

INS. CASE OWNER:

Eileen

CC 4/FWD1901

8428

SS

LKK:
IDAC:

Surveyor:

Esc

DOI:

21/10/19

Date / Time:

18/10/19

Registered in Merimen:

18/10/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SJL6261 S

Name of Insured:

Chan Min Emily

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A.:

18/10/19

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

PWPV209-00101196

MOWON

PIE

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

SGE 6414R

INSRS:
WSP:
Tel:
Liability:
RMKS:complete
VMSINSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

URGENT

Date/ Time

14/12/19

SGE 6414R

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

After call hr to OI:

Documentation Check List: Handler Typist

Notification hr (if non-pickup)

After call hr 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:

\$5

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

3477.50

Loss of Rental (LOR):

\$5

(days)

Loss of Use (LOU):

\$5

360.00

(\$ 60 x 6 days)

Loss of Income (LOI):

\$5

(\$ x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

\$5

7.45

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5

3844.95

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

3844.95

Name 1:

Complete VMS Pro Ltd

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

1500.00

COPY SENT
20/1/2020

*CS, REC BY:

REF: FWD

ASSIGNMENT

From:

Date 21-10-2019

Estimated Cost:

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

To Inspect Vehicle No: SGE 6414R

at Workshop m/s Computer Vms

of BIK 176 on ming drive #03-14

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

(Client's Record)

Make of Vch:

(Policy Condition)

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

Bal. or Market Value: 613k

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 43 days Res.: Yes or No

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

3/21

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SGE 6414R

Regn:

03 06

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

Truck / Trailer or

Make:

Toyota

C.C.

1598

Colour:

M. Gold

A/C:

Insured / Std / NI / NA

Sp. Reading

16037P

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

MR0537EC107115669

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:

R:

185/70R14

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

TOYO / YOKO or

Front

R/Bal.

mm

Rear

R/Bal.

mm

L/Bal.

mm

L/Bal.

mm

D.O.A.

17/10/19

D.O.I.

21/10/19

Survey held at

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

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

Date / Time

Action / Instruction

US \$ 3250 (Reel \$ 2978.57 / 48%).

Date/Time, File Pass in?

☐

Prel. Report

1)

☐

Final Report

Date/Time, File Return in?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS: \$

Photos

Sketch

TOTAL

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Weekend (\$

Exp. Form:

Lump Sum / FE: \$



COMPLETE VMS PTE LTD The Premier One-Stop Vehicle Accident Claims Centre
178 Sin Ming Drive, #03-14, Sin Ming Autocare Complex, Singapore 575721
(Tel) 6455 0012 (Fax) 6554 0012 (Web) www.completevms.com.sg

Page 1 / 2

Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NG BOON SHING
BLK 679B JURONG WEST CENTRAL 1 #15-06
SINGAPORE 642679

Address : THE OWNER
Contact : 9855778

Estimate : ES006823

Date : 18/10/2019
Vehicle Num. : SGE6414R
Make/Model : TOYOTA COROLLA 1.6-2006
Chassis/Eng# : MR053ZEC107115669/3Z24554097
Accident Date : 17/10/2019
Claim No. :
Reference :
Policy No. :

Not Authorized
U/Ly @ 3250k
Recovery After Paint
5day

Qty	Quantity	Particular	Unit Price	Amount S\$
		LIST ITEMS :		
		BOOT LID	691.50	
		BOOT LID LOCK	109	
		BOOT LID REFLECTOR		
		TAIL LAMP	289.50	
		TAIL LAMP CLIP		
		TAIL LAMP LOWER PANEL		
		REAR END PANEL	563.90	
		REAR END PANEL TOP GARNISH	86.50	
		BOOT WEATHERSTRIP		
		REAR BUMPER	484.90	
		REAR BUMPER CLIP		
		REAR BUMPER BRACKET		
		REAR BUMPER SIDE RETAINER		
		GRAND TOTALS \$:		
		10% Discount \$:		
				3,362.92
		SPECIAL NETT ITEMS :		
		COROLLA EMBLEM		
		TR EMBLEM		
		LE EMBLEM		
		RT EMBLEM		
		FRONT WIPER SENSOR		
		Special Nett Total \$:		500.15
		REPAIR		
		UNDERBODY PROOFING TREATMENT	100.00	601

