

## ASSIGNMENT

Surveyor:

DOI:

Date/Time: 02/10/2019

Registered in Meriment:

Pre-assign / CCU / FTE



Insured Vehicle No. : SMJ 3421S

Claim No. :

Name of Insured : KOH MUAY MUAY

Policy No. : 8-V0021643-MVA

Insured Tel No. : HP:

Make / Model : TOYOTA COROLLA ALTIS-1.6 CVT (A)

Excess Sec II :S\$

D.O.A : 27/09/2019 18:45

Place of Accident : CHIJMES CARPARK ENTRANCE

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

If NO, Driver Name / Age : LEE SHI HUI

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

Driver Tel No. : +65-97285127 (V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SMA 7994B

INSRS:  
WSP: PROGRESSIVE  
Tel : CAR CARE  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:

Date/Time	SMJ 3421S - X	SMJ 3421S - X	STAGE	DATE / PIC
			Non-Reporting ltr (1st):	
			Non-Reporting ltr (2nd):	
			Non-Reporting ltr (Final):	
			Notification ltr (if non-pickup):	
			Call OI:	Email 25.11.19
09-03-20	EMAIL OOI TO WITHDRAW THE LIABILITY AS OOI HANDING THE CASE.		After call ltr to OI:	
			Documentation Check List: Handler	Typist
			Notification ltr (if non-pickup):	
09-03-20	OOI REQUEST TO SUBMIT W/P REPORT. LOD SUBMIT TO OOI BY OOI.		After call ltr to OI:	
			Authorisation To Act:	
			Release Voucher:	
			Final Repair Bill:	
			Car Rental Invoice:	
			Towing Invoice:	
			LTA / GIA :	
			Medical Bill:	
			PIR:	
			Mandate/Reject Instruction:	
			LOD	
			Payment Breakdown Form:	
			Post-Repair Photos:	
			Others:	

<b>PRELIMINARY ADVICE</b> Date/Time:		Sent By:	
<b>FINALIZATION</b> Date/Time:		Confirm with:	
Repair Cost:	P/P \$5,463.00 (4 days) Reduction: 64%	Confirm by: CK	
<b>FINAL SETTLEMENT</b> Date/Time:		Confirm with:	
Final Liability:	% 100 (Agreed / Assessed) BOLA S/N No.: NIL	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Repair Cost:	\$5	If NO or B 28, Ass. Lia :	
Loss of Rental (LOR):	\$5 ( days)		
Loss of Use (LOU):	\$5 (\$ x days)		
Loss of Income (LOI):	\$5 (\$ 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:	\$5		
Medical:	\$5		
Disbursement:	\$5 (e.g. Tow/ Independent)		
Legal Cost:	\$5		
Total:	\$5	Global Sum S\$:	
<b>FINAL PAYMENT</b> Date/Time:		Confirm with:	
Payee 1:	\$5	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Payee 2: (Strike if N.A.)	\$5	Name 1:	
Payee 3: (Strike if N.A.)	\$5	Name 2:	
		Name 3:	

12469/110

ASSIGNMENT

From:

Date:

3/12/19

Estimated Cost:

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

To inspect Vehicle No:

SMA 7994B

at Workshop m/s

Progressive Car

at

Blk 3022A Ubi Road 1 #01-45/46

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

10:30 am

See and Go

(Policy Condition)

Remark: The veh had commenced its

repair at the time of inspection.

Bal. or Market Value:

70k-

IDAC Accident Rpt:

Consistent? : Yes or No

G/A / PR Seen:

2

Consistent? : Yes or No

Est. Repairs:

4

days

Res:

Yes or No

Lim Sum:

-

%

3 Val:

Yes or No

CA / REV / REP. / 24 HRS

1up2

362H

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SMA 7994B

Yt Regn:

6 / 18

Type:

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

Truck / Trailer or

CA /

Make:

Toyota scion

CC 1496

Colour:

orange

A/C:

Insured / Std / NI / NA

Sp. Reading

20 655

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

14HF22PH3200054709

Gen. Cond:

Good / Fair / Poor / Burnt

Steering:

Good / Jammed / Leaked / Burnt or

Brake:

Good / Jammed / Leaked / Burnt or

Modl:

Nil / S/Bim / STD A/Rim or

Tyre Size:

F:

195/50 R16

R:

BS/

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

TOYO / YOKO or

Front

Rear

R/Bal.

