

2/19/2010

ASS. REC. BY:

REF:

CS/MSG19022887/Ked3n2

Special Instruction:

Agency: Kenneth

ASSIGNMENT (Office)

From (Person): Crystal Lee

of

M81G

Date/Time: 30/12/10 @ 4:02pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLQ 8766P

Insured:

SLP 6424U

at Workshop m/s

EM Solution

Tel:

6455 0226.

of

160 Sin Ming Drive # 03-18/19

Policy No:

29114756

Claim No:

615760

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

22/12/2010

CA / REV / REP. / REV 24 HRS

cup

Date/Time:

4:50pm @ 30/12/10

Person Contacted:

Bernard

H.O.D. Endorsement:

Vehicle IN / OUT

Date/Time	Action/Instruction
	Johnnie ✓
	SLP 6424U - X
	SLQ 8766P - X
07/1/20 @ 1:36pm	revised to Chhia Nyuk Pui via Merimen.

A2S REG BY: Kenneth

MSG

ASSIGNMENT

From: Date: 6/01/2020

Estimated Cost:

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

To inspect Vehicle No: SLQ 8766P
at Workshop m/s: EM solution
of 160 Sin Ming Drive # 03-18/19

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 04 days Res.: Yes or No

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

CA / REV / REP. / 24 HRS lwp

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SLQ 8766P Yr Regn: 06 / 17

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

Truck / Trailer or

Make: Volkswagen (A) Perivan 1395

Colour: M. Black A/C: Insured / Std / NI / NA

Sp. Reading: 19668 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WVV 888 AC 8GW 557591

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD AirRim or

Tyre Size: F: 225/40R18

R:

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

TOYO / YOKO or

Front

Rear

R/Bal. 6 mm

R/Bal. 6 mm

L/Bal. 6 mm

L/Bal. 6 mm

D.O.A. 22/12/19

D.O.A. 6/1/2020

Survey held at

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

N/S 1st

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

OPC

Date / Time Action / Instruction

7/1 11pm @ 3550k email & Cashmere (Bad @ 4427.10, 55%)

RECEIVED 08 JAN 2020

Date/Time, File Pass to?



Preli. Report

1) 08/1/2020



Final Report

Date/Time, File Return to?

2)

Days Of Repair: 4

Resurvey No. of Trip: 1

Add Fee: ☐ Site Insp (\$)☐ Interview (\$)☐ Tech. Insp (\$)☐ Weekend (\$)

Survey Fee:

Transportation:

S+PS: \$1

Photo:

Other:

Total:

Report Format:

MER-TP

Lump Sum / H.R.C:

3550

150
11

161

Note: This document has not been finalised.**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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Chhia Nyuk Pui

Date: 07 Jan 2020

Preliminary Advice

Insured Vehicle No	: SLP6424U	Accident Date	: 22/12/2019
TP Vehicle No	: SLQ8766P	Assignment Date	: 31/12/2019
Make	: VOLKSWAGEN SPORTSVAN	Est. Duration of Repair	: 4.00
Date of Inspection	: 06/01/2020		
Inspection At	: E M SOLUTION PTE LTD (HQ) 160 SIN MING DRIVE,, #03-18, SIN MING AUTOCITY SINGAPORE 575722		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	7,977.10
Revised Amount	:S\$	4,460.23
Check Items (Estimated)	:S\$	0.00
Total	:S\$	4,460.23
Lump Sum Repair	:S\$	3,550.00

Total Loss Consideration

New for Old Value	:S\$
Pre-Accident Value	:S\$
COE / PARF Rebate	:S\$
Salvage Value	:S\$
Margin for Repair	:S\$

Remarks

- () The vehicle is economical/not economical for repair.
- (X) The above survey was conducted on a 'without prejudice' basis.

Niyitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 30 December 2019 4:02 PM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned

OUR REF.: E21-112510.19 (SLQ8766P @ 22.12.2019) // MSIG REF NO : SLP6424U (GRAB)

Manual Assigned

Dear LKK,

Refer to the email below, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment.

Thank you & Best regards,
Crystal Lee
Admin Officer, Claims Services (In-House Survey)
D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Winnie Chua
Sent: Monday, 30 December, 2019 2:29 PM
To: Sally Chong <sallychong@visionlawllc.com>
Cc: Helene Phua <helene_phua@sg.msig-asia.com>; Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: OUR REF.: E21-112510.19 (SLQ8766P @ 22.12.2019) // MSIG REF NO : SLP6424U (GRAB)

Hi,

Thank you for your selection.

We will proceed to appoint/assign KENNETH KONG- LKK Auto Consultants Pte Ltd via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion. Any arrangement or appointment of surveyor must come from MSIG.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Sally Chong [<mailto:sallychong@visionlawllc.com>]

Sent: Monday, 30 December 2019 2:25 PM

To: Winnie Chua <pingping_chua@sg.msig-asia.com>; Claims <claims@sg.msig-asia.com>; Jasmine Lok Kheng Kwei <jasmine_lok@sg.msig-asia.com>

Cc: Helene Phua <helene_phua@sg.msig-asia.com>

Subject: OUR REF.: E21-112510.19 (SLQ8766P @ 22.12.2019) // MSIG REF NO : SLP6424U (GRAB)

Importance: High

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

URGENT

Dear Winnie,

NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES

CLAIMANT: WU FAN

ACCIDENT INVOLVING SLQ 8766P & SLP 6424U ON 22 DEC 2019 ALONG CAIRNHILL CIRCLE TOWARDS ORCHARD AT ABOUT 11:30 HRS

We refer to your email of even date below and your list of surveyors therein.

Our client now confirms the appointment of **KENNETH KONG- LKK Auto Consultants Pte Ltd** as the Single Joint Expert for this matter.

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

Venue : E M SOLUTION PTE LTD
160, Sin Ming Drive, #03-18/19, Sin Ming Autocity,
Singapore 575722
Contact : Mr. Bernard (Tel.: 6456-0226 / 9101-8302)

If you fail to conduct the pre-repair survey 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.

Thank you.

Sally Chong

(Secretary)

VISION LAW LLC

133 NEW BRIDGE ROAD,

#18-01/02, CHINATOWN POINT,

SINGAPORE 059413

TEL.: 6534-2811 (ext 115)

FAX : 6535-6802

From: Winnie Chua [mailto:pingping_chua@sg.msig-asia.com]

Sent: Monday, 30 December, 2019 10:56 AM

To: judysoh@visionlawllc.com

Cc: Helene Phua

Subject: FW: OUR REF.: E21-MISC.19 (SLQ8766P @ 22.12.2019) MSIG REF NO : SLP6424U (GRAB)

Importance: High

Hi,

We refer to your email/faxed dated 27/12/2019.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) A-Pac Adjusters & Surveyors Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) Appraisal VP Pte Ltd
- 6) AutoProbe Consultants
- 7) **MSIG In-House Surveyors**

This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

1) Xing Guo Qiang	6) Chow Bo Xiong
2) Kenneth Kong	7) Siew Meng Hui
3) Marcus Chua	8) Daniel Chan
4) Ng You Han	9) Victor Png
5) Gary Soon	10) Samuel Phun

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NB:

- (a) ***Fast lane settlement is not applicable for cases that liability is in dispute***
- (b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: motorsurvey@sg.msig-asia.com

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



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A Member of **MS&AD** INSURANCE GROUP

From: Judy Soh [<mailto:judysoh@visionlawllc.com>]

Sent: Friday, 27 December 2019 5:41 PM

To: Pauline Tham <pauline_tham@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>; Elaine Ngu <elaine_ngu@sg.msig-asia.com>; Claims <claims@sg.msig-asia.com>

Cc: 'EM Solution Pte Ltd' <emautosolution@singnet.com.sg>; sallychong@visionlawllc.com; derekkeh@singnet.com.sg; Tanvin13@yahoo.com.sg

Subject: OUR REF.: E21-MISC.19 (SLQ 8766P @ 22.12.2019) MSIG REF NO : SLP 6424U

Importance: High

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

URGENT

Dear Sir,

NOTICE TO INSURERS TO CONDUCT PRE-REPAIR SURVEY WITHIN 2 WORKING DAYS PURSUANT TO PARAGRAPH 2 OF PRE-ACTION PROTOCOL FOR NIMA CASES

CLAIMANT: WU FAN

ACCIDENT INVOLVING SLQ 8766P & SLP 6424U ON 22 DEC 2019 ALONG CAIRNHILL CIRCLE TOWARDS ORCHARD AT ABOUT 11:30 HRS

We are instructed by WU FAN to notify you of a road traffic accident ON 22 DEC 2019 ALONG CAIRNHILL CIRCLE TOWARDS ORCHARD AT ABOUT 11:30 HRS involving our client's vehicle registration number SLQ 8766P and vehicle registration number SLP 6424U driven by you/your insured at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Thank you.

Judy Soh

VISION LAW LLC

133 NEW BRIDGE ROAD,

#18-01/02, CHINATOWN POINT,
SINGAPORE 059413
TEL.: 6534-2811 (ext 147)
FAX : 6535-6802
C.c.: VEHICLE OWNER OF SLP 6424U
GRAB RENTALS PTE LTD
6 Shenton Way
#38-01 OUE Downtown
Singapore 068809

VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

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VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

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transmission or any illegal or unauthorised usage or tampering of its email system.

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	695D
Vehicle Details	
Vehicle No.:	SLQ8766P
Vehicle to be Exported:	No
Intended Deregistration Date:	07 Jan 2020
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	SPORTSVAN 1.4 HIGHLINE AM14HZ
Primary Colour:	Black
Manufacturing Year:	2015
Engine No.:	CZC122861
Chassis No.:	WVWZZZAUZGW557591
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$27,558.00
Original Registration Date:	28 Jun 2017
First Registration Date:	28 Jun 2017
Transfer Count:	0
Actual ARF Paid:	\$25,582.00
OPC Cash Rebate Details	
OPC Cash Rebate Eligibility:	No
OPC Cash Rebate Eligibility Expiry Date:	-
OPC Cash Rebate Amount:	-
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Jun 2027
PARF Rebate Amount:	\$19,186.00
Intended COE Rebate Details	
COE Expiry Date:	27 Jun 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$25,801.00
COE Rebate Amount:	\$19,279.00
Total Rebate Amount:	\$38,465.00

The information contained herein is correct as at 07 Jan 2020

E M SOLUTION PTE LTD

160, Sin Ming Drive, #03-18/19, Sin Ming Autocity, Singapore 575722

Tel: 64560226

Fax: 64584500

Registration No: 201016308K

02.01.2020

Wu Fan

Not withair
LI Rep 83550h
Running After Paint 4 days

REPAIR ESTIMATE FOR VOLKSWAGEN SPORTVAN - SLQ 8766 P

1 pc	front bumper	1152.82	Bu/Al	1,380.00	✓
1 pc	front bumper fog lamp		h	280.00	X
1 pc	front bumper LH side retainer		0.1	58.00	✓
4 pcs	front bumper parking sensors		254.00 h	1,016.00	X
1 pc	LH headlamp assy	1955.35	h	2,380.00	✓
1 pc	LH front fender	545.20	h	760.00	✓
1 pc	LH front fender inner shield		h	195.00	X
				6,069.00	
			Less 10%	606.90	
				5,462.10	
1 pc	front number plate		h	70.00	SN 455h
1 set	front bumper clips		h	45.00	SN ✓
1 pc	LH front sport rim		h	550.00	SN X
1)	Check electrical wiring.			60.00	201
2)	Repair damages and renew above parts.			780.00	4001
3)	Renew front parking sensors			80.00	501
4)	Spray paint on affected portions.			750.00	4501
5)	Dismantle & reseal front weekend number plate			120.00	801
6)	Rust proofing on affected portions.			60.00	301
			\$	7,977.10	

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:

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: CS/MSG19022887/KQD3N2
Date: 13/01/2020

REFERENCE

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. Policy No: 29114756
Claimant Vehicle No: SLQ8766P Insured Vehicle No: SLP6424U
Date of Loss: 22/12/2019 Nature of Claim: TP Claim No: 615760

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLQ8766P Engine No: CZC122861
Make & Model: VOLKSWAGEN SPORTSVAN, 1.4 (A) Chassis No: WWWZZAUZGW557591
Reg. Date: 28/06/2017 (Man. Year: 2015) Odometer: 14668 km
Colour: Metallic Black
Engine Capacity: 1395 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: 225/40 R18 Rear Tyre Size: 225/40 R18
Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm
Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,127.10	3,430.23	2,696.87	44.02
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,850.00	1,030.00	820.00	44.32
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	7,977.10	4,460.23	3,516.87	44.09
Approved Total (Overridden) (S\$)		3,550.00		
(S\$)	7,977.10	3,550.00	4,427.10	55.50
+ GST 7.00/7.00% (S\$)	558.40	248.50	309.90	55.50
Nett Amount (S\$)	8,535.50	3,798.50	4,737.00	55.50

INSPECTION

Date of Assignment: 31/12/2019
Date Inspected: 06/01/2020 Inspected At: E M Solution Pte Ltd (HQ)
160 Sin Ming Drive,, #03-18, Sin Ming Autocity
Singapore 575722
Estimated Period of Repair: 4.0 days

Adjuster: KENNETH KONG

Manager: SHIAU CHAN

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: 13 Jan 2020)	
Parts:	N/A	VOLKSWAGEN SPORTSVAN 1.4 (A) (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLQ8766P)	
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		*FRONT BUMPER	Buckled/Dented	1,380.00 FL	*1,152.82 FL
2	1		*FRONT BUMPER FOG LAMP	Serviceable	280.00 FL	*- FL
3	1		*FRONT BUMPER LH SIDE RETAINER	Distorted	58.00 FL	*58.00 FL
4	4		*FRONT BUMPER PARKING SENSORS	Serviceable	1,016.00 FL	*- FL
5	1		*LH HEADLAMP ASSY	Cut	2,380.00 FL	*1,955.35 FL
6	1		*LH FRONT FENDER	Bent	760.00 FL	*545.20 FL
7	1		*LH FRONT FENDER INNER SHIELD	Serviceable	195.00 FL	*- FL
8	1		*FRONT NUMBER PLATE	Necessary	70.00 FS	*45.00 FS
9	1		*SET FRONT BUMPER CLIPS	Necessary	45.00 FS	*45.00 FS
10	1		*LH FRONT SPORT RIM	Serviceable	550.00 FS	*- FS

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

Sub Total (\$\$)	6,734.00	3,801.37
- List Item Discount on L Items 10.00/10.00% (\$\$)	606.90	371.14
Total Parts (\$\$)	6,127.10	3,430.23

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	CHECK ELECTRICAL WIRING	New	60.00	20.00
2	REPAIR DAMAGES AND RENEW ABOVE PARTS	New	780.00	400.00
3	RENEW FRONT PARKING SENSORS	New	80.00	50.00
4	SPRAY PAINT ON AFFECTED PORTIONS	New	750.00	450.00
5	DISMANTLE & RESEAL FRONT WEEKEND NUMBER PLATE	New	120.00	80.00
6	RUST PROOFING ON AFFECTED PORTIONS	New	60.00	30.00
Gross Labour Cost (S\$)			1,850.00	1,030.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >