

INS. CASE OWNER:

CC # 1111901 8511, E p639

LKK:

IDAC:

Surveyor:

SHEW

DOI:

ASSIGNMENT

21/10/19

Date / Time:

21/10/19

Registered in Merimen:

21/10/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHD 7291E

Name of Insured:

LTL

Insured Tel No.:

HP:

Excess Sec II :S\$

D.O.A.:

18/10/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: WE HUANG HUANT

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

MEMORIS

HYUNDAI

UNDER LOWT BRIDGE RD

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

Insured Liability:

%

Final ? Yes / No

SG 1747K



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMKT



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time	STAGE	DATE / PIC
4/11/19	Non-Reporting ltr (1st):	
9/11/19	Non-Reporting ltr (2nd):	
18/11/19	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 <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability: %	(Agreed / Assessed) BOLA S/N No.:	If NO or B 28, Ass. Lia:
Repair Cost: S\$		
Loss of Rental (LOR): S\$	(days)	
Loss of Use (LOU): S\$	(\$ x days)	
Loss of Income (LOI): S\$	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/> [Tick only one]		
GIA/LTA Search: S\$		
Medical: S\$		
Disbursement: S\$	(e.g. Tow/ Independent)	
Legal Cost: S\$		
Total: S\$	Global Sum S\$:	
FINAL PAYMENT Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1: S\$	Name 1:	
Payee 2: (Strike if N.A.) S\$	Name 2:	
Payee 3: (Strike if N.A.) S\$	Name 3:	

Bureau *Steve*

REF: III

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.

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt. Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 2 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SG 1747 K Yr Regn: 1/3/16
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: MAN NL 320F c.c. 10518

Colour MMH-colour A/C: Insured / Std / NI / NA

Sp. Reading 203486 T/Radio: Insured / Std / NI / NA

Eng/No: _____

CiNo: WMAA2222XF7002871

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: 275/70R17S

R: _____

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

TOYO / YOKO or Finn

Front

Rear

R/Bal. 5 mm R/Bal. 5 mm

L/Bal. 5 mm L/Bal. 5 mm

D.O.A. 18/10/19 D.O.I. 21/10/19

Survey held at SMRT

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

P/P # 1146-w (red # 454/284)

Date/Time, File Pass to?

☐ : Proll. Report

Days Of Repair:

1)

☐ : Final Report

Resurvey No. of Trip:

Date/Time, File Return to?

2)

Add Fee: ☐ : Site Insp (\$

☐ : Interview (\$

☐ : Tech Invs (\$

☐ : Weekend (\$

Survey Fee:

Transportation:

☐ \$ - RS. SI

☐ : Priob

☐ : Others

Report Format :

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

TOTAL



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63665562
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672


Date Generated : 29/10/2019

User ID : CatherineLee

Section A - Accident Details

Registration Number	SG1747K
Case Reference Number	BUS/10/19/6001
Registration Date	1/3/2016
Company Type	SMRT Buses Ltd
Make	MAN
Model	MAN NL320F(A22)
Name of Driver	Shahnan Bin Mohd Shariff
Type of Accident	Side Swipe
Accident Date and Time	18/10/2019 10:22 AM
Accident Reported Date and Time	18/10/2019 12:15 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24103954
Special instruction to ARC if any	SG1747K-RIGHT REAR PORTION SHD7251E (TP) INSURED WITH III
Prepared Date and Time	19/10/2019 9:29 AM
Chassis Number	WMAA2ZZZK7002871
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$795.00	\$530.00
Total Spray Cost	\$796.00	\$616.00
Total Spare Part Cost	\$0.00	\$0.00
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$1,591.00	\$1,146.00
Lump Sum Total	\$1,690.00	\$0.00
Number of Repair Days	3.0	2.0
Prepared / Adjusted By	Kok Khoo Goh	STEVE CHEN
ARC / Surveyor Sign Off Date	19/10/2019 11:08 AM	21/10/2019 3:05 PM
Signature		
Remarks		

Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 29/10/2019

User ID : CatherineLee

Section D - Details of Repair Estimates									
Part 1 - Labour Works									
Job Scope		Quotation from AR				Adjusted by Surveyor, if applicable			
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS		\$795.00				\$530.00			
Total Labour		\$795.00				\$530.00			
Part 2 - Spray Painting & Panel Beating Related Works									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS		\$766.00				\$616.00			
Total Spray Painting & Panel Beating		\$766.00				\$616.00			
Part 3 - Other Costs - Accident and Accident Repair Related Expense									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
Total Other Costs									
Part 4 - Spare Parts / Material Usage									
Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6009960	BODY RH	A01001-CW565	PANEL SIDE R9 WITH FRAME FOR MAN A22 BUS	1.00	\$710.70	100.00	\$0.00	Repair	Repair
6009991	BODY RH	4000F06-ACCE4526	PANEL SIDE R10 FOR MAN A22 BUS	1.00	\$192.70	100.00	\$0.00	Repair	Repair
6009992	BODY RH	A01001-CW564	PANEL SIDE R11 FOR MAN A22 BUS	1.00	\$1,782.50	100.00	\$0.00	Repair	Repair
6010062	Body	F01001-CW273	COVER REAR TAIL LAMP RH FOR MAN A22 BUS	1.00	\$974.70	100.00	\$0.00	Repair	Repair
Total					\$3,660.60		\$0.00		
Added Spare Parts / Material Usage After Surveyor Signed off									
Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park S4, Singapore 757735
FAX Number : 63685562
Estimator Telephone Number : 6862623
Accident Reporting Number : 58862672

Date Generated : 18/10/2019

User ID : GokKK2

Section A - Accident Details		
Registration Number	SQ1147K	
Case Reference Number	BL15101846001	
Registration Date	1/5/2016	
Company Type	SMRT Busse Ltd	
Make	MAN	
Model	MAN NL320F(A22)	
Name of Driver	Shahwan Bin Mohd Shahrif	
Type of Accident	Side Swipe	
Accident Date and Time	18/10/2019 10:22 AM	
Accident Reported Date and Time	18/10/2019 12:15 PM	
Is Surveyor Required?	Yes	
Survey By		
Vehicle is Towed Back?	No	
Towed Back Date and Time		
Replacement Vehicle Issued?	No	
Job Card Number		
Special Instruction to ARC, if any	SQ1147K-RIGHT REAR PORTION SHD/2516 (TP) INJURED WITH B	
Prepared Date and Time	18/10/2019 9:28 AM	
Chassis Number	WMMA232ZXF7002811	
Message		
Work Shop		
Repair Completion Date and Time		

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$750.00	\$0.00
Total Spray Cost	\$786.00	\$0.00
Total Spare Part Cost	\$0.00	\$0.00
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$1,536.00	\$0.00
Lump Sum Total	\$1,600.00	\$0.00
Number of Repair Days	3.5	2
Prepared / Adjusted By	Kok Khooi Goh	
ARC / Surveyor Sign Off Date		
Signature		
Remarks		

Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	

Store (LKK) 21/10/19, 9:00pm
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RyAL RJ



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
82 Woodlands Industrial Park S4, Singapore 757706
FAX Number : 63680982
Estimator Telephone Number : 68622623
Accident Reporting Number : 68622672

Date Generated : 18/12/2018

User ID : GohKK2

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	\$795.00	550 530
Total Labour	\$795.00	

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	\$766.00	616
Total Spray Painting & Panel Beating	\$766.00	

Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
A000990	BODY RH	A01001-CW565	PANEL SIDE R9 WITH FRAME FOR MAN A22 BUS	1.00	\$710.70	100.00	\$0.00	Repair	✓
A000991	BODY RH	A000F96-ACCE426	PANEL SIDE R10 FOR MAN A22 BUS	1.00	\$192.70	100.00	\$0.00	Repair	✓
A000992	BODY RH	A01001-CW564	PANEL SIDE R11 FOR MAN A22 BUS	1.00	\$1,782.50	100.00	\$0.00	Repair	✓
B010062	Body	F01001-CW273	COVER REAR TAIL LAMP RH FOR MAN A22 BUS	1.00	\$874.70	100.00	\$0.00	Repair	✓
Total					\$3,860.60		\$0.00		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

LKK Auto Consultants hence notify the Repairer of the following:

- 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:



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
50 Woodlands Industrial Park EA, Singapore 737705
FAX Number : 63685592
Estimator Telephone Number : 68682523
Accident Reporting Number : 68682672

Date Generated : 19/10/2019

User ID : GohKK2

Section A - Accident Details	
Registration Number	SG1747K
Case Reference Number	BUS/10/189001
Registration Date	1/3/2018
Company Type	SMRT Buses Ltd
Make	MAN
Model	MAN NL32DF(A22)
Name of Driver	Shahman Bin Mohd Shariff
Type of Accident	Side Swipe
Accident Date and Time	18/10/2019 10:22 AM
Accident Reported Date and Time	18/10/2019 12:15 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle Issued?	No
Job Card Number	
Special Instruction to ARC, if any	SG1747K-RIGHT REAR PORTION SHD7251E (TP) INSURED WITH III
Prepared Date and Time	18/10/2019 9:28 AM
Chassis Number	WMAA222ZKF7002871
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$795.00	\$0.00
Total Spray Cost	\$786.00	\$0.00
Total Spare Part Cost	\$0.00	\$0.00
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$1,581.00	\$0.00
Lump Sum Total	\$1,600.00	\$0.00
Number of Repair Days	3.0	2
Prepared / Adjusted By	Kok Khoo Goh	2
ARC / Surveyor Sign Off Date		
Signature		
Remarks		

Store (LKK) 21/10/19, 9:00pm
WKL MVL
2 dy
LIF
Ry AL SJ

Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	292D

Vehicle Details

Vehicle No.:	SG1747K
Vehicle to be Exported:	No
Intended Deregistration Date:	21 Oct 2019
Vehicle Make:	MAN
Vehicle Model:	NL 320F (A22) 11L AUTO ABS TURBO
Primary Colour:	Multicolor
Manufacturing Year:	2015
Engine No.:	50340642404072
Chassis No.:	WMAA22ZZXF7002871
Maximum Power Output:	-
Open Market Value:	\$240,385.00
Original Registration Date:	01 Mar 2016
First Registration Date:	01 Mar 2016
Transfer Count:	0
Actual ARF Paid:	\$0.00

Intended PARF Rebate Details

PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

Intended COE Rebate Details

COE Rebate Amount:	\$0.00
Total Rebate Amount:	\$0.00

The information contained herein is correct as at 21 Oct 2019

OK

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Monday, 21 October 2019 10:20 AM
To: Goh Kok Khoon (Auto Svcs/ARC/ARC/Buses); 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: Zuhaidah Samsuri
Subject: RE: SG1747K - Survey (III)
Attachments: ARC - Repair Estimate (85).pdf; SAS2688285.pdf

10:47am @ 21/10/2019
P: Boon
V: not in
ammy on 20/10/19

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SG1747K and let us have your report urgently.

This claim will be handled by Ms Aida.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



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

From: Goh Kok Khoon (Auto Svcs/ARC/ARC/Buses) [mailto:GohKK2@smrt.com.sg]
Sent: 21 October, 2019 10:00 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: SG1747K - Survey (III)

Hi,

We have selected LKK Auto Consultants Pte Ltd

Regards

From: Motor Claim - III [mailto:motorclaim@iii.com.sg]
Sent: 21 October 2019 09:57
To: Goh Kok Khoon (Auto Svcs/ARC/ARC/Buses)
Subject: RE: SG1747K - Survey (III)

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee



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

From: Goh Kok Khoo (Auto Svcs/ARC/ARC/Buses) [mailto:GohKK2@smrt.com.sg]
Sent: 19 October, 2019 11:01 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <catherineleesc@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/ARC/ARC/Buses) <tanchweehock@smrt.com.sg>; Tay Boon Chew (Auto Svcs/ARC/ARC/Buses) <BoonChew.Tay@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Subject: SG1747K - Survey (III)

Hi

Kindly arrange to survey the vehicle SG1747K within 48 hours according to GIA guide line, involving your insured SHD7251E.
Insurance Company : III

Vehicle is not in Woodlands Bus Depot

Regards

Boon Chew
HP 97399848

Kok Khoo
HP 96451982

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 26 October 2019 9:50 AM
To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: Your Ref: BUS/10/19/6001 (SG1747K) *Our Ref: CC4/III19018511/Epb3 [ACCIDENT INVOLVING SHD 7251E(III) AND SG 1747K ON 18/10/2019]
Attachments: STATEMENT OF SHD7251E.pdf

Your Ref: **BUS/10/19/6001 (SG1747K)**
Our Ref: CC4/III19018511/Epb3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHD 7251E(III) AND SG 1747K ON 18/10/2019

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

Appreciate an early reply.

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

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

Best Regards,

Hsiao Tong, Chew (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 Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 Oct 2019 14:11	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] Lau Shu Pei
2	21 Oct 2019 14:11	Clm Veh Model Changed	(202658) MAN NL320F (A22) 10.5 D (M).	[A] Lau Shu Pei
3	21 Oct 2019 14:11	Clm Created	Reg No: SG1747K. Acct Date: 2019/10/18. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] Lau Shu Pei
4	21 Oct 2019 14:11	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	21 Oct 2019 14:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/31	[A] Lau Shu Pei
6	21 Oct 2019 14:11	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	21 Oct 2019 14:11	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
8	21 Oct 2019 14:11	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] Lau Shu Pei
9	23 Oct 2019 10:02	Clm Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	26 Oct 2019 09:47	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remark: Conflicting version. Pls upload insured video in Merimen. Meantime, we will request video from third party.	[A] CHEW HSIAO TONG
11	29 Oct 2019 09:21	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/31. Mandate Remarks: OID video footage uploaded	[I] Zuhaidah Bte Samsuri
12	29 Oct 2019 09:21	Adj Mandate Set	Maintained:OID video footage uploaded	[I] Zuhaidah Bte Samsuri
13	04 Nov 2019 08:01	Video Downloaded	Downloaded Video - Accident (OID)	[A] CHEW HSIAO TONG
14	04 Nov 2019 08:03	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 0% Remark:From OI video, third party bus had encroached into our driver's lane and hit onto our taxi. Seek approval to reject third party claim.	[A] CHEW HSIAO TONG
15	04 Nov 2019 17:03	Video Downloaded	Downloaded Video - Accident (OID)	[I] Zuhaidah Bte Samsuri
16	04 Nov 2019 17:05	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/10/31. Mandate Remarks: Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri
17	04 Nov 2019 17:05	Adj Mandate Set	Approved:0.00:Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri

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
2326204	29 Oct 2019 09:20:55	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SG1747K	Zuhaidah Bte Samsuri	xxx.xx

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Friday, 8 November 2019 9:16 AM
To: Ong Hua Yen (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses; Admin A; CS A Team
Subject: FW: OUR REF:BUS/10/19/6001 - ACCIDENT ON 18/10/19 INVOLVING SG1747K AND SHD7251E ALONG KENT RIDGE U-TURN POINT BEF BS:18239 (OPP NUH)
Attachments: SAS BUS 10 19 6001.pdf; INV BUS 10 19 6001.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/III19018511/Epb3	Hsiao Tong

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

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: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>

Sent: Thursday, 7 November 2019 4:49 PM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: OUR REF:BUS/10/19/6001 - ACCIDENT ON 18/10/19 INVOLVING SG1747K AND SHD7251E ALONG KENT RIDGE U-TURN POINT BEF BS:18239 (OPP NUH)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG1747K. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,146.00
Loss of Use	\$825.00 (3 days x \$275.00)

Total	\$1,971.00
--------------	-------------------

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen

Tax Invoice

 GST Reg No. : MR-8500001-7
 CRN : 199004280Z
 Invoice No. : IV191000530
 Date : 30.10.2019
 Vehicle No. : SGL747K
 Your Ref No. : BUS/10/19/6001
 Our Ref No. : 24103954
 Terms : 30 Days

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

 6 ANG MO KIO STREET 62
 SINGAPORE 569140


Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
Parts					
PANEL, SIDE:R9 WITH FRAME, FOR MAN A22 BUS	1.00	\$ 710.70	100.00	\$ 710.70	\$ 0.00
PANEL, SIDE:R10, FOR MAN A22 BUS	1.00	\$ 192.70	100.00	\$ 192.70	\$ 0.00
PANEL, SIDE:R11, FOR MAN A22 BUS	1.00	\$1782.50	100.00	\$1782.50	\$ 0.00
COVER:REAR TAIL LAMP, RH, FOR MAN A22 BUS	1.00	\$ 974.70	100.00	\$ 974.70	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 616.00	0.00	\$ 0.00	\$ 616.00
GRAND TOTAL					\$ 1,146.00

Remark :

 Make/Model : MAN A22
 Accident Date : 18.10.2019

 N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
 No receipt will be issued unless requested.


 Authorised Signature
 for SMRT Automotive Services Pte Ltd

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 9 November 2019 1:14 PM
To: Ong Hua Yen (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses; Admin A
Subject: RE: OUR REF:BUS/10/19/6001 - ACCIDENT ON 18/10/19 INVOLVING SG1747K AND SHD7251E ALONG KENT RIDGE U-TURN POINT BEF BS:18239 (OPP NUH)
Attachments: SHD7251K-OI VIDEO.MP4; STATEMENT OF SHD7251E.pdf

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report and video footage for your easy reference. From the video, your driver had encroached into our insured's lane and collided onto our insured's vehicle. We are of the view that our insured driver is not liable for the accident.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

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: Shu Pei (LKKAuto) <shupe@lkkauto.com>
Sent: Friday, 8 November 2019 9:16 AM
To: Ong Hua Yen (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <OngHuaYen@smrt.com.sg>
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses <ChanSiauChin@smrt.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: FW: OUR REF:BUS/10/19/6001 - ACCIDENT ON 18/10/19 INVOLVING SG1747K AND SHD7251E ALONG KENT RIDGE U-TURN POINT BEF BS:18239 (OPP NUH)

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/III19018511/Epb3	Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>

Sent: Thursday, 7 November 2019 4:49 PM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: OUR REF:BUS/10/19/6001 - ACCIDENT ON 18/10/19 INVOLVING SG1747K AND SHD7251E ALONG KENT RIDGE U-TURN POINT BEF BS:18239 (OPP NUH)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG1747K. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,146.00
Loss of Use	\$825.00 (3 days x \$275.00)
Total	\$1,971.00

We enclose the following documents,

- 1) Repair Invoice
- 2) GIA report

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen

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

WP

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	21 Oct 2019 Edit Reg		21 Oct 2019 00:00 Edit Adj Rpt	S\$1,146.00 Edit Estimates	S\$1,146.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	COMFORT TRANSPORTATION PTE LTD , Co. Reg. No.: -								
Main Claimant:	SMRT BUSES LTD , Co. Reg. No.: 198202292D								
Vehicle Reg. No.:	SG1747K	Date of Loss:	18/10/2019 10:00 - :59 [43 Months and 17 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19100416	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD7251E	Policy No. (Claimant):	D-19093203MFBP						
	Excess:								
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Zuhaidah Bte Samsuri - 6347 6070]								
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Final Rpt due 31/10/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> III_SG (04/11/2019): Alert - Adj Mandate Approved (S\$0.00) - SG1747K - Claim Handler: Zuhaidah Bte Sa... III_SG (29/10/2019): Alert - Adj Mandate Maintained - SG1747K - Claim Handler: Zuhaidah Bte Samsuri 									
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

*SG1747K (MCT19100416)
 [SHD7251E]
 TP
 SMRT BUSES LTD
 Oct 18 2019 10:00AM
 [COMFORT TRANSPORTATION PTE LTD]
 SMRT Automotive Services Pte Ltd

Upload Documents

Upload Photos

Compose New Letter

View

View in Browser

Video

1 per page

No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	29/10/19 09:20	Video - Accident (OID)	Load MP4	

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	26/10/19 09:45	General View	Load JPG	
2	26/10/19 09:45	General View	Load JPG	
3	26/10/19 09:45	General View	Load JPG	
4	26/10/19 09:45	General View	Load JPG	
5	26/10/19 09:45	General View	Load JPG	
6	26/10/19 09:45	General View	Load JPG	
7	26/10/19 09:45	General View	Load JPG	
8	26/10/19 09:45	General View	Load JPG	
9	26/10/19 09:45	General View	Load JPG	
10	26/10/19 09:45	General View	Load JPG	
11	26/10/19 09:45	General View	Load JPG	
12	26/10/19 09:45	General View	Load JPG	
13	26/10/19 09:45	General View	Load JPG	
14	26/10/19 09:45	General View	Load JPG	
15	26/10/19 09:45	General View	Load JPG	
16	26/10/19 09:45	General View	Load JPG	
17	26/10/19 09:45	Chassis Number	Load JPG	
18	26/10/19 09:45	Odometer Reading	Load JPG	
19	29/10/19 19:17	After Repair Photo	Load JPG	
20	29/10/19 19:17	After Repair Photo	Load JPG	
21	29/10/19 19:17	After Repair Photo	Load JPG	
22	29/10/19 19:17	After Repair Photo	Load JPG	
23	29/10/19 19:17	After Repair Photo	Load JPG	
24	29/10/19 19:17	After Repair Photo	Load JPG	
25	29/10/19 19:17	After Repair Photo	Load JPG	
26	29/10/19 19:17	After Repair Photo	Load JPG	
27	29/10/19 19:17	After Repair Photo	Load JPG	
28	29/10/19 19:17	After Repair Photo	Load JPG	
29	29/10/19 19:17	After Repair Photo	Load JPG	

Documentation

1 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/10/19 14:13	EMAIL FROM III DD 21102019	Load PDF	
2	21/10/19 14:13	TP ESTIMATE	Load PDF	
3	21/10/19 14:13	TP GIA REPORT	Load PDF	
4	22/10/19 17:20	TP ESTIMATE- MARKED	Load PDF	
5	09/11/19 13:14	EMAIL TO TP_REJECT dd 091119	Load PDF	

1 per page

No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	22/10/19 08:48	Singapore Accident Statement	Load PDF	

Documents Checklist

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

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/III19018511/EPB3Q2

Date: 26/11/2019

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No : SG1747K Insured Vehicle No : SHD7251E
 Date of Loss: 18/10/2019 Nature of Claim: TP Claim No: MCT19100416

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SG1747K**
 Make & Model: MAN NL320F (A22), 10.5 D (M) Engine No: 50340642404072
 Reg. Date: 01/03/2016 (Man. Year: 2015) Chassis No: WMAA22ZZXF7002871
 Colour: Multi-colour Odometer: 203486 km
 Engine Capacity: 10518 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: 275/70 R22.5 Rear Tyre Size: 275/70 R22.5
 Front Left Side: Firenza 5 mm Rear Left Side: Firenza 5 mm
 Front Right Side: Firenza 5 mm Rear Right Side: Firenza 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,660.60	0.00	3,660.60	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,581.00	1,146.00	435.00	27.51
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Nett Amount (S\$)	5,241.60	1,146.00	4,095.60	78.14

INSPECTION

Date of Assignment: 21/10/2019
 Date Inspected: 21/10/2019 Inspected At: SMRT Automotive Services Pte Ltd (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705
 Estimated Period of Repair: 2.0 days

Adjuster: CHEN TSUE YEE

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:	(Last Synchronised: 25 Nov 2019)	
Parts:	N/A	MAN NL320F (A22) 10.5 D (M) (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SG1747K)	
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		*PANEL ,SIDE:R9 WITH FRAME ,FOR MAN A22 BUS	Repair	710.70 F	*- F
2	1		*PANEL ,SIDE :R10,FOR MAN A22 BUS	Repair	192.70 F	*- F
3	1		*PANEL ,SIDE :R11,FOR MAN A22 BUS	Repair	1,782.50 F	*- F
4	1		*COVER :REAR TAIL LAMP ,RH ,FOR MAN A22 BUS	Repair	974.70 F	*- F
					Total Parts (S\$)	3,660.60 0.00

F=Franchise part.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	New	795.00	530.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	786.00	616.00
Gross Labour Cost (S\$)			1,581.00	1,146.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >