

INS. CASE OWNER:

CC 4 / III 2000 01 09

K ps3

LKK:  
IDAC:

Surveyor:

Kenneth

DOI:

2/1/2020

Date / Time:

30/12/19

Registered in Merimen:

3/1/2020

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHD 72215

Claim No.:

Name of Insured:

Comfort Transportation Pte Ltd

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :\$5

D.O.A: 22/12/19

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

YN 70155



INSRS:

WSP: Complete VMS

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

YN 70155 : X ; SHD 72215 : X

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

( days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.: 5.

If NO or B 28, Ass. Lia:

Repair Cost:

\$5 4494.00

Loss of Rental (LOR):

\$5

( days)

Loss of Use (LOU):

\$5 750.00

(S/L x 5 days)

Loss of Income (LOI):

\$5

(S x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

\$5

36.45

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5 5200.45

Global Sum \$5: 5200.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5 5200.00

Name 1:

Complete VMS Pte Ltd

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT  
6/3/2020

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

# 35000

3) Survey fee:

ASS. REC. BY:

REF:

711 /

Kenneth

## ASSIGNMENT

From:

Date:

Estimated Cost:

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

To inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>
N/S	O/S
<input type="checkbox"/>	<input type="checkbox"/>

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

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

YN 70155

Yr Regn:

11.14

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

Truck / Trailer or

Make:

Mitsubishi

c.c

2998

Colour

Yellow

A/C:

Insured / Std / NI / NA

Sp. Reading

255043

T/Radio:

Insured / Std / NI / NA

Eng No:

C/No:

FEB 716A 00035

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:

Long March 215 / 75 R17.5

R/PRADA

(D)

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

Front

R/Bal.

7

mm

L/Bal.

7

mm

D.O.A.

27/12/19

Rear

R/Bal.

4

4

mm

L/Bal.

6

4

mm

D.O.I.

2/1/2020

Survey held at

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

FR MS

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

Date / Time

Action / Instruction

1

File pass to

Check liability, who is direct.

L/S #4200 (Ref # 5597-70) 5747.

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trlp:

Survey Fee:

Transportation:

S - RS - SI

Fuel

Others

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

Tech Invs (\$

☐

Weekend (\$

Report Format:

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

TOTAL



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

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

CHYE THIAM MAINTENANCE PTE LTD  
14 TAMPINES INDUSTRIAL DRIVE  
SINGAPORE 528530

Attention: THE OWNER  
Contact: 648119588 80518839

Estimate: ES006883

Date: 02/01/2020  
Vehicle Num: YN7015S  
Make/Model: MITSUBISHI CANTER-2014  
Chassis/Eng#: FEB71GA00035/LTA1501656  
Accident Date: 27/12/2019  
Claim No:  
Reference:  
Policy No:

S/N Quantity Particular Unit Price Amount S\$

1	1	NETT ITEMS	2152.00	
2	1	FRONT DOOR LH	621.00	
3	1	FRONT CORNER PANEL LH	265.00	
4	1	SIGNAL LAMP LH	552.30	
5	1	HEADLAMP LH	658.90	
6	1	FRONT BUMPER		
7	1	FRONT SIDE LAMP LH		
8	1	HEADLAMP LOWER GARNISH		
9	1	FRONT BUMPER SIDE RETAINER LH		
10	1	FRONT BUMPER CORNER PAD LH	250	
11	1	FRONT DOOR HINGE LOWER LH		
		STEP GARNISH LH		

Nett Total S\$ :  
10.00% Discount S\$

R1	2,625.00	✓
R2	786.00	✓
R3	329.00	✓
R4	876.00	✓
R5	1,623.00	✓
R6	251.00	✓
R7	56.00	✓
R8	125.00	✓
R9	352.00	✓
R10	188.00	✓
R11	362.00	✓
Sum	7,603.00	
	760.30	
	6,842.70	

LABOUR  
CHANGE HEAD LAMP & DO LIGHT BEAM LEVEL ADAPTATION  
TRANSFER LH FRONT DOOR COMPONENTS TO NEW DOOR  
RUST PROOFING TREATMENT  
SPRAY PAINT DAMAGED AREA AFFECTED  
CTM LOGO, TEL WITH STICKER ON LH FRONT DOOR  
CHYE THIAM ADDRESS STICKER  
TO KNOCK AND STRAIGHTEN LH FRONT DOOR PILLAR FRONT  
CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS

Labour Total S\$

90.00	201
150.00	601
100.00	601
1,100.00	601
280.00	601
35.00	751
	251m
1,200.00	501
2,955.00	

SingDollars Nine Thousand Seven Hundred Ninety Seven & Cents Seventy Only

Total S\$ 9,797.70

COMPLETE VMS PTE LTD

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





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

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

CHYE THIAM MAINTENANCE PTE LTD  
14 TAMPINES INDUSTRIAL DRIVE  
SINGAPORE 528530

Attention : THE OWNER  
Contact : 64819588 83518839

Estimate : ES006883

Date : 02/01/2020  
Vehicle Num. : YN7015S  
Make/Model : MITSUBISHI CANTER-2014  
Chassis/Eng# : FEB71GA00035/LTA1501656  
Accident Date : 27/12/2019  
Claim No. :  
Reference :  
Policy No. :

*Not Notified*  
*Lily 8?*  
*Resurvey After Repair*  
*4 days*

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

1.	1	NETT ITEMS :
2.	1	FRONT DOOR L/H
3.	1	FRONT CORNER PANEL L/H
4.	1	SIGNAL LAMP L/H
5.	1	HEADLAMP L/H
6.	1	FRONT BUMPER
7.	1	FRONT SIDE LAMP L/H
8.	1	HEADLAMP LOWER GARNISH
9.	1	FRONT BUMPER SIDE RETAINER L/H
10.	1	FRONT BUMPER CORNER PAD L/H
11.	1	FRONT DOOR HINGE LOWER L/H
12.	1	STEP GARNISH L/H

Nett Total S\$ :  
10.00% Discount S\$ :

R <sub>1</sub>	2,625.00	✓
R <sub>2</sub>	786.00	✓
B <sub>1</sub>	329.00	✓
B <sub>2</sub>	876.00	✓
R <sub>3</sub>	1,623.00	✓
R <sub>4</sub>	251.00	✓
M <sub>1</sub>	56.00	✓
CM	125.00	✓
M <sub>2</sub>	382.00	✓
M <sub>3</sub>	188.00	✓
S <sub>1</sub>	362.00	X
	7,603.00	
	760.30	
	6,842.70	

*25%*

LABOUR :  
CHANGE HEAD LAMP & DO LIGHT BEAM LEVEL ADAPTATION  
TRANSFER L/H FRONT DOOR COMPONENTS TO NEW DOOR  
RUST PROOFING TREATMENT  
SPRAY PAINT DAMAGED AREA AFFECTED  
CTM LOGO, TEL WITH STICKER ON L/H FRONT DOOR  
CHYE THIAM ADDRESS STICKER  
TO KNOCK AND STRAIGHTEN L/H FRONT DOOR PILLAR, FRONT  
CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS

	90.00	20%
	150.00	60%
	100.00	60%
(B <sub>1</sub> )	1,100.00	60%
	280.00	75%
	35.00	25%
	1,200.00	50%
	2,955.00	

Labour Total S\$ :

SingDollars : Nine Thousand Seven Hundred Ninety-Seven & Cents Seventy Only

Total S\$ : 9,797.70

COMPLETE VMS PTE LTD

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

LKK Auto Consultants hereby 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: \_\_\_\_\_

## Summer Lee (LKK Auto)

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Monday, 30 December, 2019 1:51 PM  
**To:** Gan Li Hui; 'sur@lkkauto.com'; Nivitha (LKK Auto)  
**Cc:** Zuhaidah Samsuri  
**Subject:** RE: NOTICE OF ACCIDENT: YN7015S Your ref: SHD7221S

P: Li Hui  
T: 2pm 30.12.19  
V: out  
E: ✓

Dear Sir / Mdm,

Please conduct a survey on TP vehicle YN7015S and let us have your report urgently.

This claim will be handled by Ms Aida.

\*Kindly upload this survey request email to merimen.

\*We started using audatex since 1<sup>st</sup> dec 2019. Please do adjustments throught Audatex and upload the report onto Merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



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

---

**From:** Motor Claim - III  
**Sent:** 30 December, 2019 1:44 PM  
**To:** 'Gan Li Hui' <lihui@completevms.com.sg>  
**Subject:** RE: NOTICE OF ACCIDENT: YN7015S Your ref: SHD7221S

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.

We started using audatex since 1<sup>st</sup> dec 2019. Please submit your estimate/quotation throught Audatex so that our surveyors can make the adjustments according.

Best Regards,  
**Gabriel Wee**



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

**From:** Gan Li Hui [<mailto:lihui@completevms.com.sg>]  
**Sent:** 30 December, 2019 1:28 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** Re: NOTICE OF ACCIDENT: YN7015S Your ref: SHD7221S

**Without Prejudice**

Dear OIC,

Please arrange LKK Auto Consultants Pte Ltd to conduct survey.

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

On Mon, 30 Dec 2019 at 12:23, Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

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.

We started using audatex since 1<sup>st</sup> dec 2019. Please submit your estimate/quotation through Audatex so that our surveyors can make the adjustments according.

*Best Regards,*

**Gabriel Wee**



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext - 248

**From:** Gan Li Hui [mailto:[lihui@completevms.com.sg](mailto:lihui@completevms.com.sg)]  
**Sent:** 28 December, 2019 9:40 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** Re: NOTICE OF ACCIDENT: YN7015S Your ref: SHD7221S

Without Prejudice

Dear OIC,

Please arrange LKK Auto Consultants Pte Ltd to conduct survey.

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

On Fri, 27 Dec 2019 at 14:32, Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)> wrote:

PRE-REPAIR INSPECTION FOR VEHICLE NO. YN7015S (Accident involving YN7015S and SHD7221S on 27.12.2019)

Dear Sir / Mdm,

We acknowledge receipt of your email.

**We note that your client has yet to submit his/her SAS Accident Report to Merimen.** Kindly revert with the SAS report before we proceed to appoint SJE where necessary.

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.

We have started using Audatex since 1<sup>st</sup> Dec 2019.

Please submit your estimate/quotation through Audatex so that our surveyors can make the adjustments according.

Warmest regards,

*Stanley Lai*

**Motor & Work Injury Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street, IOB Building, Level 5

Singapore 049711

Tel: 6347 6100 Ext 206 Fax: 6224 4174

**S&P 'A-' rated Company**

**From:** Gan Li Hui [mailto:[lihui@completevms.com.sg](mailto:lihui@completevms.com.sg)]

**Sent:** Friday, 27 December, 2019 11:58 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** NOTICE OF ACCIDENT: YN7015S Your ref: SHD7221S

Without Prejudice

Dear Sir,

**ACCIDENT INVOLVING YN7015S AND SHD7221S ON 27/12/2019 ALONG MANDAI TRAFFIC JUNCTION AT ABOUT 09:45 HRS.**

We act for **CHYE THIAM MAINTENANCE PTE LTD** owner of vehicle no. YN7015S 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

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.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

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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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				By
No.	On	Audit	Remarks	
1	03 Jan 2020 08:36	<b>Cim Dtl Modified</b>	Claimant's Name: -> -.	[A] Lee Su Li
2	03 Jan 2020 08:36	<b>Cim Veh Model Changed</b>	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	03 Jan 2020 08:36	<b>Cim Created</b>	Reg No: YN7015S, Acct Date: 2019/12/27, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: COMPLETE VMS PTE LTD (HQ)	[A] Lee Su Li
4	03 Jan 2020 08:36	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	03 Jan 2020 08:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/01/14	[A] Lee Su Li
6	03 Jan 2020 08:36	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	03 Jan 2020 08:36	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lee Su Li
8	03 Jan 2020 08:36	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
9	14 Jan 2020 08:09	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: 100% (BOLA 5) Remarks: Insured driver made right turn & collided with 3rd party who was driving straight on the opposite direction.	[A] CHEW HSIAO TONG
10	14 Jan 2020 12:39	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/01/14	[I] Zuhaidah Bte Samsuri
11	14 Jan 2020 12:39	<b>Adj Mandate Set</b>	Approved:0.00.	[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
2394666	03 Jan 2020 08:37:43	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	YN7015S	SHD7221S	11.77

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 21 January 2020 8:16 AM  
**To:** 'lihui@completevms.com.sg'  
**Cc:** Admin A  
**Subject:** Your Ref: YN7015S \*Our Ref: CC4/III20000109/Kps3 [ACCIDENT INVOLVING SHD 7221S(III) AND YN 7015S ON 27/12/2019]

Your Ref: **YN7015S**  
Our Ref: CC4/III20000109/Kps3

Without Prejudice

Dear Sirs/Mdm,

### ACCIDENT INVOLVING SHD 7221S(III) AND YN 7015S ON 27/12/2019

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAUTO)

---

**From:** Lily Leow <lily@completevms.com.sg>  
**Sent:** Tuesday, 4 February 2020 4:18 PM  
**To:** CS A Team  
**Subject:** ACCIDENT INVOLVING YN7015S & SHD7221S ON 27/12/2019  
**Attachments:** img-204155837.pdf

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](mailto:lily@completevms.com.sg)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Jan 2020 08:36	<b>Cim Dtl Modified</b>	Claimant's Name: -> -.	[A] Lee Su Li
2	03 Jan 2020 08:36	<b>Cim Veh Model Changed</b>	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	03 Jan 2020 08:36	<b>Cim Created</b>	Reg No: YN7015S. Acct Date: 2019/12/27. Claim Type: TP. Insurer: India International Insurance Pte Ltd (H Q). Workshop: COMPLETE VMS PTE LTD (HQ)	[A] Lee Su Li
4	03 Jan 2020 08:36	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	03 Jan 2020 08:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/01/14	[A] Lee Su Li
6	03 Jan 2020 08:36	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	03 Jan 2020 08:36	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lee Su Li
8	03 Jan 2020 08:36	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
9	14 Jan 2020 08:09	<b>Adj Mandate Request</b>	Cur.Reg:0.00:PODS Liability: 100% (BOLA 5) Remarks: Insured driver made right turn & collided with 3rd party who was driving staright on the opposite direction.	[A] CHEW HSIAO TONG
10	14 Jan 2020 12:39	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/01/14	[I] Zuhaidah Bte Samsuri
11	14 Jan 2020 12:39	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Zuhaidah Bte Samsuri
12	30 Jan 2020 15:44	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
13	30 Jan 2020 15:44	<b>Cim Dtl Modified</b>	Insured Name: -> -. Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	30 Jan 2020 15:44	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2014/11/19.	[A] JOANNE LEE KHANG MIN
15	30 Jan 2020 15:44	<b>Cim Details Notified</b>		[A] JOANNE LEE KHANG MIN
16	11 Feb 2020 14:19	<b>Adj Adjuster Assigned</b>	ACCUSER4 -> KENNETH KONG	[A] CHEW HSIAO TONG
17	11 Feb 2020 14:32	<b>Adj Mandate Request</b>	Cur.Reg:5280.45:PODS Liability: 100% *Quantum: (a)CORw/GST: \$4,494.00 + (b)LOU(5days x \$150.00): \$750.00 + (c)LTA/GIA search fee: \$36.45 = Total: \$5,280.45 *Vehicle Model: Mitsubishi Canter (2998cc) *4 recommendation repair days + 1Sunday = 5days	[A] CHEW HSIAO TONG

Date From Date To Audit Type None Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2394666	03 Jan 2020 08:37:43	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	YN7015S	SHD7221S	11.77
2422015	30 Jan 2020 15:44:37	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	YN7015S	SHD7221S	11.77

## Print Received Message

This mail is associated with :

**\*YN7015S (MCT19120642)**  
**[SHD7221S]**

TP

-

Dec 27 2019 12:00AM

[-]

COMPLETE VMS PTE LTD

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 12/02/2020 09:56 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$5280.45) - YN7015S - Claim Handler: Zuhaidah Bte Samsuri

Approved:5280.45.

## Hsiao Tong (LKKAUTO)

---

**From:** Lily Leow <lily@completevms.com.sg>  
**Sent:** Monday, 2 March 2020 10:50 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Re: ACCIDENT INVOLVING YN7015S & SHD7221S ON 27/12/2019 //LKK REF: CC4/III20000109/Kps3

WITHOUT PREJUDICE

Dear Hsiao Tong

We accept your offer S\$5,200.00. 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](mailto:lily@completevms.com.sg)

On Sat, Feb 29, 2020 at 1:47 PM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$5,200.00(all-in)**.

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."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Lily Leow <[lily@completevms.com.sg](mailto:lily@completevms.com.sg)>  
**Sent:** Tuesday, 4 February 2020 4:18 PM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** ACCIDENT INVOLVING YN7015S & SHD7221S ON 27/12/2019

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](mailto:lily@completevms.com.sg)

# COMPLETE VMS PTE LTD

176 Sin Ming Drive, #03-14 / 07, Sin Ming Autocare Complex, S575721  
Tel: 6455 0012 Fax: 6554 0012 Email: main@completevms.com.sg  
Business Reg. No. 200416180E GST Reg. No.: 200416180E



INDIA INTERNATIONAL INSURANCE PTE LTD  
64 CECIL STREET #04/05 IOB BUILDING  
SINGAPORE 049711

Attention : MOTOR CLAIMS DEPT  
Contact : 63476100 Fax No. : 62244174

Proforma Invoice : TP006883

Date : 04/02/2020  
Vehicle Num. : YN7015S  
Make/Model : MITSUBISHI CANTER-2014  
Chassis/Eng#: FEB71GA00035/LTA1501656  
Accident Date : 27/12/2019  
Claim No. :  
Reference :  
Policy No. :

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	Amount S\$
COST OF REPAIR AS AGREED	4,200.00

SingDollars : Four Thousand Four Hundred Ninety-Four Only

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Total S\$ :	4,200.00
GST S\$ :	294.00
Amount Due S\$ :	4,494.00

=====

COMPLETE VMS PTE LTD

## ...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	03 Jan 2020 <a href="#">Edit Reg</a>		30 Dec 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$4,200.00</b> <a href="#">Edit Estimates</a>	<b>S\$4,200.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

<b>Main</b>	<b>Reference</b>	<b>Claim Details</b>	<b>Documents</b>	<a href="#">Show All</a>
-------------	------------------	----------------------	------------------	--------------------------

<b>CLAIM SUBFOLDER DETAILS</b>				[Created by adjuster]		
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R					
Main Claimant:	CHYE THIAM MAINTENANCE PTE LTD, Co. Reg. No.: 198801700E					
Vehicle Reg. No.:	YN7015S	Date of Loss:	27/12/2019 00:00 - :59 [61 Months and 8 Days From LTA Reg Date (Man Yr)]			
Claim Type:	TP / MCT19120642	Policy/Cover Note No.:	MCOM0015			
Vehicle Reg. No. (Insured):	SHD7221S	Policy No. (Claimant):				
		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:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by <b>Zuhaidah Bte Samsuri</b> - 6347 6070]					
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... [Final Rpt due 14/01/2020]					
<b>ASSOCIATED MAIL RECEIVED</b>						
			<a href="#">View All</a>	<a href="#">Compose Case Mail</a>		
<ul style="list-style-type: none"> <li>III_SG (12/02/2020): Alert - Adj Mandate Approved (S\$5280.45) - YN7015S - Claim Handler: Zuhaidah Bte...</li> <li>III_SG (14/01/2020): Alert - Adj Mandate Approved (S\$0.00) - YN7015S - Claim Handler: Zuhaidah Bte Sa...</li> </ul>						
<b>ALL ASSOCIATED TASKS</b>						
			<a href="#">View All</a>	<a href="#">Search Tasks</a>		
			<a href="#">Create New Task</a>	<a href="#">Complete</a>		
Due Date	Priority	Type	Task Group	Subject		
			Handler	Assigned By		
			Completed On	Created On		
			Done?			
No results.						

## Claim Documents

\*YN7015S (MCT19120642)  
[SHD7221S]  
TP  
CHYE THIAM MAINTENANCE PTE LTD  
Dec 27 2019 12:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
COMPLETE VMS PTE LTD

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

**View** View in Browser

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
2	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
3	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
4	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
5	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
6	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
7	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
8	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
9	14/01/20 08:11	Chassis Number		Load JPG	<input checked="" type="checkbox"/>
10	14/01/20 08:11	Odometer Reading		Load JPG	<input checked="" type="checkbox"/>
11	14/01/20 08:11	General View		Load JPG	<input checked="" type="checkbox"/>
12	11/02/20 14:22	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>
13	11/02/20 14:22	Reinspection Photo		Load JPG	<input checked="" type="checkbox"/>

  

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	06/01/20 11:07	ACKNOWLEDGEMENT EMAIL TO III DD 30.12.19		Load PDF	
2	13/01/20 15:02	TP GIA REPORT		Load PDF	
3	13/01/20 15:02	TP ESTIMATE-MARKED		Load PDF	
4	11/02/20 14:29	LOD		Load PDF	
5	11/02/20 14:29	LTA Search Receipt		Load PDF	
6	11/02/20 14:29	GIA RPT Search Fee		Load PDF	
7	09/03/20 10:23	WORKSHOP INVOICE		Load PDF	
8	09/03/20 10:23	AUTHORISATION TO ACT FORM		Load PDF	
9	09/03/20 10:23	DISCHARGE VOUCHER		Load PDF	

  

No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	03/01/20 08:37	Singapore Accident Statement		Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> </div>			
<b>Show Remarks To:</b> <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/III20000109/KPS3Q2

Date: 09/03/2020

### REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No : YN7015S Insured Vehicle No : SHD7221S  
 Date of Loss: 27/12/2019 Nature of Claim: TP Claim No: MCT19120642

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: YN7015S  
 Make & Model: MITSUBISHI CANTER, 3.0 D FEB71ER4SDEC (CBU) (M) Engine No: LTA1501656  
 Reg. Date: 19/11/2014 (Man. Year: 2014) Chassis No: FEB71GA00035  
 Colour: Yellow Odometer: 255043 km  
 Engine Capacity: 2998 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: Yes

### CONDITION OF TYRES

Front Tyre Size: 215/75 R17.50 Rear Tyre Size: 215/75 R17.50 (D)  
 Front Left Side: LONGMARCE 7 mm Rear Left Side: Firenza 4/4 mm  
 Front Right Side: LONGMARCE 7 mm Rear Right Side: Firenza 4/4 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,842.70	3,839.40	3,003.30	43.89
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,955.00	1,415.00	1,540.00	52.12
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>9,797.70</b>	<b>5,254.40</b>	<b>4,543.30</b>	<b>46.37</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>4,200.00</b>		
(S\$)	9,797.70	4,200.00	5,597.70	57.13
<b>+ GST 7.00/7.00% (S\$)</b>	685.84	294.00	391.84	57.13
<b>Nett Amount (S\$)</b>	<b>10,483.54</b>	<b>4,494.00</b>	<b>5,989.54</b>	<b>57.13</b>
<b>+ Loss of Use (5.0 x S\$150.00/day) (S\$)</b>		750.00		
<b>+ Doc/Search Fee (S\$)</b>		36.45		
<b>Nett Liability (S\$)</b>		<b>5,280.45</b>		

### INSPECTION

Date of Assignment: 30/12/2019  
 Date Inspected: 02/01/2020 Inspected At: COMPLETE VMS PTE LTD (HQ)  
 176 Sin Ming Drive #03-14 Sin Ming  
 Autocare Complex  
 Singapore 575721  
 Estimated Period of Repair: 4.0 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

<b>Reference</b>		
<b>Part Source:</b>	(Last Synchronised: 03 Feb 2020)	
<b>Parts:</b>	N/A	MITSUBISHI CANTER 3.0 D FEB71ER4SDEC (CBU) (M) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for YN7015S)	
<b>Validity:</b>	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	
<b>Further Info:</b>	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 DOOR L/H	Bent	2,625.00 FN	*2,152.00 FN
2	1		*FRONT CORNER PANEL L/H	Bent	786.00 FN	*621.00 FN
3	1		*SIGNAL LAMP L/H	Broken	329.00 FN	*265.00 FN
4	1		*HEADLAMP L/H	Broken	876.00 FN	*552.30 FN
5	1		*FRONT BUMPER	Bent	1,623.00 FN	*658.90 FN
6	1		*FRONT SIDE LAMP L/H	Broken	251.00 FN	*251.00 FN
7	1		*HEADLAMP LOWER GARNISH	Missing	56.00 FN	*56.00 FN
8	1		*FRONT BUMPER SIDE RETAINER L/H	Cracked	125.00 FN	*125.00 FN
9	1		*FRONT BUMPER CORNER PAD L/H	Missing	382.00 FN	*250.00 FN
10	1		*FRONT DOOR HINGE LOWER L/H	Bent	188.00 FN	*188.00 FN
11	1		*STEP GARNISH L/H	Serviceable	362.00 FN	*- FN
					<b>Sub Total (S\$)</b>	<b>7,603.00</b>
					<b>- Nett Item Discount on N Items 10.00/25.00% (S\$)</b>	<b>760.30</b>
					<b>Total Parts (S\$)</b>	<b>6,842.70</b>
						<b>3,839.40</b>

F=Franchise part. N=NettitemDisc.

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
<b>Labour Items</b>				
1	CHARGE HEAD LAMP & DO LIGHT BEAM LEVEL ADAPTATION	New	90.00	20.00
2	TRANSFER L/H FRONT DOOR COMPARTMENTS TO NEW DOOR	New	150.00	60.00
3	RUST PROOFING TREATMENT	New	100.00	60.00
4	SPRAY PAINT DAMAGED AREA AFFECTED	New	1,100.00	600.00
5	CTM LOGO TEL WITH STICKER ON L/H FRONT DOOR	New	280.00	150.00
6	CHYE THIAM ADDRESS STICKER	New	35.00	25.00
7	TO KNOCK AND STRAIGHTEN L/H FRONT DOOR PILLAR ,FRONT CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS	New	1,200.00	500.00
Gross Labour Cost (\$\$)			<b>2,955.00</b>	<b>1,415.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >