

INS. CASE OWNER:

CC7/EQ119021654 R1PAB

LKK:
IDAC:

Surveyor:

Rasul

DOI:

ASSIGNMENT

6/1/2020

Date / Time:

9/1/2020

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SJV 9109C

Claim No.:

Name of Insured:

BAO HONGLIANG

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :S\$

D.O.A:

5/1/20

Place of Accident:

Is driver the owner?

(YES / NO)

Nature of Accident:

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

SQU 62474

INSRS:
WSP:
Tel:
Liability:
RMKS:

Kc

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

SQU 62474 - 2

SJV 9109C - 1

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup):

After call Itr 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 / Assessed) BOLA S/N No. 27.

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

2204.20

Loss of Rental (LOR):

S\$

428.00

(4 days) X #10

Loss of Use (LOU):

S\$

-

(\$ x days)

Loss of Income (LOI):

S\$

-

(\$ x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

2632.20

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

2632.20

Name 1:

Cycle & Carriage Industries Pte Ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

COPY SENT
4/3/2020

1) Claim status: Non-Report/Reject/Private Settle

2) Report Format:

3) Survey fee:

0/11
9/3/20
OK

Front

Date:

6/1/2020

Estimated Cost:

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

To inspect Vehicle No:

SGU 6247Y

at Workshop n/s

Cycle & Conriage

of

188 Pardon Loop.

Insured:

Policy No.

Claims No.

Sum Insured

Excess:

(Client's Record)

Make of Veh:

Kewlyn Ong

6/1/2020 After 10am.

(Policy Condition)

Remark: The veh had commenced its

repair at the time of inspection.

Bal. or Market Value:

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3

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:

SGU 6247Y

Regn:

2017 / APR

Type:

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

Truck / Trailer or

Make:

MERCEDES BENZ C180 A-V

CC 1595

Colour:

Grey

A/C:

Insured / Std / NI / NA

Sp Reading

35 713

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

W002050402R25 7383

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Disorder / Jammed / Leaked / Burnt or

Brake: Disorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

225/50R17

R:

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

TOYO / YOKO or

CONTINENTAL

Front

Rear

R/Bal:

6

mm

R/Bal:

6

mm

L/Bal:

6

mm

L/Bal:

6

mm

D.O.A.

05/12/19

D.O.I.

06/01/2020

Survey held at

CDC (PL)

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

Rear o/s

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

Date / Time

Action / Instruction

PIP # 2060.0000 # 1320/396)

Date/Time, File Path to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Path to?

2)

Report Format:

Long Sum / Full

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

S + RSC 30

Phone

Other

Total

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Insp (\$

☐

Witness (\$



Mercedes-Benz

Cycle & Carriage
Industries Pte Limited
Authorised Dealer
Company No. 196400367W
GST Reg No. MR-8500111-X

ESTIMATE FOR SGU6247Y

EQ INSURANCE COMPANY LIMITED

MOTOR CLAIM DEPARTMENT
5 MAXWELL ROAD #17-00
TOWER BLOCK, MND COMPLEX
SINGAPORE 069110
62239433

Vehicle & Document Information

WIP No 39450
Reg No/Reg Date SGU6247Y / 18/04/2017
Date In/Mileage 0
Chassis No WDD2050402R257383
Engine No 27491030869166
Make/Model MB/MB C 180 SEDAN (W205) "AVANTGARDE / A
Colour/Trim 027 775 Iridium Sil/ 041 101 ARTICO Leat

| Account No | Terms | Date/Time Printed | CSE | Operator |
|------------|--------|-------------------|-----|------------------|
| WE000058 | Credit | 05/12/2019/ 13:27 | K0 | 301 / Kerlyn Ong |

| Description of Goods / Services | Qty | Unit Price | Disc% | Amount |
|---------------------------------|-----|------------|-------|--------|
|---------------------------------|-----|------------|-------|--------|

Z REQUEST

Customer Request

M BPNSUN

POLICY NO/ACC DATE : 2100506814-02 // 05/12/2019

DRIVE IN/EXCESS : 05/12/2019 //

DATE IN/DATE SURVEY:

BY/AUTHORIZED ON :

A BPILAB

DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH.

A BPIRES

RESPRAY REAR BUMPER

A BPILAB

USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. NETT

A BPILAB

CHECK REAR LIGHTING SYSTEM AND WATER TEST FOR ANY LEAKAGE. NETT

960 1920.00

600 960.00

0.10

380.00

120.00

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
- Gaps/creases/scratches must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer:

Signature:

Date:

Kerlyn Ong Kai Li
DID : 6771 4420 HP : 9186 5113
Email : kerlyn.ong@cyclecarriage.com.sg
Cycle & Carriage Industries Pte Ltd
Customer Service Centre - Pandan Loop

Resu
Hp 9186 5113
3 days
06/01/2020
Resurvey after repair

Confirmed & accepted by

7% GST on **Nett** 3,380.00
3380.00 236.60

Total Payable 3,616.60

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required.

Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for renewal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

Pandan Loop Service Center
188 Pandan Loop
Singapore 128378
Tel: 6777 8388
Fax: 6779 5383
www.mercedes-benz.com.sg

Page 1 of 1



Mercedes-Benz

Cycle & Carriage
Industries Pte Limited
Authorised Dealer
Company No. 196400367W
GST Reg No. MR-8500111-X

ESTIMATE FOR SGU6247Y

EQ INSURANCE COMPANY LIMITED

MOTOR CLAIM DEPARTMENT
5 MAXWELL ROAD #17-00
TOWER BLOCK, MND COMPLEX
SINGAPORE 069110
62239433

Vehicle & Document Information

| | |
|-----------------|---|
| WIP No | 39450 |
| Reg No/Reg Date | SGU6247Y / 18/04/2017 |
| Date In/Mileage | 09/01/2020 / 35773 |
| Chassis No | WDD2050402R257388 |
| Engine No | 27491030869166 |
| Make/Model | MB/MB C 180 SEDAN (W205) "AVANTGARDE / A |
| Colour/Trim | 027 775 Iridium Sil / 041 101 ARTICO Leat |

| Account No. | Terms | Date/Time Printed | CSE | Operator |
|---------------------------------|------------|--------------------|--------|------------------|
| WE000058 | Credit | 09/01/2020 / 14:48 | K0 | 301 / Kerlyn Ong |
| Description of Goods / Services | | | | |
| Qty | Unit Price | Disc% | Amount | |

7 REQUEST

Customer Request

M. BRINSON

POLICY NO/ACC DATE : 2100506814-02 // 05/12/2019
DRIVE IN/TP VEHICLE NO. : 05/12/2019 // SJV9109C - EQ
DATE IN/DATE SURVEY: 06/01/2020 1430 // LKK - RASUL
DIRECT SETTLEMENT : 06/12/2019 1030 // EQ - JOEL

A BPILAB

DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH.

A BPIRES

RESPRAY REAR BUMPER

A BPILAB

USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. NETT

A BPILAB

CHECK REAR LIGHTING SYSTEM AND WATER TEST FOR ANY LEAKAGE. NETT

960.00

600.00

0.10

380.00

120.00

Finalization

Confirmed & accepted by

| | | |
|-----------|---------|----------|
| 7% GST on | Nett | 2,060.00 |
| | 2060.00 | 144.20 |

| | |
|---------------|----------|
| Total Payable | 2,204.20 |
|---------------|----------|

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required.

Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for renewal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.

Pandan Loop Service Center
188 Pandan Loop
Singapore 128378
Tel: 6777 8388
Fax: 6779 5383
www.mercedes-benz.com.sg

Page 1 of 1



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: TBA
Our ref: CC4/EQ119021654/R1pa3

Date: 17/01/2020

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

PRELIMINARY ADVICE OF VEHICLE NO.

SGU 6247Y

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 06/01/2020 at the premises of M/s CYCLE & CARRIAGE INDUSTRIES (1986) PL and have the following to report:-

| | | |
|-------------------------------|-------|----------|
| Workshop Estimate Amount | : S\$ | 3,380.00 |
| Revised Estimate Amount | : S\$ | 2,060.00 |
| "Check" Items Amount | : S\$ | - |
| Total (Including Check Items) | : S\$ | 2,060.00 |
| Market Value | : S\$ | - |
| LTA Reimbursement Value | : S\$ | - |
| Nett Value | : S\$ | - |

Description of Damage:

The vehicle sustained damages at the
Rear O/S portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3.0 days

Yours faithfully,

MOHD. RASUL
Licensed Appraiser

Nivitha (LKK Auto)

From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Thursday, 12 December 2019 2:08 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; assignments
Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Dear Officer,

Please arrange to survey on 06/01/2020 after 10am.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Wednesday, 11 December, 2019 12:48 PM
To: Kerlyn Ong
Cc: Admin A; assignments
Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

This email was sent from outside of your organisation

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly arrange for survey.

Thanks.

"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 Wishes for Merry Christmas, and Happy New Year 2020"

Nivitha (LKK Auto)

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Monday, 9 December 2019 10:00 AM
To: assignments
Subject: FW: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)
Attachments: img-Z05132922-0001.pdf

09/12/19 @ 1.02pm Kerlyn
veh out
✓ Est

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: Joel Goh <joel.goh@eqinsurance.com.sg>
Sent: Monday, 9 December 2019 9:53 AM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Without Prejudice

Save As To Cost

Dear Kerlyn

Thank you for your confirmation.
We will arrange for LKK to handle this direct settlement.

Dear LKK

Please assist on this direct settlement.

Best Regards,

Joel Goh
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

From: Kerlyn Ong [mailto:kerlyn.ong@cyclecarriage.com.sg]

Sent: Friday, December 6, 2019 1:05 PM

To: Joel Goh

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Hi Joel,

We choose LKK.

Your Sincerely,

Kerlyn Ong

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Mobile: 91865113 | DID: 67714420 | Fax: 68721272

Website: www.mercedes-benz.com.sg

From: Joel Goh [mailto:joel.goh@eqinsurance.com.sg]

Sent: Friday, 6 December, 2019 10:30 AM

To: Kerlyn Ong

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

This email was sent from outside of your organisation

Without Prejudice

Save As To Cost

Dear Kerlyn

We welcome direct settlement for this accident.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

| | |
|---|--|
| 1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155 | 2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia |
| 3) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 | 4) Priority Services Tel: 6293 4822 Fax: 6296 3283 |

| | |
|---|--|
| Contact Person: Amy/ Grace | Contact Person: Sharon |
| 5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene | 6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108 |
| 7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin | 8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee |
| 9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328 | 10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070 |
| 11) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432 | 12) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221 |

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Best Regards,

Joel Goh
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
 did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Joel Goh
Sent: Thursday, December 5, 2019 3:35 PM
To: 'Kerlyn Ong'
Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Without Prejudice
Save As To Cost

Dear Kerlyn

Our insured has not reported this accident and as such liability is unclear.
Please advise if you wish to proceed with survey first.

Best Regards,

Joel Goh
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify ti

From: Kerlyn Ong [<mailto:kerlyn.ong@cyclecarriage.com.sg>]

Sent: Thursday, December 5, 2019 1:32 PM

To: EQI PRS

Subject: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SGU6247Y), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SJV9109C) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at kerlyn.ong@cyclecarriage.com.sg.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 11 December 2019 12:48 PM
To: kerlyn.ong@cyclecarriage.com.sg
Cc: Admin A; assignments
Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly arrange for survey.

Thanks.

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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 Wishes for Merry Christmas, and Happy New Year 2020"

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, 9 December 2019 1:05 PM

To: 'Joel Goh' <joel.goh@eqinsurance.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that the vehicle currently not in the workshop and repairer will arrange.

Shiau Chan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

From: Joel Goh <joel.goh@eqinsurance.com.sg>

Sent: Monday, 9 December 2019 9:53 AM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Without Prejudice

Save As To Cost

Dear Kerlyn

Thank you for your confirmation.

We will arrange for LKK to handle this direct settlement.

Dear LKK

Please assist on this direct settlement.

Best Regards,

Joel Goh

Executive | Claims



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5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate

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From: Kerlyn Ong [<mailto:kerlyn.ong@cyclecarriage.com.sg>]

Sent: Friday, December 6, 2019 1:05 PM

To: Joel Goh

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Hi Joel,

We choose LKK.

Your Sincerely,

Kerlyn Ong

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

Sent: Friday, 6 December, 2019 10:30 AM

To: Kerlyn Ong

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

This email was sent from outside of your organisation

Without Prejudice

Save As To Cost

Dear Kerlyn

We welcome direct settlement for this accident.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

| | |
|---|--|
| 1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155 | 2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia |
| 3) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace | 4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon |
| 5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene | 6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108 |
| 7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin | 8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee |
| 9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328 | 10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070 |
| 11) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432 | 12) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221 |

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Best Regards,

Joel Goh

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Joel Goh

Sent: Thursday, December 5, 2019 3:35 PM

To: 'Kerlyn Ong'

Subject: RE: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019 (DM19HO03214-JG)

Without Prejudice

Save As To Cost

Dear Kerlyn

Our insured has not reported this accident and as such liability is unclear.
Please advise if you wish to proceed with survey first.

Best Regards,

Joel Goh

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

From: Kerlyn Ong [<mailto:kerlyn.ong@cyclecarriage.com.sg>]

Sent: Thursday, December 5, 2019 1:32 PM

To: EQI PRS

Subject: Accident involving motor vehicle nos. SGU6247Y & SJV9109C along SLIP RD HOSPITAL DRIVE ROUND-ABOUT, Accident date: 05/12/2019

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SGU6247Y), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SJV9109C) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at kerlyn.ong@cyclecarriage.com.sg.

Your Sincerely,

Kerlyn Ong

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Mobile: 91865113 | DID: 67714420 | Fax: 68721272

Website: www.mercedes-benz.com.sg

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

www.avg.com

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 14 February 2020 9:34 AM
To: kerlyn.ong@cyclecarriage.com.sg
Cc: Rasul (LKKAuto); Admin A
Subject: RE: Your Ref: SGU6247Y //DOA: 05/12/2019 //LKK REF: CC4/EQI19021654/R1pa3(SJV9109C)

Without Prejudice

Dear Sirs/Mdm,

We refer to your LOD dated 03 Feb 2020.

We confirm settlement at **\$2,632.20(all-in)**.

Please let us have a copy of your client's authorisation to act for our closure.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

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: Hsiao Tong (LKKAuto)
Sent: Thursday, 23 January 2020 9:23 AM
To: kerlyn.ong@cyclecarriage.com.sg
Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: Your Ref: SGU6247Y //DOA: 05/12/2019 //LKK REF: CC4/EQI19021654/R1pa3(SJV9109C)

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

For COR, recommended amount at **P/P \$2,060.00**(before GST) with **03** repair days.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"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)



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

To : M/s EQ INSURANCE COMPANY LTD

Date: 17/03/2020

THIRD PARTY DIRECT SETTLEMENT

| | | |
|------------------|----------------------|---------------------------------------|
| Vehicle No. | SJV 9109C (Insd Veh) | Your Ref. No. : DM19HO03214-JG |
| | SGU 6247Y (TP Veh) | Our Ref. No. : CC4/EQ19021654/R1pa3q2 |
| Date of Accident | 5/12/2019 | |

| | | |
|----------------------|---------------|--------|
| Liability | 100% | |
| Final Repair Cost | : \$ 2,204.20 | |
| Loss of Use | : \$ | days |
| Rental (If any) | : \$ 428.00 | 4 days |
| Others: | : \$ | |
| | : \$ | |
| | 2,632.20 | |
| Final Settlement Sum | : \$ 2,632.20 | |
| Remarks | : | |
| | | |

Payment Instruction: Payee's Breakdown

| | | |
|----|---|---------------|
| 1) | CYCLE & CARRIAGE INDUSTRIES PTE LIMITED | : \$ 2,632.20 |
| | | : \$ |
| | | |

JOANNE LEE


LKK Auto Consultants Pte Ltd

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

| Affiliated to Federation Internationale Des Experts En Automobile | | | | |
|--|---|-----------------|-------------------------------|---|
| EQ INSURANCE COMPANY LTD | | | Ref : CC4/EQI19021654/R1pa3q2 | |
| 5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110 | | | Date : 17-03-2020 |  |
| | | | Code : EQI | |
| 1. Policy Particulars :- THIRD PARTY CLAIM | | | | |
| Insured Veh. | SJV 9109C | Veh. Inspected | SGU 6247Y | |
| Policy No. | DMPPHQ19-001155 | Coverage (\$) | 0.00 | |
| Claim No. | DM19HO03214-JG | Excess (\$) | 0.00 | |
| Assign From | JOEL | Assign Date | 09/12/2019 | |
| 2. Vehicle Particulars & Condition | | | | |
| Make & Model | MERCEDES BENZ C180 AV | c.c | 1595 | |
| Engine No. | HIDDEN | Year of Reg. | 2017 | |
| Chassis No. | WDD2050402R257383 | Colour | GREY | |
| Odometer | 35773 | Steering | IN ORDER | |
| Brakes | IN ORDER | Modification | SPORTS RIM | |
| General | FAIR | | | |
| 3. Conditions of Tyres | | | | |
| | Size | Make | Balance | |
| R/H Front Tyre | 225/50 R17 | CONTINENTAL | 6 mm | |
| L/H Front Tyre | 225/50 R17 | CONTINENTAL | 6 mm | |
| R/H Rear Tyre | 225/50 R17 | CONTINENTAL | 6 mm | |
| L/H Rear Tyre | 225/50 R17 | CONTINENTAL | 6 mm | |
| 4. Description of Damages | | | | |
| THE VEHICLE SUSTAINED DAMAGES AT THE REAR Q/S PORTION. DAMAGES SEE DETAILS. | | | | |
| 5. General Information | | | | |
| Accident Date | 05/12/2019 | Inspection Date | 06/01/2020 | |
| Survey held at | CYCLE & CARRIAGE INDUSTRIES (1986) PL 188 PANDAN LOOP SINGAPORE 128378 (MERCEDES-BENZ) | | | |
| 5a. Remarks | | | | |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. | | | | |
| 5b. Estimate Days of Repair | | | | |
| ESTIMATED NORMAL PERIOD FOR REPAIR: | | 3 Working Days | | |



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SGU 6247Y

| Qty | Description of Parts | Condition | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----|---|-----------|---------------------------|-------------------|
| | LABOUR | | | |
| | DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH. | | 1,920.00 | 960.00 |
| | RESPRAY REAR BUMPER . | | 960.00 | 600.00 |
| | USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. | | 380.00 | 380.00 |
| | CHECK REAR LIGHTING SYSTEM AND WATER TEST FOR ANY LEAKAGE . | | 120.00 | 120.00 |
| | | | 3,380.00 | 2,060.00 |
| | GRAND TOTAL | | 3,380.00 | 2,060.00 |

| | | | |
|------------------------------------|--|--|-----------------|
| RECOMMENDED COST OF REPAIRS | | | 2,060.00 |
|------------------------------------|--|--|-----------------|

Report Ref No. CC4/EQ119021654/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

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