

1552000

INS. CASE OWNER:

LKK:

IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Meritum:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :S\$

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability:

%

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

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)

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:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assigned) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

460.10

Loss of Rental (LOR):

S\$

156.10

(2 days)

x

#78.10

Loss of Use (LOU):

S\$

-

(\$ x days)

Loss of Income (LOI):

S\$

-

(\$ x days)

LOR only

LOU only

LOR + LOU

LOR + LOU

LOR + LOU

[Tick only one]

GIA/LTA Search

S\$

7.48

Medical:

S\$

-

Disbursement:

S\$

-

(e.g. Tow/ Independent)

Legal Cost:

S\$

-

Totals:

S\$

623.58

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

623.58

Name 1:

Esteem Performance Pte Ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

COPY SENT
18/2/2020

1) Claim status: No / Reject/Private Settle

2) Report Format:

3) Survey fee:

ASS. REC. BY:

REF: 1-ND/

Kenneth

ASSIGNMENT

From:

Date:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

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.

Bal. or Market Value:

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

02 days

Res.: Yes or No

Lum Sum:

1.31 %

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SLH 903 FB

Yr Regn:

11.16

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

Truck / Trailer or

Make:

Toy Prius

c.c

1788

Colour:

M. Silver

A/C:

Insured / Std / NI / NA

Sp. Reading

272171

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

JTDKB31F403537886

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

195/65R15

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or

Front

Rear

R/Bal.

9

mm

R/Bal.

9

mm

L/Bal.

9

mm

L/Bal.

9

mm

D.O.A.

13/10/19

D.O.I.

14/10/19

Survey held at

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

O/S Rec

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

1

File pass to

PID #430-W Cleared with 8/839.1

Date/Time, File Pass to?

☐

: Prel. Report

1)

Date/Time, File Return to?

☐

: Final Report

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS. SI

Fuel:

Others

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

Tech Invs (\$

☐

Weekend (\$

TOTAL

Report Format :

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



ESTEEM PERFORMANCE PTE LTD

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

Repair Estimates

SLH 9037 B

Not Authorised

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after every 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 is allowed
- Supplementary items / material / labour / paint is subject to final approval from insurance Company

Acknowledged by Repairer
Signature: _____
Date: _____

Parts	(a) Cost / List Price Items	\$	2,043.80
	Plus/Less 25%	\$	510.95
	Total of Cost / List	\$	1,532.85
	(b) Nett Price Items		
	Less		
	Total of Nett Item		
	(c) Special Nett Items		
Total Parts Cost		\$	1,532.85
Labour		\$	970.00
Total		\$	2,502.85

The above total will be subjected to 7% G.S.T.

Name of Surveyor	:	<u>Kenneth</u>
Company	:	<u>LKK</u>
Survey conducted on	:	<u>14/10/19</u> at _____
<u>Remarks By Surveyor</u>		
(a)	The repair of this vehicle is authorized / is not authorized until further notice.	
(b)	Recommended Days of Repair	: <u>02</u> day(s)
(c)	Resurvey	: Required / Not Required
(d)	Excess	: \$ _____
(e)	Signature of surveyor	: <u>Lc</u> Date: <u>14/10/19</u>



ESTEEM PERFORMANCE PTE LTD

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

Spare Parts

Vehicle No. : **SLH 9037 B**
Make & Model : **TOYOTA PRIUS**
Chassis No : **JTDKB3FU403537886**

Submit By : **SERENCE**
Year Manufacture : **2016**
Engine No. :

Cost / List

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

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

Note: The above estimate of repair is based on visual assessment of the external affected areas. Any additional damages observed during the course of repair will be quote accordingly as a supplementary.

Nivitha (LKK Auto)

From: venessa.chan@fwd.com
Sent: Monday, 14 October 2019 11:44 AM
To: admin-a@lkkauto.com; admin-d@lkkauto.com
Cc: eileen.bay@fwd.com; motorclaims.sg@fwd.com
Subject: REQUEST FOR PRI SURVEY SLH9037B FWD VEH NO: SJZ4463R DOA: 13.10.2019

11:58am@ 14/10/2019

Dear Nivitha,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

I will upload the documents accordingly.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

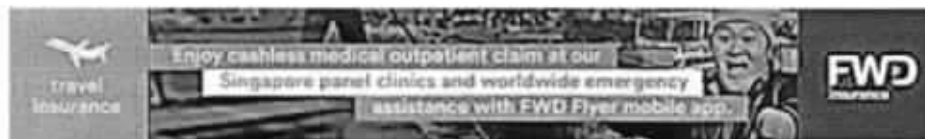


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: serence ctc [mailto:serence@esteemperf.com.sg]

Sent: Monday, October 14, 2019 11:38 AM

To: Motor Claims SG - SG Common

Cc: Carmen Lim; jenny chong

Subject: REQUEST FOR PRI SURVEY SLH9037B

Dear Sir / Madam,

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

We act for Grab Rentals Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no. SLH 9037 B.

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

Name of workshop : Esteem Performance Pte Ltd

Address : 385 Sin Ming Drive (inside VICOM) S 375718

Tel : 8799 0066

Fax : 6451 0394

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

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

Thank you.

Freundliche Grüße / Best Regards

Serence Chee

Claims Assistant | Operation Division

Esteem Performance Pte Ltd

P: 6566 2112

E: serence@esteemperf.com.sg

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

385 Sin Ming Drive Vicom Inspection Centre
(Showroom)

www.esteemperformance.com



ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not

use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

Hsiao Tong (LKKAUTO)

From: Carmen Lim <carmen@esteemperf.com.sg>
Sent: Wednesday, 23 October 2019 8:17 PM
To: Hsiao Tong (LKKAUTO)
Cc: jenny chong; Admin A
Subject: Re: Your Ref: SLH9037B *Our Ref: CC4/FWD19018158/Kpb3 [ACCIDENT INVOLVING SJZ 4463R(FWD) AND SLH 9037B ON 13/10/2019]

Dear Hsiao Tong,

We sent via Whatsapp to @ 8430 2426.

Pls acknowledge receipt.

Thank you



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

www.esteemperformance.com



On Tue, Oct 22, 2019 at 3:35 PM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Your Ref: **SLH9037B**

Without Prejudice

Our Ref: CC4/FWD19018158/Kpb3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SJZ 4463R(FWD) AND SLH 9037B ON 13/10/2019

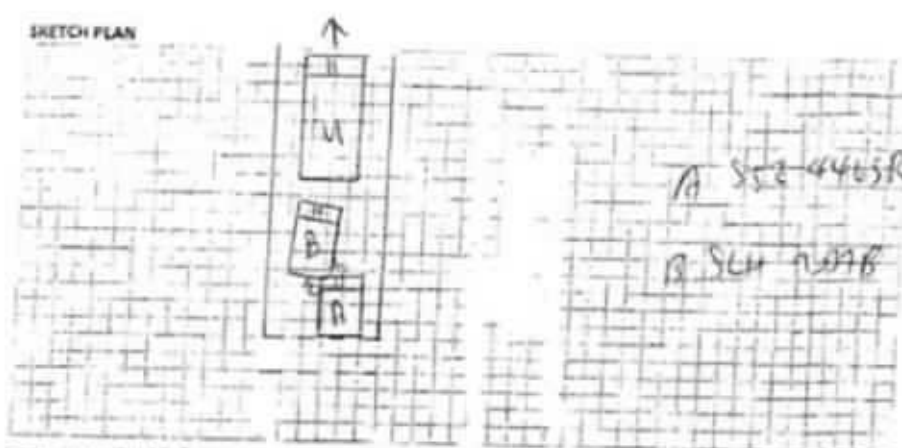
We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per FWD instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Brief Details.

I was travelling straight along Jalan Kayu towards TPE. After I crossed the traffic junction, vehicle (SLH9037B) suddenly squeezed into my lane and cut in front of me. By doing that, his car gazed at along my vehicle front left portion.

SKETCH PLAN	
	
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT	
Ref to Pulu report	

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 (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)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 25 October 2019 11:58 AM
To: eileen.bay@fwd.com
Cc: motorclaims.sg@fwd.com; Admin A
Subject: RE: REQUEST FOR PRI SURVEY SLH9037B FWD VEH NO: SJZ4463R DOA: 13.10.2019 //LKK REF: CC4/FWD19018158/Kpb3
Attachments: SLH9037B vs SJZ4463R - TP VIDEO.mp4

Hi Eileen,

Attached is a copy of video footage from third party for your easy reference.

Kindly review and let us have your instruction if we may proceed DS. Thanks.

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: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Monday, 14 October 2019 12:01 PM
To: venessa.chan@fwd.com; assignments <assignments@lkkauto.com>
Cc: eileen.bay@fwd.com; motorclaims.sg@fwd.com; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST FOR PRI SURVEY SLH9037B FWD VEH NO: SJZ4463R DOA: 13.10.2019

Dear Sir/Mdm,

Thank you for the assignment.

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: venessa.chan@fwd.com [mailto:venessa.chan@fwd.com]
Sent: Monday, 14 October 2019 11:44 AM
To: admin-a@lkkauto.com; admin-d@lkkauto.com
Cc: eileen.bay@fwd.com; motorclaims.sg@fwd.com
Subject: REQUEST FOR PRI SURVEY SLH9037B FWD VEH NO: SJZ4463R DOA: 13.10.2019

Dear Nivitha,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

I will upload the documents accordingly.

Thank you.

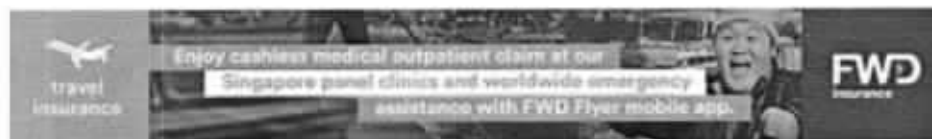
Best Regards,

Venessa Chan

Administrative Assistant, Claims



FWD Singapore Pte. Ltd.
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986
E venessa.chan@fwd.com
W www.fwd.com.sg



From: serence ctc [mailto:serence@esteemperv.com.sg]
Sent: Monday, October 14, 2019 11:38 AM
To: Motor Claims SG - SG Common
Cc: Carmen Lim; jenny chong
Subject: REQUEST FOR PRI SURVEY SLH9037B

Dear Sir / Madam,

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

We act for Grab Rentals Pte Ltd who has appointed the under-mentioned workshop to repair his motor vehicle no. SLH 9037 B.

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

Name of workshop : Esteem Performance Pte Ltd

Address : 385 Sin Ming Drive (inside VICOM) S 575718

Tel : 8799 0066

Fax : 6451 0394

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

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

Thank you.

Freundliche Grüße / Best Regards

Serence Chee

Claims Assistant | Operation Division

Esteem Performance Pte Ltd

P: 6566 2112

E: serence@esteemperf.com.sg

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

385 Sin Ming Drive Vicom Inspection Centre
(Showroom)

www.esteemperformance.com



ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not

use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.



AVG

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

www.avg.com

Claim Audit

AUDIT TRAIL				
No	On	Audit	Remarks	By
1	15 Oct 2019 14:43	Cim Dtl Modified	Claimant's Name: -> GRAB RENTALS PTE LTD. Claimant's ID: -> 201617200G.	[A] Lau Shu Pei
2	15 Oct 2019 14:43	Cim Veh Model Changed	(205009) TOYOTA PRIUS 1.5 HYBRID CVT (A).	[A] Lau Shu Pei
3	15 Oct 2019 14:43	Cim Created	Reg No: SLH9037B. Acct Date: 2019/10/13. Claim Type: TP. Insurer: FWD Singapore Pte. Ltd. (HQ). T P Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Esteem Performance Pte Ltd (HQ)	[A] Lau Shu Pei
4	15 Oct 2019 14:43	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ); RR Region: FWD - Ext Auto Adj Assignment. Suggested Adj. : Infi niti Appraisal Service.	[A] Lau Shu Pei
5	15 Oct 2019 14:43	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24	[A] Lau Shu Pei
6	15 Oct 2019 14:43	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei
7	15 Oct 2019 14:44	Label Added	(20005):Direct Settlement .	[A] Lau Shu Pei
8	15 Oct 2019 14:44	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	15 Oct 2019 14:47	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/24	[A] Lau Shu Pei
10	15 Oct 2019 16:00	Cim Registration Modified	Pol No:->PNPV2019-00008065.	[I] Venessa Chan
11	30 Nov 2019 11:06	Adj Mandate Request	CurReq:0.00:Kindly refer to our email dated 25/10/2019. Pls advise if we may proceed DS(100%) on t his matter.	[A] CHEW HSIAO TONG
12	08 Jan 2020 12:52	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24	[I] Eileen Bay
13	08 Jan 2020 12:52	Adj Mandate Set	Approved:0.00.	[I] Eileen Bay

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
2313662	15 Oct 2019 14:47:22	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLH9037B	SJZ4463R	11.77
2313845	15 Oct 2019 16:00:46	TP Case (Insurer)	Motor	FWD Singapore Pte. Ltd. (HQ)	FWD Singapore Pte. Ltd. (HQ)	SLH9037B	LIM HAN LEONG	XX.XX
2400046	08 Jan 2020 12:53:22	Video Upload	Motor	FWD Singapore Pte. Ltd. (HQ)	FWD Singapore Pte. Ltd. (HQ)	SLH9037B	Eileen Bay	XX.XX

Hsiao Tong (LKKAuto)

From: Carmen Lim <carmen@esteemperf.com.sg>
Sent: Tuesday, 31 December 2019 10:51 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin-B; serence ctc; jenny chong; coleen kwok
Subject: LOD SLH90378 (TP-FWD)
Attachments: 20191231105632835.pdf

Dear Hsiao Tong,

Accident involving SLH90378 & SJZ4463R on 13.10.2019.

We refer to the above matter.

Attached herewith LOD for your attention.

Kindly let us have your offer asap.

Thank you



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

www.esteemperformance.com



Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	15 Oct 2019 14:43	Cim Dtl Modified	Claimant's Name: -> GRAB RENTALS PTE LTD. Claimant's ID: -> 201617200G.	[A] Lau Shu Pei
2	15 Oct 2019 14:43	Cim Veh Model Changed	(205009) TOYOTA PRIUS 1.5 HYBRID CVT (A).	[A] Lau Shu Pei
3	15 Oct 2019 14:43	Cim Created	Reg No: SLH9037B. Acct Date: 2019/10/13. Claim Type: TP. Insurer: FWD Singapore Pte. Ltd. (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Esteem Performance Pte Ltd (HQ)	[A] Lau Shu Pei
4	15 Oct 2019 14:43	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ); RR Region: FWD - Ext Auto Adj Assignment. Suggested Adj. : Infiniti Appraisal Service.	[A] Lau Shu Pei
5	15 Oct 2019 14:43	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24	[A] Lau Shu Pei
6	15 Oct 2019 14:43	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	15 Oct 2019 14:44	Label Added	(20005):Direct Settlement .	[A] Lau Shu Pei
8	15 Oct 2019 14:44	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	15 Oct 2019 14:47	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/24	[A] Lau Shu Pei
10	15 Oct 2019 16:00	Cim Registration Modified	Pol No:->PNPV2019-00008066.	[T] Venessa Chan
11	30 Nov 2019 11:06	Adj Mandate Request	Cur.Reg:0.00:Kindly refer to our email dated 25/10/2019. Pls advise if we may proceed DS(100%) on this matter.	[A] CHEW HSIAO TONG
12	08 Jan 2020 12:52	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24	[T] Eileen Bay
13	08 Jan 2020 12:52	Adj Mandate Set	Approved:0.00.	[T] Eileen Bay
14	21 Jan 2020 15:16	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	21 Jan 2020 15:16	Cim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	21 Jan 2020 15:16	Cim Dtl Modified	JPJ Reg. Date: -> 2016/11/23.	[A] JOANNE LEE KHANG MIN
17	21 Jan 2020 15:16	Cim Details Notified		[A] JOANNE LEE KHANG MIN
18	24 Jan 2020 08:17	Adj Mandate Request	Cur.Reg:623.58:LIABILITY: 100%(3rd party video shows that he was driving on his own lane) QUANTUM: (a) CORw/GST: \$460.10+ (b) LOR: \$156.00 (2days x \$78) + (c) DISBURSEMENT: \$7.48 Total: a+b+c = \$623.58 *VEH MODEL: Toyota Prius(1798cc). FOR YOUR APPRO	[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
2313662	15 Oct 2019 14:47:22	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLH9037B	SJZ4463R	11.77
2313845	15 Oct 2019 16:00:46	TP Case (Insurer)	Motor	FWD Singapore Pte. Ltd. (HQ)	FWD Singapore Pte. Ltd. (HQ)	SLH9037B	LIM HAN LEONG	xx.xx

Print Received Message

This mail is associated with :

***SLH9037B (1201900030952)**
[SJZ4463R]

TP

GRAB RENTALS PTE LTD

Oct 13 2019 1:00PM

[Lim Han Leong]

Esteem Performance Pte Ltd

From FWD Singapore Pte. Ltd. (HQ) (FWD_SG), sent on 11/02/2020 12:37 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$623.58) - SLH9037B - Claim Handler: Eileen Bay

Approved:623.58.

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 14 February 2020 3:36 PM
To: Carmen Lim
Cc: Admin A; serence ctc; jenny chong; coleen kwok
Subject: RE: LOD SLH9037B (TP-FWD) //DOA: 13/10/2019 // LKK REF: CC4/FWD19018158/Kpb3
Attachments: DV_SLH9037B.pdf

Without Prejudice

Dear Sirs/Mdm,

Thank you for your email.

We confirm settlement at \$623.58(all-in).

Please duly sign the DV enclosed and return to us for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Carmen Lim <carmen@esteemperf.com.sg>
Sent: Tuesday, 31 December 2019 10:51 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin-B <admin-b@lkkauto.com>; serence ctc <serence@esteemperf.com.sg>; jenny chong <jenny@esteemperf.com.sg>; coleen kwok <coleen21@esteemperf.com.sg>
Subject: LOD SLH9037B (TP-FWD)

Dear Hsiao Tong,

Accident Involving SLH9037B & SJZ4463R on 13.10.2019.

We refer to the above matter.

Attached herewith LOD for your attention.

Kindly let us have your offer asap.

Thank you



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

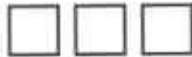
5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

www.esteemperformance.com



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

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	17 Oct 2019 Edit Reg		14 Oct 2019 00:00 Edit Adj Rpt	S\$430.00 Edit Estimates	S\$430.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	Lim Han Leong, ID: S8813127D								
Main Claimant:	GRAB RENTALS PTE LTD, Co. Reg. No.: 201617200G								
Vehicle Reg. No.:	SLH9037B	Date of Loss:	13/10/2019 13:00 - :59 [34 Months and 20 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 1201900030952	Policy/Cover Note No.:	PNPV2019-00008066 (Comprehensive) Coverage: 25/05/2019 - 24/05/2020						
Vehicle Reg. No. (Insured):	SJZ4463R	Policy No. (Claimant):	A29114756MKF						
		Excess:							
Repairer:	Esteem Performance Pte Ltd (HQ) Blk 5033 Ang Mo Kio Ind Park 2, #01-259, 569536 Ang Mo Kio - Tel: 64841221								
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Eileen Bay]								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 24/10/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> FWD_SG (11/02/2020): Alert - Adj Mandate Approved (S\$623.58) - SLH9037B - Claim Handler: Eileen Bay FWD_SG (08/01/2020): Alert - Adj Mandate Approved (S\$0.00) - SLH9037B - Claim Handler: Eileen Bay 									
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

*SLH9037B (1201900030952)
[SJZ4463R]
TP
GRAB RENTALS PTE LTD
Oct 13 2019 1:00PM
[Lim Han Leong]
Esteem Performance Pte Ltd

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

View View in Browser

Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On			Thumbnail	Print
1	08/01/20 12:53	FWD Singapore Pte. Ltd. (HQ) TP CCTV	1	Load MP4	

Letters/Correspondences				1 per page	<input checked="" type="checkbox"/>
No	Finalized On			Thumbnail	Print
1	(Draft)	LKK Auto Consultants Pte Ltd (HQ) Third Party Express Settlement - Payment Breakdown	1	Edit	

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On			Thumbnail	Print
1	15/10/19 14:47	LKK Auto Consultants Pte Ltd (HQ) Adjuster Immediate Advice	1	Load HTML	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder			Thumbnail	Print
1	22/10/19 15:31	LKK Auto Consultants Pte Ltd (HQ) General View	1	Load JPG	<input checked="" type="checkbox"/>
2	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
3	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
4	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
5	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
6	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
7	22/10/19 15:31	General View	1	Load JPG	<input checked="" type="checkbox"/>
8	22/10/19 15:31	Chassis Number	1	Load JPG	<input checked="" type="checkbox"/>
9	24/01/20 08:11	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>
10	24/01/20 08:11	Reinspection Photo	1	Load JPG	<input checked="" type="checkbox"/>

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder			Thumbnail	Print
1	15/10/19 14:44	LKK Auto Consultants Pte Ltd (HQ) EMAIL FROM FWD DD 14102019	1	Load PDF	
2	15/10/19 14:44	FWD EMAIL TO OI	1	Load PDF	
3	15/10/19 16:54	TP ESTIMATE- MARKED	1	Load PDF	
4	15/10/19 16:54	TP GIA REPORT	1	Load PDF	
5	30/11/19 11:05	EMAIL TO FWD DD 251019	1	Load PDF	
6	21/01/20 15:54	WORKSHOP INVOICE	1	Load PDF	
7	21/01/20 15:54	LTA SEARCH	1	Load PDF	
8	21/01/20 15:54	LOD	1	Load PDF	
9	24/01/20 08:14	Authorisation to Act	1	Load PDF	
10	24/01/20 08:14	Rental Agreement.	1	Load PDF	
11	18/02/20 12:22	Release Voucher	1	Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST

[Reset](#) |
 [Save](#) |
 [Print](#)

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJZ4463R (Insd veh)	Model:	TOYOTA PRIUS 1.5 HYBRID
	SLH9037B (TP veh)		CVT (A)
Date of Accident:	13/10/2019		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	2,678.05
Final Repair Cost	:	\$	460.10
Loss of Use	:	\$	days at \$0.00 per day
Rental (if any)	:	\$	156.00 2 days
LTA / GIA Search Fee	:	\$	7.48
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	623.58
Is Third Party Workshop GIA Registered? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (Kindly indicate below)			
A) For <u>Non GIA Registered Workshop</u> :		Agreed Liability _____ 100 _____ (%)	
B) For <u>GIA Registered Workshop</u> :		BOLA Applicable: Yes/ No BOLA Scenario No: _____	
BOLA Liability: _____ (%)		Assessed Liability (*): _____ (%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks _____			

Payment Instruction: Payee's Breakdown			
1)	Esteem Performance Pte Ltd	:	\$ 623.58
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

18 Feb
2020

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report;
Medical Report/ Bill (if any))

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/FWD19018158/KPS3Q2

Date: 18/02/2020

REFERENCE

Handling Insurer: FWD Singapore Pte. Ltd. Policy No: PNPV2019-00008066

Claimant Vehicle No : SLH9037B Insured Vehicle No : SJZ4463R

Date of Loss: 13/10/2019 Nature of Claim: TP Claim No: 1201900030952

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLH9037B	Engine No:	2ZRR964668
Make & Model:	TOYOTA PRIUS, 1.5 HYBRID CVT (A)	Chassis No:	JTDKB3FU403537886
Reg. Date:	23/11/2016 (Man. Year: 2016)	Odometer:	272171 km
Colour:	Metallic Silver		
Engine Capacity:	1798 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:	195/65 R15	Rear Tyre Size:	195/65 R15
Front Left Side:	Yokohama 9 mm	Rear Left Side:	Yokohama 9 mm
Front Right Side:	Yokohama 9 mm	Rear Right Side:	Yokohama 9 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,532.85	0.00	1,532.85	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	970.00	430.00	540.00	55.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	2,502.85	430.00	2,072.85	82.82
+ GST 7.00/7.00% (S\$)	175.20	30.10	145.10	82.82
Nett Amount (S\$)	2,678.05	460.10	2,217.95	82.82
+ Car Rental (2.0 x S\$78.00/day) (S\$)		156.00		
+ Doc/Search Fee (S\$)		7.48		
Nett Liability (S\$)		623.58		

INSPECTION

Date of Assignment: 14/10/2019

Date Inspected: 14/10/2019 Inspected At:

 Esteem Performance Pte Ltd (HQ)
 Blk 5033 Ang Mo Kio Ind Park 2, #01-259
 Singapore 569536

Estimated Period of Repair: 2.0 days

Adjuster: KENNETH KONG

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 21 Jan 2020)
Parts: 144	TOYOTA PRIUS 1.5 HYBRID CVT (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLH9037B)
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		*REAR BUMPER	Repair	497.50 FL	*- FL
2	10		*REAR BUMPER CLIP	Not Necessary	40.00 FL	*- FL
3	1		*REAR BUMPER SIDE RETAINER LH	Serviceable	112.70 FL	*- FL
4	1		*REAR BUMPER SIDE RETAINER RH	Serviceable	112.70 FL	*- FL
5	1		*REAR BUMPER REINFORCEMENT	Repair	398.90 FL	*- FL
6	1		*REAR BUMPER LOWER GARNISH CENTRE	Serviceable	582.60 FL	*- FL
7	1		*REAR BUMPER LOWER GARNISH LH	Serviceable	149.70 FL	*- FL
8	1		*REAR BUMPER LOWER GARNISH RH	Not Necessary	149.70 FL	*- FL

F=Franchise part. L=ListItemDisc.

Sub Total (S\$)	2,043.80	0.00
- List Item Discount on L Items 25.00/25.00% (S\$)	510.95	0.00
Total Parts (S\$)	1,532.85	0.00

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
Labour Items				
1	TO RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT REPAIR AREA (REAR BUMPER)	New	300.00	150.00
2	TO PUTTY,RESPRAY PAINT FOR AFFECTED ACCIDENT REPAIR AREA (REAR BUMPER)	New	300.00	280.00
3	TO CHECK WIRING	New	50.00	0.00
4	TO REMOVE & REFIT REVERSE SENSOR	New	150.00	0.00
5	TO TUFF COAT	New	50.00	0.00
6	TO CONDUCT WATER LEAKAGE TESTS TO ENSURE PROPER AIR AND SEALING	New	120.00	0.00
Gross Labour Cost (\$\$)			970.00	430.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >