             | 26/09/19 13:56 | Disagree on SJE                           | Load PDF   |                                     |

## Linked Accident Report Documents

| Video              |                |                                 | 1 per page | <input checked="" type="checkbox"/> |
|--------------------|----------------|---------------------------------|------------|-------------------------------------|
| No                 | Finalized On   | Ajax Mars Pte Ltd (Bukit Merah) | Thumbnail  | Print                               |
| 1                  | 23/09/19 14:04 | Video - Accident                | Load MP4   |                                     |
| Assessment Reports |                |                                 | 1 per page | <input checked="" type="checkbox"/> |
| No                 | Finalized On   | Ajax Mars Pte Ltd (Bukit Merah) | Thumbnail  | Print                               |
| 1                  | 23/09/19 14:05 | Accident Statement              | Load HTM   |                                     |
| 2                  | 27/09/19 08:24 | Addendum Sheet                  | Load TIFF  |                                     |
| 3                  | 27/09/19 08:24 | Accident Statement Addm. #1     | Load HTM   |                                     |
| Photos/Images      |                |                                 | 3 per page | <input checked="" type="checkbox"/> |
| No                 | Finalized On   | Ajax Mars Pte Ltd (Bukit Merah) | Thumbnail  | Print                               |
| 1                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 2                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 3                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 4                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 5                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 6                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 7                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 8                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 9                  | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 10                 | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 11                 | 23/09/19 14:02 | Accident Photo                  | Load JPG   | <input checked="" type="checkbox"/> |
| 12                 | 23/09/19 14:02 | Driving License                 | Load JPG   | <input checked="" type="checkbox"/> |
| 13                 | 23/09/19 14:02 | Driving License                 | Load JPG   | <input checked="" type="checkbox"/> |
| Documentation      |                |                                 | 1 per page | <input checked="" type="checkbox"/> |
| No                 | Finalized On   | Ajax Mars Pte Ltd (Bukit Merah) | Thumbnail  | Print                               |
| 1                  | 23/09/19 14:03 | Accident Sketch Plan            | Load TIFF  |                                     |
| 2                  | 23/09/19 14:03 | Accident Sketch Plan            | Load JPG   | <input checked="" type="checkbox"/> |
| 3                  | 23/09/19 14:03 | Common Statement                | Load TIFF  |                                     |

## 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; height: 40px; margin-top: 5px;"></div> |       |      |       |



**Show Remarks To:** ☐ Handling Insurer  
Note: Remarks are private unless you show it to other parties.

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

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

Singapore 408933

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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CS3/MSG19017025/GQF3E2

Date: 07/10/2019

## REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd.

Policy No: 29114756

Claimant Vehicle No : SLS6402S

Insured Vehicle No : SLJ6138C

Date of Loss: 20/09/2019

Nature of Claim: TP

Claim No: 606507

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SLS6402S

Make &amp; Model: VOLKSWAGEN GOLF, 1.4 TSI (A7) (5G13GZ) (A)

Engine No: CZC159323

Reg. Date: 29/09/2017 (Man. Year: 2016)

Chassis No: WWWZZZAUZHW113844

Colour: Red

Odometer: 35896 km

Engine Capacity: 1395 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: 225/45 R17

Rear Tyre Size: 225/45 R17

Front Left Side: Pirelli 6 mm

Rear Left Side: Pirelli 6 mm

Front Right Side: Pirelli 6 mm

Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

| COST OF CLAIMS           | Repairer's  | Adjuster's  | Difference  | Diff % |
|--------------------------|-------------|-------------|-------------|--------|
| Parts                    | 0.00        | 0.00        | 0.00        |        |
| Miscellaneous Items      | 0.00        | 0.00        | 0.00        |        |
| Labour                   | 0.00        | 0.00        | 0.00        |        |
| Paintwork Labour         | 0.00        | 0.00        | 0.00        |        |
| Towing                   | 0.00        | 0.00        | 0.00        |        |
| <b>Nett Amount (S\$)</b> | <b>0.00</b> | <b>0.00</b> | <b>0.00</b> |        |

## INSPECTION

Date of Assignment: 26/09/2019

Date Inspected: 01/10/2019 Inspected At:

Orion Autoclinic (HQ)  
NO.25 K BT RD 4 #03-31 SYNERGY  
@ KBT  
Singapore 417800

Estimated Period of Repair: 3.0 days

Adjuster: XING GUO QIANG

Manager: SHIAU CHAN

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.

- A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.
- B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION.  
THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE.
- C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS.

THE ESTIMATED REPAIR COST OF THE DAMAGED VEHICLE IS IN THE REGION OF \$1,000.00 - \$2,000.00

## REPAIR DETAILS

### Reference

|                      |  |   |
|----------------------|--|---|
| <b>Part Source:</b>  | MRM-SG   | Version: 1.0 (Last Synchronised: 07 Oct 2019)                               |
| <b>Parts:</b>        | 144  | VOLKSWAGEN GOLF 1.4 TSI (A7) (5G13GZ) (A) (Catalogue:Merimen Singapore 1.0) |
| <b>Labour:</b>       | Repairer's   | (Price-denominated Standard List)   |
| <b>Print Code:</b>   | (Unsubmitted, no print-code for SLS6402S)  |   |
| <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

There are no new parts selected.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

There are no labour items selected.

|   |
|---|
| Report was unsubmitted during this print-out. |
|---|

< END OF ESTIMATES >