		BU	885.30	✓
		BU	149.30	✓
		BU	386.54	✓
		BU	778.90	✓
		BU	24.00	✓
		BU	216.60	✓
		BU	760.80	✓
		BU	178.10	✓
		BU	191.00	✓
		BU	587.75	✓
		BU	39.00	✓
		BU	148.80	✓
		BU	137.80	✓
		BU	4,483.89	✓
		BU	1,120.97	✓
		BU	3,362.92	✓
		BU	55.80	✓
		BU	51.20	✓
		BU	63.35	✓
		BU	49.80	✓
		BU	280.00	✓
		BU	500.15	✓

CONTINUE / ...

LKK Auto Consultants hereby notify the Reparer of the following:

- To recovery before/after spray painting
- To display damaged part(s) during recovery
- Parts prices are subject to confirmation
- Third party recovery is on a "Without Prejudice" basis
- No legal action/claim is allowed
- Signature(s) must be recovered and is subject to final approval from Insurance Company

Acknowledged by Reparer:
Signature:
Date:



COMPLETE VMS PTE LTD The Premier One-Stop Vehicle Accident Claims Centre
176 Sin Ming Drive, #03-14, Sin Ming Autocare Complex, Singapore 575721
Tel: 6455 0012 (Fax) 6554 0012 (Web) www.completevms.com.sg

Page 2 / 2

Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

BUCKLE WIND
6750 JALAN BESUT CENTRAL 1 #15-06
TAMPON 842003

PAINT REPAIR
REPAIR

Estimate : ES006823

Date : 18/10/2019
Vehicle Num. : SGE6414R
Make/Model : TOYOTA COROLLA 1.6-2006
Chassis/Eng# : MR053ZEC107115669/3ZZ4554097
Accident Date : 17/10/2019
Claim No. :
Reference :
Policy No. :

Item Description

Unit Price Amount S\$

CHANGE TAIL LAMP AND CHECK WIRING
REAR PAINT DAMAGED AREA AFFECTED
TO CUT OFF REAR END PANEL, KNOCK AND STRAIGHTEN REAR
CHASSIS FRAME, REAR FLOOR PANEL AND CHANGE ALL NECESSARY
PARTS

2d
Foot 65.00
1,100.00
1,100.00
2,365.00

Subtotal Total S\$:

Amount in Words: Six Thousand Two Hundred Twenty-Eight & Cents Seven Only

Total S\$: 6,228.07

COMPLETE VMS PTE LTD

This estimate is for preliminary inspection and does not cover additional parts and labour time which
may be required once work has begun.

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Singapore NRIC
Owner ID:	909D

Vehicle Details

Vehicle No.:	SGE6414R
Vehicle to be Exported:	No
Intended Deregistration Date:	22 Oct 2019
Vehicle Make:	TOYOTA
Vehicle Model:	COROLLA 1.6
Primary Colour:	Gold
Manufacturing Year:	2006
Engine No.:	3ZZ4554097
Chassis No.:	MR053ZEC107115669
Maximum Power Output:	81.0 kW (108 bhp)
Open Market Value:	\$16,950.00
Original Registration Date:	22 Mar 2006
First Registration Date:	22 Mar 2006
Transfer Count:	0
Actual ARF Paid:	\$18,645.00

Intended PARF Rebate Details

PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

Intended COE Rebate Details

COE Expiry Date:	21 Mar 2021
COE Category:	A - Car (1600cc & below)
COE Period(Years):	5
PQP Paid:	\$24,771.00
COE Rebate Amount:	\$6,973.00
Total Rebate Amount:	\$6,973.00

Message

Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 22 Oct 2019

OK

Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NG BOON SHING
BLK 679B JURONG WEST CENTRAL 1 #15-06
SINGAPORE 642679

Attention : THE OWNER

Contact : 93465776

Estimate : ES006823

Date : 18/10/2019
Vehicle Num. : SGE6414R
Make/Model : TOYOTA COROLLA 1.6-2006
Chassis/Eng# : MR053ZEC107115669/3ZZ4554097
Accident Date : 17/10/2019
Claim No. :
Reference :
Policy No. :

Not Notified
U/Ly @ ?
Recovery After Pain
4-5 days

S/N	Quantity	Particular	Unit Price	Amount S\$
-----	----------	------------	------------	------------

- | | | | | |
|-----|---|----------------------------|--|--|
| 1. | 1 | LIST ITEMS : | | |
| 2. | 1 | BOOT LID | | |
| 3. | 2 | BOOT LID LOCK | | |
| 4. | 2 | BOOT LID REFLECTOR | | |
| 5. | 4 | TAIL LAMP | | |
| 6. | 2 | TAIL LAMP CLIP | | |
| 7. | 1 | TAIL LAMP LOWER PANEL | | |
| 8. | 1 | REAR END PANEL | | |
| 9. | 1 | REAR END PANEL TOP GARNISH | | |
| 10. | 1 | BOOT WEATHERSTRIP | | |
| 11. | 1 | REAR BUMPER | | |
| 12. | 6 | REAR BUMPER CLIP | | |
| 13. | 2 | REAR BUMPER BRACKET | | |
| 14. | 2 | REAR BUMPER SIDE RETAINER | | |

193.27	Bu	885.30	✓
389.45	Not	149.30	✓
6.00	Sm	386.54	x
108.30	Sm	778.90	?
		24.00	?
	Bu	216.60	✓
		760.80	?
		178.10	?
	Sm	191.00	x
	Bu	587.75	✓
6.50	me	39.00	✓
74.40		148.80	?
68.90	Dis	137.80	✓

List TotalS\$:

25.00% Discount S\$:

4,483.89

1,120.97

3,362.92

- | | | | | |
|----|---|----------------------|--|--|
| 1. | 1 | SPECIAL NETT ITEMS : | | |
| 2. | 1 | COROLLA EMBLEM | | |
| 3. | 1 | ALTIS EMBLEM | | |
| 4. | 1 | 1.6 E EMBLEM | | |
| 5. | 1 | VVTI EMBLEM | | |
| 6. | 1 | REVERSE SENSOR | | |

55.80	me	✓
51.20	me	✓
63.35	me	✓
49.80	me	✓
280.00	Dis	200x

Special Nett Total S\$:

500.15

LABOUR :

RUST PROOFING TREATMENT

100.00

CONTINUE / ...

LKK Auto Consultants hence notify the Repairer of the following:

- To return vehicle after spray painting
- To display damaged parts during survey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification allowed
- Severely damaged parts must be recovered and is subject to approval from Insurance Company

Acknowledged by Repairer

Signature: _____

Date: _____



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NG BOON SHING
BLK 679B JURONG WEST CENTRAL 1 #15-06
SINGAPORE 642679

Attention : THE OWNER

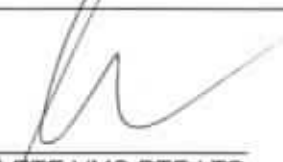
Contact : 93465776

Estimate : ES006823

Date : 18/10/2019
Vehicle Num. : SGE6414R
Make/Model : TOYOTA COROLLA 1.6-2006
Chassis/Eng# : MR053ZEC107115669/3ZZ4554097
Accident Date : 17/10/2019
Claim No. :
Reference :
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
		CHANGE TAIL LAMP AND CHECK WIRING		2cl 65.00
		SPRAY PAINT DAMAGED AREA AFFECTED	7cl	1,100.00
		TO CUT OFF REAR END PANEL,KNOCK AND STRAIGHTEN REAR		
		CHASSIS FRAME,REAR FLOOR PANEL AND CHANGE ALL NECESSARY		
		PARTS		1,100.00 ?
		Labour Total S\$:		2,365.00

SingDollars : Six Thousand Two Hundred Twenty-Eight & Cents Seven Only


COMPLETE VMS PTE LTD

Total S\$: 6,228.07
=====

This is only an estimate bases on our preliminary inspection and does not cover additional parts and labour time which may be required after the work has begun

Nivitha (LKK Auto)

From: venessa.chan@fwd.com
Sent: Friday, 18 October 2019 11:43 AM
To: admin-a@lkkauto.com; admin-d@lkkauto.com
Cc: motorclaims.sg@fwd.com; eileen.bay@fwd.com
Subject: NOTICE OF ACCIDENT: SGE6414R Your ref: SJL62615 DOA: 17.10.2019

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.