7

mm

R/Bal.

7

mm

L/Bal.

7

mm

L/Bal.

7

mm

D.O.A.

27/9/19

D.O.I.

3/12/19

Survey held at

Des. of Damages:

Frt / Rear / O/S / N/S / U/C / Rooftop or

0/5 304

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

Date / Time

Action / Instruction

LTA 47467

PIP: +1,630.45 (RED) +2,841.30 (6470)

Date/Time: File Parts list

☐

: Prel. Report

1)

☐

: Final Report

Date/Time: File Return list

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Insp (\$

☐

: Wheel align (\$

Survey Fee:

Transportation:

\$ + RS. 1/4

Phone:

Other:

TOTAL

Report Format:

Long Form / U/C / 12



Ubi  
Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: CC4/QBE19017469/Uea3  
Our ref: TBA

Date: 04.12.2019

The Motor Claims Department  
M/s QBE INSURANCE (SINGAPORE) PTE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SMA 7994B**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 03/12/2019 at the premises of M/s Progressive Car Care Pte Ltd - Ubi and have the following to report:-

Workshop Estimate Amount	: S\$	4,461.75	(est.)
Revised Estimate Amount	: S\$	1,620.45	(est.)
"Check" Items Amount	: S\$	120.60	(est.)
Total (Including Check Items)	: S\$	1,741.05	(est.)

Market Value	: S\$	-	(est.)
LTA Reimbursement Value	: S\$	-	(est.)
Nett Value	: S\$	-	(est.)

**Description of Damage:**

The vehicle sustained damages at the  
O/S Body



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 4 days

Yours faithfully,

MARCUS CHUA  
Licensed Appraiser

# Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
TEL: 6741 5336 FAX: 6741 7208 Email: claims@procarcare.com.sg  
GST 201006949C RCH NO: 201006949C

M/S : ARTHUR HO YAN HUA  
BLK 86 DAWSON ROAD #44-11  
SINGAPORE 141086

Estimate No: EST1505314  
Date: 28 Sep 2019  
Policy No: PNPV2019-0001076  
Veh Reg No: SMA7994B  
Make/Model: TOYOTA SIENTA 1.5  
CVT ELEGANCE  
Chassis No: MHFZ28H3200054709  
Engine No: 2NRX334405  
Reg. Date: 20/06/2018

ATTN: QBE

Your Ref No: TP 0919-5700  
Claim Type: Third Party  
Accident Date: 27/09/2019  
TP Veh Reg No: SMJ 3421 S

## Estimate Repair Cost to Vehicle No :SMA7994B

Description	U/Price	Quantity	Price	Amount
			<u>SS</u>	<u>SS</u>
<b>List Price</b>				
1 REAR DOOR - RH	1,080.60	1 PC	1,080.60	✓
2 REAR DOOR RUBBER - RH	318.70	1 PCS	318.70	X
3 REAR DOOR OUTER GARNISH, FRONT - RH	128.90	1 PCS	128.90	X
4 REAR DOOR OUTER GARNISH, REAR - RH	128.90	1 PCS	128.90	X
5 REAR DOOR OUTER PROTECTOR - RH	160.80	1 PCS	160.80	X
6 REAR DOOR OUTER CHANNEL MOULDING - RH	210.70	1 PCS	210.70	X
7 FRONT DOOR - RH	1,180.40	1 PCS	1,180.40	X
8 FRONT DOOR RUBBER - RH	240.60	1 PC	240.60	X
9 FRONT DOOR OUTER GARNISH, REAR - RH	128.70	1 PCS	128.70	X
10 FRONT DOOR OUTER CHANNEL MOULDING - RH	210.70	1 PCS	210.70	X
			3,789.00	
		Less 25%	947.25	2,841.75
<b>Labour</b>				
11 TO KNOCK OUT DENTS, RH ROCKER PANEL, REMOVE, REPLACE ACCIDENT PARTS	600.00	1 JOB	600.00	300
12 TO RESPRAY PAINT ON ACCIDENT PORTIONS	700.00	1 JOB	700.00	400
13 TO TUFF-KOTE	60.00	1 JOB	60.00	30
14 TO CHECK WIRING	20.00	1 JOB	20.00	✓
15 TO REMOVE, REFIX REAR GARNISH	80.00	1 JOB	80.00	X
16 TO TRANSFER 2 DOORS AND DOOR FITTING	160.00	1 JOB	160.00	60
			1,620.00	1,620.00
		Total		SS 4,461.75
		Add GST @ 7%		312.32
		Total Amount Payable		SS 4,774.07

TOTAL: SINGAPORE DOLLAR FOUR THOUSAND SEVEN HUNDRED SEVENTY FOUR AND CENTS SEVEN ONLY

LKK Auto Consultants hence notify

- To resurvey before/after spray painting
- To resurvey damaged part(s) during resurvey
- Parts prices are subject to confirmation
- From 2011, survey is on a "Without Prejudice" basis
- All work is subject to approval
- Supplementary repairs must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Receiver

Signature:

For Progressive Car Care Pte Ltd

AUTHORISED SIGNATURE

AVIVA

Post an Advertisement  
Sell it yourself! Advertise it at just  
**\$58 until it's SOLD!**

Very Low Mileage JAG XF. Fully Maintained By Wearnes.



Superior Condition. Under Usage. Just Done Servicing At Wearnes. Full Records. Direct Owner Starfai

**PRIME MOTOR &**  
JOHNSON YONG CREDIT ENTERPRISES PTE LTD. G  
With over 200 units of vehicles to choose from, ranging from all European to Japanese Makes.

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Sort by Date Posted

Browse by Category

Advanced Search

6 vehicles

Sienta

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type
		Any	Any	2018	Any	Any	Any
Search Selection	Sienta						
	<b>Toyota Sienta Hybrid 1.5A G</b> <b>Fuel Type:</b> Petrol-Electric Elegant Silver MPV, Low Fuel Consumption With Hybrid, One Owner Only, Low Maintenance Cost, Very Well Maintained, Easy Financing, Flexible In-House Loan Packages Available. Prime Motor & Leasing Posted: 28-Nov-2019 Tags: 2018 Toyota Sienta, 2018 toyota sienta, Toyota Sienta, toyota sienta, Toyota, Sienta, sienta, Used Toyota	<b>\$81,800</b>	<b>\$9,170 /yr</b>	<b>10-Apr-2018</b>	<b>1,496 cc</b>	-	MPV
	<b>Toyota Sienta 1.5A Standard</b> Drive With Assurance! 1 Owner! Fully Serviced By Borneo, Genuine And Transparent Deal! Flexible Bank/In House Up To 100% Loan.Monthly Installment \$1,108, All Our Quality Consignment Cars Are Selling At The Most Reasonable Price With A Peace Of Mind! ST... CarQuotz Singapore Posted: 23-Nov-2019 Tags: 2018 Toyota Sienta, 2018 toyota sienta, Toyota Sienta, toyota sienta, Toyota, Sienta, sienta, Used Toyota	<b>\$72,998</b>	<b>\$7,690 /yr</b>	<b>26-Apr-2018</b>	<b>1,496 cc</b>	-	MPV
	<b>Toyota Sienta Hybrid 1.5A G</b> <b>Fuel Type:</b> Petrol-Electric Elegant Silver MPV, Low Fuel Consumption With Hybrid, One Owner Only, Low Maintenance Cost, Very Well Maintained, Easy Financing, Flexible In-house Loan Packages Available. Prime Motor & Leasing Posted: 20-Nov-2019 Tags: 2018 Toyota Sienta, 2018 toyota sienta, Toyota Sienta, toyota sienta, Toyota, Sienta, sienta, Used Toyota	<b>\$82,800</b>	<b>\$9,030 /yr</b>	<b>26-Jun-2018</b>	<b>1,496 cc</b>	-	MPV
	<b>Toyota Sienta Hybrid 1.5A G</b> <b>Fuel Type:</b> Petrol-Electric Elegant Red MPV, Low Fuel Consumption With Hybrid, One Owner Only, Low Maintenance Cost, Very Well Maintained, Easy Financing, Flexible In-House Loan Packages Available. Prime Motor & Leasing Posted: 17-Nov-2019 Tags: 2018 Toyota Sienta, 2018 toyota sienta, Toyota Sienta, toyota sienta, Toyota, Sienta, sienta, Used Toyota	<b>\$82,800</b>	<b>\$9,030 /yr</b>	<b>26-Jun-2018</b>	<b>1,496 cc</b>	-	MPV
	<b>Engine Power Optimizer For Toyota Sienta 2008</b> Toyota Sienta 2008 Alcades Engine Power Optimizer to increase overall response & power w/o increasing fuel consumption. More info about this product						

Compare

https://www.sgcarmart.com/used\_cars/listing.php?MOD=Sienta&PRC=0&DEP=0&RGD=2018&VEH=0&AVL=2

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	362H
Vehicle Details	
Vehicle No.:	SMA7994B
Vehicle to be Exported:	No
Intended Deregistration Date:	03 Dec 2019
Vehicle Make:	TOYOTA
Vehicle Model:	SIENTA 1.5 CVT ELEGANCE
Primary Colour:	Orange
Manufacturing Year:	2018
Engine No.:	2NRX334405
Chassis No.:	MHFZ28H3200054709
Maximum Power Output:	79.0 kW (105 bhp)
Open Market Value:	\$18,927.00
Original Registration Date:	20 Jun 2018
First Registration Date:	20 Jun 2018
Transfer Count:	0
Actual ARF Paid:	\$18,927.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	19 Jun 2028
PARF Rebate Amount:	\$14,195.00
Intended COE Rebate Details	
COE Expiry Date:	19 Jun 2028
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$38,941.00
COE Rebate Amount:	\$33,272.00
Total Rebate Amount:	\$47,467.00

The information contained herein is correct as at 03 Dec 2019

OK

# Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
 TEL: 6741 5336 FAX: 6741 7208 Email: claims@procarcare.com.sg  
 GST: 201006949C RCB NO: 201006949C

M/S : ARTHUR HO YAN HUA  
 BLK 86 DAWSON ROAD #44-11  
 SINGAPORE 141086

Estimate No: EST1505314  
 Date: 28 Sep 2019  
 Policy No: PNPV2019-0001076  
 Veh Reg No: SMA7994B  
 Make/Model: TOYOTA SIENTA 1.5  
 CVT ELEGANCE  
 Chassis No: MHFZ28H3200054709  
 Engine No: 2NRX334405  
 Reg. Date: 20/06/2018

ATTN: QBE

Your Ref No: TP 0919-5700  
 Claim Type: Third Party  
 Accident Date: 27/09/2019  
 TP Veh Reg No: SMJ 3421 S

*not Arthur  
 2/10  
 The pte Behmpany.  
 3/12/18  
 4327.*

## Estimate Repair Cost to Vehicle No :SMA7994B

Description	U/Price	Quantity	Price	Amount
			<u>SS</u>	<u>SS</u>
<b>List Price</b>				
1 REAR DOOR - RH <i>3000</i>	1,080.60	1 PC	1,080.60	<i>✓</i>
2 REAR DOOR RUBBER - RH <i>11</i>	318.70	1 PCS	318.70	<i>X</i>
3 REAR DOOR OUTER GARNISH, FRONT - RH <i>11</i>	128.90	1 PCS	128.90	<i>X</i>
4 REAR DOOR OUTER GARNISH, REAR - RH <i>11</i>	128.90	1 PCS	128.90	<i>X</i>
5 REAR DOOR OUTER PROTECTOR - RH	160.80	1 PCS	160.80	<i>?</i>
6 REAR DOOR OUTER CHANNEL MOULDING - RH <i>11</i>	210.70	1 PCS	210.70	<i>X</i>
7 FRONT DOOR - RH <i>R</i>	1,180.40	1 PCS	1,180.40	<i>q</i>
8 FRONT DOOR RUBBER - RH <i>11</i>	240.60	1 PC	240.60	<i>X</i>
9 FRONT DOOR OUTER GARNISH, REAR - RH <i>11</i>	128.70	1 PCS	128.70	<i>X</i>
10 FRONT DOOR OUTER CHANNEL MOULDING - RH <i>11</i>	210.70	1 PCS	210.70	<i>X</i>
			3,789.00	
	Less 25%		947.25	2,841.75
<b>Labour</b>				
11 TO KNOCK OUT DENTS, RH ROCKER PANEL, REMOVE, REPLACE ACCIDENT PARTS	600.00	1 JOB	600.00	<i>300</i>
12 TO RESPRAY PAINT ON ACCIDENT PORTIONS	700.00	1 JOB	700.00	<i>400</i>
13 TO TUFF-KOTE	60.00	1 JOB	60.00	<i>30</i>
14 TO CHECK WIRING	20.00	1 JOB	20.00	<i>✓</i>
15 TO REMOVE, REFIX REAR GARNISH	80.00	1 JOB <i>11</i>	80.00	<i>X</i>
16 TO TRANSFER 2 DOORS AND DOOR FITTING	160.00	1 JOB	160.00	<i>60</i>
			1,620.00	1,620.00
			Total	SS 4,461.75
			Add GST @ 7%	312.32
			Total Amount Payable	SS 4,774.07

TOTAL: SINGAPORE DOLLAR FOUR THOUSAND SEVEN HUNDRED SEVENTY FOUR AND CENTS SEVEN ONLY

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

Acknowledged by Repairer  
 Signature:  
 Date:

For Progressive Car Care Pte Ltd

AUTHORISED SIGNATURE

124696

**Nivitha (LKK Auto)**

---

**From:** Janice Goh Siew Geok <janice.goh@qbe.com>  
**Sent:** Wednesday, 2 October 2019 4:41 PM  
**To:** Claims; assignments@lkkauto.com  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S  
**Attachments:** [Untitled]02102019113806.jpg; GIA REPORT.PDF

1.53pm @ 2/10/19  
Peiwen  
VNI

Without Prejudice

Hi Pei Wen

Thank you for your email.

We will appoint LKK for the survey.

Hi LKK

Please assist to arrange survey for TP PRI.

Thank you.

---

**Janice Goh**  
Executive, Claims  
Claims | Asia  
1 Raffles Quay, #29-10 South Tower, Singapore 048583  
+65 6477 1243  
[Website](#) [LinkedIn](#) [Twitter](#)



---

**From:** Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims  
**Sent:** Wednesday, 2 October 2019 1:27 PM  
**To:** Jenny Toh <jenny.toh@qbe.com>  
**Cc:** Janice Goh Siew Geok <janice.goh@qbe.com>; Claims <claims@procarcare.com.sg>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Hi Jenny,

We choose LKK auto Consultants Pte Ltd.

Kindly advise liability status.

Thank You.

Regards,

**Pei Wen NG**  
Claims Advisory



Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Jenny Toh [<mailto:jenny.toh@gbe.com>]  
**Sent:** Wednesday, October 02, 2019 11:56 AM  
**To:** Lily  
**Cc:** Janice Goh Siew Geok; Jenny Toh  
**Subject:** FW: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Our ref: V0021643

Without Prejudice

Hi Sirs

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Infiniti Appraisal Service
Priority Services
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Thank you.

regards

---

Jenny Toh  
Senior Assistant  
Claims / Asia



---

**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, 2 October 2019 11:39 AM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Dear Mdm,

Please refer to attached and arrange for survey  
Vehicle is not in workshop

Regards,

**Lily LIM**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



**PROGRESSIVE**  
CAR CARE PTE LTD

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**Asher Sng (LKKAUTO)**

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 16 October 2019 4:17 PM  
**To:** Claims  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S  
**Attachments:** OI SKETCH PLAN.pdf

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs,

**ACCIDENT INVOLVING SMA 7994B & SMJ 3421S ON 27/09/2019**

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

81k 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]  
**Sent:** Wednesday, 2 October 2019 4:41 PM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Without Prejudice

Hi Pei Wen

Thank you for your email.

**Asher Sng (LKKAuto)**

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 25 November 2019 3:27 PM  
**To:** L\_SHIHUI@HOTMAIL.COM  
**Subject:** ACCIDENT INVOLVING SMJ 3421S AND SMA 7994B ON 27/09/2019

**Our Ref: CC4/QBE19017469/ea3**

25 NOV 2019

**KOH MUAY MUAY**

Dear Sir/Madam,

**ACCIDENT INVOLVING SMJ 3421S AND SMA 7994B ON 27/09/2019**

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. *QBE Insurance (Singapore) Pte Ltd*  
*(Motor Claims Dept)*

## Asher Sng (LKKAUTO)

---

**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, 9 March 2020 4:38 PM  
**To:** Andrew Lim; Asher Sng (LKKAUTO)  
**Cc:** claims-singapore; Admin A  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S - QBE Ref: VC013030 \*\*\* LKK REF: CC4/QBE19017469/Uea3

Dear Andrew,

As spoken, we will submit WP report for this case.

**Hi Asher,**

***TP repairer submitted LOD to QBE. Kindly assist to submit WP report.***

Thank you.

Best Regards,

**Mei Kwan | Admin**

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>  
**Sent:** Monday, 9 March, 2020 4:29 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S - QBE Ref: VC013030

Dear Team,

Janice had left our company a while ago.

Can you provide us with the survey report and other documents again?

Thank you.

---

**Andrew Lim**

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



**From:** Janice Goh Siew Geok  
**Sent:** Friday, 4 October 2019 10:22 AM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Hi Mei Kwan

Please find attach our insured's report for your kind attention.

Thank you.

---

**Janice Goh**  
Executive, Claims  
Claims | Asia  
1 Raffles Quay, #29-10 South Tower, Singapore 048583  
+65 6477 1243  
Website LinkedIn Twitter



**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, 3 October 2019 5:44 PM  
**To:** Janice Goh Siew Geok <janice.goh@qbe.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

**QBE ref: TBA**  
**LKK REF: CC4/QBE19017469/ea3**

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Wednesday, 2 October, 2019 4:56 PM

**To:** 'Janice Goh Siew Geok' <[janice.goh@qbe.com](mailto:janice.goh@qbe.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Dear Sir/Mdm.

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

Best Regards

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]

**Sent:** Wednesday, 2 October 2019 4:41 PM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Without Prejudice

Hi Pei Wen

Thank you for your email.

We will appoint LKK for the survey.

Hi LKK

Please assist to arrange survey for TP PRI.

Thank you.

---

**Janice Goh**

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243

Website LinkedIn Twitter



---

**From:** Peiwen <[peiwen@procarcare.com.sg](mailto:peiwen@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Wednesday, 2 October 2019 1:27 PM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Janice Goh Siew Geok <[janice.goh@qbe.com](mailto:janice.goh@qbe.com)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** RE: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Hi Jenny,

We choose LKK auto Consultants Pte Ltd.

Kindly advise liability status.

Thank You.

Regards,

**Pei Wen NG**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Jenny Toh [<mailto:jenny.toh@qbe.com>]  
**Sent:** Wednesday, October 02, 2019 11:56 AM  
**To:** Lily  
**Cc:** Janice Goh Siew Geok; Jenny Toh  
**Subject:** FW: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Our ref: V0021643

Without Prejudice

Hi Sirs

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

COMPANY
Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Infiniti Appraisal Service
Priority Services
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

Thank you.

regards

---

**Jenny Toh**  
Senior Assistant  
Claims / Asia  
1 Raffles Quay, #29-10 South Tower, Singapore 048583  
+65 6224 6633 | +65 6477 1225  
[Website](#)   [LinkedIn](#)   [Twitter](#)



---

**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Wednesday, 2 October 2019 11:39 AM  
**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

Cc: Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

Subject: Arrange for survey - Acc on 27.09.19 invlg SMA 7994 B & SMJ 3421 S

Dear Mdm,

Please refer to attached and arrange for survey  
Vehicle is not in workshop

Regards,

**Lily LIM**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
QBE INSURANCE (SINGAPORE) PTE LTD		Ref : CC4/QBE19017469/Uea3q2		
1 RAFFLES QUAY #29-10 SOUTH TOWERSINGAPORE 048583		Date : 18-03-2020		
		Code : QBE		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SMJ 3421S	Veh. Inspected	SMA 7994B	
Policy No.	8-V0021643-MVA	Coverage (\$)	0.00	
Claim No.	VC013030	Excess (\$)	0.00	
Assign From	JANICE	Assign Date	02/10/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	TOYOTA SIENTA (A)	c.c	1496	
Engine No.	HIDDEN	Year of Reg.	2018	
Chassis No.	MHFZ28H3200054709	Colour	ORANGE	
Odometer	20655	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	195/50 R16	BRIDGESTONE	7 mm	
L/H Front Tyre	195/50 R16	BRIDGESTONE	7 mm	
R/H Rear Tyre	195/50 R16	BRIDGESTONE	7 mm	
L/H Rear Tyre	195/50 R16	BRIDGESTONE	7 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY.				
DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	27/09/2019	Inspection Date	03/12/2019	
Survey held at	PROGRESSIVE CAR CARE PTE LTD BLK 3022A UBI ROAD 1 #01-45/46, SINGAPORE 048716			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>4 Working Days</b>		

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMA 7994B**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b><u>REPLACEMENT OF PARTS</u></b>			
1	REAR DOOR-RH	BADLY DENTED	1,080.60	1,080.60
1	REAR DOOR RUBBER -RH	NOT NECESSARY	318.70	-
1	REAR DOOR OUTER GARNISH ,FRONT -RH	NOT NECESSARY	128.90	-
1	REAR DOOR OUTER GARNISH ,REAR -RH	NOT NECESSARY	128.90	-
1	REAR DOOR OUTER PROTECTOR -RH	NOT NECESSARY	160.80	-
1	REAR DOOR OUTER CHANNEL MOULDING -RH	NOT NECESSARY	210.70	-
1	FRONT DOOR -RH	TO REPAIR SEE LABOUR	1,180.40	-
1	FRONT DOOR RUBBER -RH	NOT NECESSARY	240.60	-
1	FRONT DOOR OUTER GARNISH ,REAR -RH	NOT NECESSARY	128.70	-
1	FRONT DOOR OUTER CHANNEL MOULDING -RH	NOT NECESSARY	210.70	-
	LESS 25% DISCOUNT		-947.25	-270.15
			2,841.75	810.45
	<b><u>LABOUR</u></b>			
	TO KNOCK OUT DENTS ,RH ROCKER PANEL ,REMOVE ,REPLACE ACCIDENT PARTS.INCLUSIVE OF THE REPAIR OF FRONT DOOR - RH .		600.00	300.00
	TO RESPRAY PAINT ON AFFECTED PORTIONS.		700.00	400.00
	TO TUFF-KOTE.		60.00	30.00
	TO CHECK WIRING.		20.00	20.00
	TO REMOVE,REFIX REAR GARNISH .	NOT NECESSARY	80.00	-
	TO TRANSFER 2 DOORS AND DOOR FITTING.		160.00	60.00
			1,620.00	810.00
	<b>GRAND TOTAL</b>		<b>4,461.75</b>	<b>1,620.45</b>
	<b>RECOMMENDED COST OF REPAIRS</b>			<b>1,620.45</b>

Report Ref No. CC4/QBE19017469/Uea3q2

**CHUA KANG SENG**

Licensed Appraiser

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