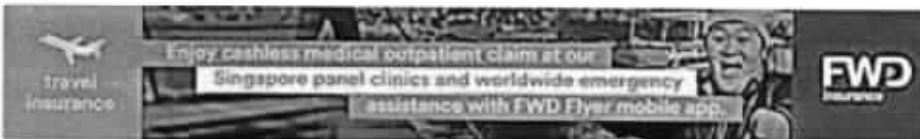
Thank you.

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: Gan Li Hui [mailto:lihui@completevms.com.sg]
Sent: Friday, October 18, 2019 11:31 AM
To: Motor Claims SG - SG Common
Subject: NOTICE OF ACCIDENT: SGE6414R Your ref: SJL62615

Without Prejudice

Dear Sir/Madam,

ACCIDENT INVOLVING SGE6414R AND SJL62615 ON 17/10/2019 ALONG PIE
TWDS CHANGI BEFORE EXIT 26B- UPPER BUKIT TIMAH AT ABOUT 17:25 HRS.

1.02pm @ 18/10/19
P: Li Hui
X: Not In

We act for NG BOON SHING owner of vehicle no. SGE6414R with instruction to repair the vehicle.

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

Venue Complete VMS Pte Ltd

176, Sin Ming Drive,

#03-14,

Singapore 575721

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you. Please note that there will also be a storage charge of \$60 per day on the 2 day notice period commencing from the date of this letter.

Thank you & Best Regards,

Gan Li Hui (Ms)

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

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Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Tuesday, 10 December 2019 8:53 AM
To: venessa.chan@fwd.com
Cc: eileen.bay@fwd.com; Admin-D (LKKAuto); Admin A; Hsiao Tong (LKKAuto)
Subject: FW: ACCIDENT INVOLVING SGE6414R & SJL6261 ON 17/10/2019
Attachments: img-Z09160614.pdf

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/FWD19018428/Kpb3	Hsiao Tong

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

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: venessa.chan@fwd.com <venessa.chan@fwd.com>
Sent: Monday, 9 December 2019 4:24 PM
To: eileen.bay@fwd.com; 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'
Cc: motorclaims.sg@fwd.com
Subject: ACCIDENT INVOLVING SGE6414R & SJL6261 ON 17/10/2019

Hi All,

FYNA.
LOD uploaded in Merimen.

Thank you.

Best Regards,

Venessa Chan

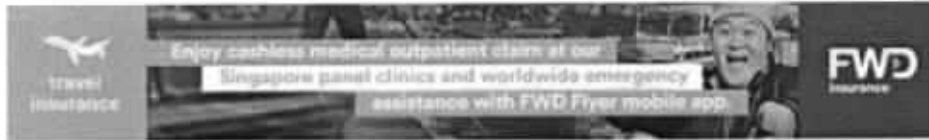
Administrative Assistant, Claims

* 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: Lily Leow [<mailto:lily@completevms.com.sg>]

Sent: Monday, December 9, 2019 4:22 PM

To: Motor Claims SG - SG Common

Subject: ACCIDENT INVOLVING SGE6414R & SJL6261 ON 17/10/2019

WITHOUT PREJUDICE

Dear OIC

Please see attached LOD and advise offer asap.

Thank you and best regards

Lily Leow

Tel: 64550012

Complete VMS Pte Ltd

Blk 176 Sing Ming Drive #03-14

Sin Ming Autocare Complex

Singapore 575721

E-mail: lily@completevms.com.sg

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Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Oct 2019 15:29	Cim Dtl Modified	Claimant's Name: -> -.	[A] Lau Shu Pei
2	18 Oct 2019 15:29	Cim Veh Model Changed	(206086) ADIVA AD1 200 190cc 3W.	[A] Lau Shu Pei
3	18 Oct 2019 15:29	Cim Created	Reg No: SGE6414R. Acct Date: 2019/10/17. Claim Type: TP. Insurer: FWD Singapore Pte. Ltd. (HQ). Wor kshop: COMPLETE VMS PTE LTD (HQ)	[A] Lau Shu Pei
4	18 Oct 2019 15:29	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	18 Oct 2019 15:29	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/30	[A] Lau Shu Pei
6	18 Oct 2019 15:29	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	18 Oct 2019 15:29	Label Added	(20005):Direct Settlement .	[A] Lau Shu Pei
8	18 Oct 2019 15:29	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	18 Oct 2019 17:24	Cim Registration Modified	Pol No:->PNCV2019-00001196.	[I] Venessa Chan
10	22 Oct 2019 14:26	Cim Veh Model Changed	(206086) -> (201998) TOYOTA COROLLA 1.6 (A).	[A] Lau Shu Pei
11	22 Oct 2019 14:29	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/30	[A] Lau Shu Pei
12	26 Dec 2019 14:22	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	26 Dec 2019 14:22	Cim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	26 Dec 2019 14:22	Cim Dtl Modified	JPJ Reg. Date: -> 2006/03/22.	[A] JOANNE LEE KHANG MIN
15	26 Dec 2019 14:22	Cim Details Notified		[A] JOANNE LEE KHANG MIN
16	27 Dec 2019 08:28	Adj Mandate Request	Cur.Req:3904.95;LIABILITY: 100%(BOLA 27) QUANTUM: (a) CORw/GST: \$3,477.50 + (b) LOU: \$420.00 (7days x \$60) + (c) DISBURSEMENT: \$7.45 Total: a+b+c = \$3,904.95*VEH MODEL: TOYOTA ALTIS (159 8CC). FOR YOUR APPROVAL/INSTRUCTION.	[A] CHEW HSIAD 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
2318167	18 Oct 2019 17:24:55	TP Case (Insurer)	Motor	FWD Singapore Pte. Ltd. (HQ)	FWD Singapore Pte. Ltd. (HQ)	SGE6414R	CHAN MIN KANG	xxx.xxx
2321244	22 Oct 2019 14:29:22	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SGE6414R	SJL62615	11.77

Print Received Message

This mail is associated with :

***SGE6414R (1201900031546)**
[SJL6261S]
TP
NG BOON SHING
Oct 17 2019 12:00AM
[Chan Min Kang]
COMPLETE VMS PTE LTD

From FWD Singapore Pte. Ltd. (HQ) (FWD_SG), sent on 09/01/2020 13:54 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$3904.95) - SGE6414R - Claim Handler: Eileen Bay

Approved:3904.95.

Hsiao Tong (LKKAUTO)

From: Lily Leow <lily@completevms.com.sg>
Sent: Thursday, 23 January 2020 10:13 AM
To: Hsiao Tong (LKKAUTO)
Subject: Re: Your Ref: TPDS19139 – SGE6414R *Our Ref: CC4/FWD19018428/Kpb3
[ACCIDENT INVOLVING SJL 6261S(FWD) AND SGE 6414R ON 17/10/2019]

WITHOUT PREJUDICE

Dear Hsiao Tong

We accept your offer as follows:-

1. Cost of Repair (w/GST)	\$ 3,477.50
2. Loss of Use (6days x \$60.00)	\$ 360.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 3,844.95

Please send us your discharge voucher for our client to sign asap.

Thank you and best regards

Lily Leow

Tel: 64550012

Complete VMS Pte Ltd

Blk 176 Sing Ming Drive #03-14

Sin Ming Autocare Complex

Singapore 575721

E-mail: lily@completevms.com.sg

On Wed, Jan 22, 2020 at 8:41 AM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Your Ref: **TPDS19139 – SGE6414R**

Without Prejudice

Our Ref: CC4/FWD19018428/Kpb3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SJL 6261S(FWD) AND SGE 6414R ON 17/10/2019

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,477.50
2. Loss of Use (6days x \$60.00)	\$ 360.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 3,844.95

Please confirm acceptance.

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

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

"Wishing you a Happy and Prosperous New Year"



Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

...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	16 Nov 2019 Edit Reg		18 Oct 2019 00:00 Edit Adj Rpt	\$53,250.00 Edit Estimates	\$53,250.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	Chan Min Kang, ID: S8631864D								
Main Claimant:	NG BOON SHING, ID: S1628909D								
Vehicle Reg. No.:	SGE6414R	Date of Loss:	17/10/2019 00:00 - :59 [162 Months and 25 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 1201900031546	Policy/Cover Note No.:	PNCV2019-00001196 (TP, Fire & Theft) Coverage: 09/09/2019 - 08/09/2020						
Vehicle Reg. No. (Insured):	SJL6261S	Policy No. (Claimant):	5077848362-03						
		Excess:							
Repairer:	COMPLETE VMS PTE LTD (HQ) 176 Sin Ming Drive #03-14 Sin Ming Autocare Complex, 575721 Sin Ming - Tel: 6455 0012								
Handling Insurer:	FWD Singapore Pte. Ltd. (HQ) - Tel: 6727 5700 ... [Handled by Eileen Bay]								
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 30/10/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• FWD_SG (09/01/2020): Alert - Adj Mandate Approved (\$53904,95) - SGE6414R - 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

*SGE6414R (1201900031546)
[SJL6261S]
TP
NG BOON SHING
Oct 17 2019 12:00AM
[Chan Min Kang]
COMPLETE VMS PTE LTD

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Letters/Correspondences			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown	Edit	
Assessment Reports			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	22/10/19 14:29	Adjuster Immediate Advice	Load HTM	
Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	30/10/19 10:25	General View	Load JPG	☒
2	30/10/19 10:25	General View	Load JPG	☒
3	30/10/19 10:25	General View	Load JPG	☒
4	30/10/19 10:25	General View	Load JPG	☒
5	30/10/19 10:25	General View	Load JPG	☒
6	30/10/19 10:25	General View	Load JPG	☒
7	30/10/19 10:25	General View	Load JPG	☒
8	30/10/19 10:25	General View	Load JPG	☒
9	30/10/19 10:25	General View	Load JPG	☒
10	30/10/19 10:25	General View	Load JPG	☒
11	30/10/19 10:25	General View	Load JPG	☒
12	30/10/19 10:25	General View	Load JPG	☒
13	30/10/19 10:25	General View	Load JPG	☒
14	30/10/19 10:25	General View	Load JPG	☒
15	30/10/19 10:25	General View	Load JPG	☒
16	30/10/19 10:25	Odometer Reading	Load JPG	☒
17	30/10/19 10:25	Chassis Number	Load JPG	☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	18/10/19 15:29	EMAIL FROM FWD DD 18102019	Load PDF	
2	22/10/19 17:08	TP ESTIMATE- MARKED	Load PDF	
3	22/10/19 17:08	TP GIA REPORT	Load PDF	
4	26/12/19 14:29	LTA SEARCH	Load PDF	
5	26/12/19 14:29	LOD	Load PDF	
6	31/01/20 11:29	WORKSHOP INVOICE	Load PDF	
7	31/01/20 11:29	AUTHORISATION TO ACT FORM	Load PDF	
8	31/01/20 11:29	Release Voucher	Load PDF	
No	Finalized On	FWD Singapore Pte. Ltd. (HQ)	Thumbnail	Print
1	29/10/19 09:40	SJL6212S OI GIA	Load PDF	
2	14/11/19 12:04	LOD	Load PDF	
3	09/12/19 16:23	LOD	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:	SJL6261S (Insd veh)	Model:	TOYOTA COROLLA 1.6 (A)
	SGE6414R (TP veh)		
Date of Accident:	17/10/2019		

Global Sum Settlement	:	☐ Yes	☒ No
Repair Estimate	:	\$	6,664.03
Final Repair Cost	:	\$	3,477.50
Loss of Use	:	\$	360.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	7.45
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	3,844.95

6.00 days at \$60.00 per day
days

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

B) For GIA Registered Workshop: 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)	COMPLETE VMS PTE LTD	:	\$ 3,844.95
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

31 Jan
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/FWD19018428/KPS3Q2

Date: 31/01/2020

REFERENCE

Handling Insurer: FWD Singapore Pte. Ltd. Policy No: PNCV2019-00001196

Claimant Vehicle No : SGE6414R Insured Vehicle No : SJL6261S

Date of Loss: 17/10/2019 Nature of Claim: TP Claim No: 1201900031546

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SGE6414R	Engine No:	3ZZ4554097
Make & Model:	TOYOTA COROLLA, 1.6 (A)	Chassis No:	MR053ZEC107115669
Reg. Date:	22/03/2006 (Man. Year: 2006)	Odometer:	160379 km
Colour:	Metallic Gold		
Engine Capacity:	1598 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:	185/70 R14	Rear Tyre Size:	185/70 R14
Front Left Side:	Michelin 8 mm	Rear Left Side:	Michelin 8 mm
Front Right Side:	Michelin 8 mm	Rear Right Side:	Michelin 8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,863.07	2,712.90	1,150.17	29.77
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,365.00	1,380.00	985.00	41.65
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	6,228.07	4,092.90	2,135.17	34.28
Approved Total (Overridden) (S\$)		3,250.00		
(S\$)	6,228.07	3,250.00	2,978.07	47.82
+ GST 7.00/7.00% (S\$)	435.96	227.50	208.46	47.82
Nett Amount (S\$)	6,664.03	3,477.50	3,186.53	47.82
+ Loss of Use (6.0 x S\$60.00/day) (S\$)		360.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		3,844.95		

INSPECTION

Date of Assignment: 18/10/2019

Date Inspected: 21/10/2019 Inspected At:

 COMPLETE VMS PTE LTD (HQ)
 176 Sin Ming Drive #03-14 Sin Ming
 Autocare Complex
 Singapore 575721

Estimated Period of Repair: 5.0 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: 26 Dec 2019)
Parts:	143	TOYOTA COROLLA 1.6 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SGE6414R)	
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		*BOOT LID	Buckled	885.30 FL	*691.50 FL
2	1		*BOOT LID LOCK	Dented	149.30 FL	*109.00 FL
3	2		*BOOT LID REFLECTOR	Serviceable	386.54 FL	*- FL
4	2		*TAIL LAMP	Mtg Cracked	778.90 FL	*579.00 FL
5	4		*TAIL LAMP CLIP	Not Necessary	24.00 FL	*- FL
6	1		*TAIL LAMP LOWER PANEL	Buckled	216.60 FL	*216.60 FL
7	1		*REAR END PANEL	Bent	760.80 FL	*563.90 FL
8	1		*REAR END PANEL TOP GARNISH	Mtg Cracked	178.10 FL	*86.50 FL
9	1		*BOOT WEATHERSTRIP	Serviceable	191.00 FL	*- FL
10	1		*REAR BUMPER	Buckled	587.75 FL	*484.90 FL
11	6		*REAR BUMPER CLIP	Necessary	39.00 FL	*39.00 FL
12	2		*REAR BUMPER BRACKET	Bent	148.80 FL	*148.80 FL
13	2		*REAR BUMPER SIDE RETAINER	Distorted	137.80 FL	*137.80 FL
14	1		*COROLLA EMBLEM	Necessary	55.80 FS	*55.80 FS
15	1		*ALTIS EMBLEM	Necessary	51.20 FS	*51.20 FS
16	1		*1.6 E EMBLEM	Necessary	63.35 FS	*63.35 FS
17	1		*VVTI EMBLEM	Necessary	49.80 FS	*49.80 FS
18	1		*REVERSE SENSOR	Dented	280.00 FS	*200.00 FS

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

Sub Total (\$\$)	4,984.04	3,477.15
- List Item Discount on L Items 25.00/25.00% (\$\$)	1,120.97	764.25
Total Parts (\$\$)	3,863.07	2,712.90

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	RUST PROOFING TREATMENT	New	100.00	60.00
2	CHANGE TAIL LAMP AND CHECK WIRING	New	65.00	20.00
3	SPRAY PAINT DAMAGED AREA AFFECTED	New	1,100.00	700.00
4	TO CUT OFF REAR END PANEL ,KNOCK AND STRAIGHTEN REAR CHASSIS FRAME ,REAR FLOOR PANEL AND CHANGE ALL NECESSARY PARTS	New	1,100.00	600.00
Gross Labour Cost (S\$)			2,365.00	1,380.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >