

Denise Tay (LKKAUTO)

From: MTCL@income.com.sg
Sent: Tuesday, 24 March 2020 4:47 PM
To: Denise Tay (LKKAUTO)
Subject: RE: REQUEST CLAIM NUMBER

Hi Denise

Claim already been created earlier.

Following are the claim no.

With Regards

Azlin Rani
Senior Administrator
Operations, Motor & Personal Lines
www.income.com.sg



At Income, we are 'In with You' on Performance, Growth, Innovation and Impact. These attributes reflect what we promise as an employer and what we want our people to exemplify.
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in with you

From: Denise Tay (LKKAUTO) [mailto:denisetay@lkkauto.com]
Sent: Tuesday, 24 March 2020 11:35 AM
To: MTCL@income.com.sg
Subject: FW: REQUEST CLAIM NUMBER

Dear Sir/Mdm,

Request claim number

S/No		Claimant (Owner / Taxi Company)	Claimant Vehicle No.	Income Vehicle No.	Date of Accident	Time of Accident	Estimate	Tentative repair cost
1	MT/1079970-002	SMART TAXIS	SMB 15215	YP 7603J	11/01/2020	16:00	\$2,828.00	\$1,700.00

Hello, NAC_PAYA_UBI_800601

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Policy Query

Policy No. Date of Accident
Vehicle No. (For Motor) Certificate Number

Select	Policy No.	Certificate Number	Policyholder Name	Policyholder NRIC	Product	Cover Type	Vehicle No.	Insured Object	Commence Date	Expiry Date
<input type="radio"/>	5094318443-02		DECOR VIZ SYSTEM PTE. LTD.	200911023D	GCV	Comprehensive	YP7603J	YP7603J	26/09/2019	25/09/2020

Oi Sun Pin (LKK Auto)

From: Oi Sun Pin (LKK Auto)
Sent: Thursday, 19 March, 2020 6:10 PM
To: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses)
Subject: RE: Finalisation - SMB1521S (BUS/01/20/5017) - NTUC

Confirm the finalize amount \$1,700. Repair day 2 days under lump sum repair.

Thank you.

Best Regards,

Oi Sun Pin | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: Sunpin@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) [<mailto:catherineleesc@smrt.com.sg>]
Sent: Thursday, 19 March, 2020 12:02 PM
To: Oi Sun Pin (LKK Auto); SUR; Admin A
Cc: Koo Yew Chung (Auto Svcs/ARC/ARC); AutoSvs-ARC (Bus)
Subject: RE: Finalisation - SMB1521S (BUS/01/20/5017) - NTUC

Hi Sun Pin,

Attached herewith our revised copy of the bus repair estimate for the case.
Our finalised amount is \$1,700/- @ 2 working days under LUMP SUM repair.

Please confirm the COR by return email ASAP.

Thank you

Best Regards

Catherine Lee

SMRT Automotive Services Pte Ltd
(Accident Repair Centre)

DID: 6866 2669 Fax: 6368 5592

catherineleesc@smrt.com.sg



From: Oi Sun Pin (LKK Auto) [<mailto:sunpin@lkkauto.com>]
Sent: Thursday, 19 March 2020 10.43
To: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses)
Subject: RE: Finalisation - SMB1521S (BUS/01/20/5017) - NTUC

Hi Catherine,

Confirm the finalize amount \$1,702.40. Repair day 2 days under part by part repair.

Thank you.

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	13/01/2020 14:41
Date Of Accident	11/01/2020 16:00
Exact Location Of Accident	ALONG WOODLANDS ROAD (BEFORE BS:45031-YEW TEE IND
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMB1521S
Insured/Policyholder	
Name Of Registered Owner	SMRT BUSES LTD
Co Reg No	1XXXXX292D
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-800000000

Vehicle Particulars

Manufacturer	MAN
Model	MAN NL320F (A22)

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category BUS

Insurance Company

Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	THIRD PARTY
Fleet Policy	YES
Policy Number	D-19093203MFBP
Cover Note Number	

Driver

Name of Driver	KENG KIAN TIONG
NRIC No	SXXXX303Z
Date Of Birth	23/07/1968
Occupation	OUTDOOR
Date Of Driving Pass	22/08/2016
Driving Experience	3 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-800000000
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	NO ADDRESS
Postcode	
Was driver an employee of the Insured's Company	YES
If No, Relationship of the Driver with the Insured	
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	SIDE SWIPE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	7

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

While my bus SMB1521S was travelling along Woodland Road (Bef BS:45031- Yew Tee Ind Est), the left front portion of the bus was hit by right rear body of lorry (YP7603J). Bus left view mirror cover dislodged and left front bumper scratched. Lorry damage: right rear body scratched. No injuries reported. At 1612, bus was arranged off services RTD back to Kranji depot after exchange particulars with third party. That's all.

Attachment(s)

Are accident photos available for attachment?	NOT AVAILABLE DUE TO CIRCUMSTANCES OF ACCIDENT
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	PENDING DOWNLOAD
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	YP7603J
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	XIN JIANCAI
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	NTUC INCOME INSURANCE CO-OPERATIVE LTD
Nature Of Damage	

No. Of Passenger (Including Driver) .

SKETCH PLAN

SMB15215
 par = 7
 Bus/01/20/5017

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.



Policyholder's Signature
 Date & Time:

2420 13/1/20

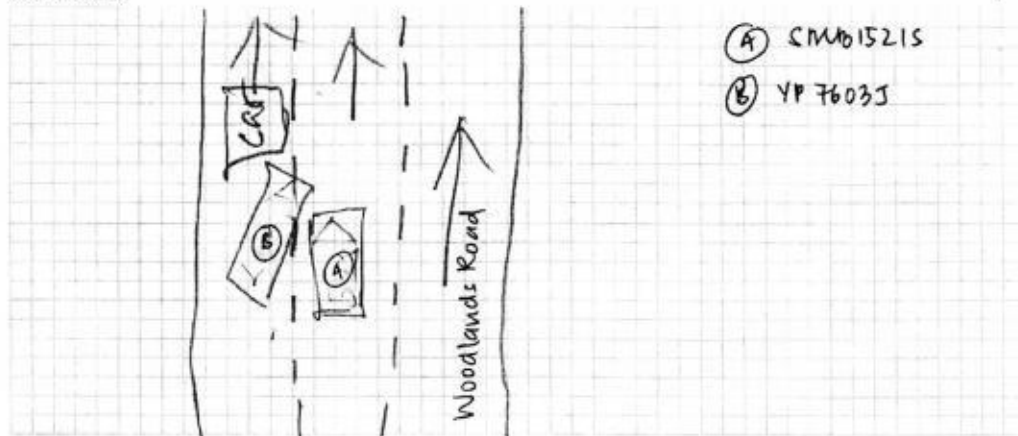
Driver's Signature
 (If driver is not the policyholder)
 Date & Time:



Reporting Centre Personnel's Signature
 Name:
 NRIC/FIN No.:

Sketch Plan Pg. 2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

[illegible]

DECLARATION

I/We declare the foregoing particulars are true in every respect.



Policyholder's Signature
Date & Time:

Driver's Signature _____
(If driver is not the policyholder)
Date & Time: _____



Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:

Company

Owner ID:

292D

Vehicle Details

Vehicle No.:

SMB1521S

Vehicle to be Exported:

No

Intended Deregistration Date:

15 Jan 2020

Vehicle Make:

MAN

Vehicle Model:

NL 320F (A22) 11L AUTO ABS TURBO

Primary Colour:

Multicolor

Manufacturing Year:

2014

Engine No.:

50338450463851

Chassis No.:

WMAA22ZZ4E7002315

Maximum Power Output:

-

Open Market Value:

\$255,101.00

Original Registration Date:

29 Oct 2014

First Registration Date:

29 Oct 2014

Transfer Count:

0

Actual ARF Paid:

\$0.00

Intended PARF Rebate Details

PARF Eligibility:

No

PARF Eligibility Expiry Date:

-

PARF Rebate Amount:

\$0.00

Intended COE Rebate Details

COE Rebate Amount:

\$0.00

Total Rebate Amount:

\$0.00

The information contained herein is correct as at 15 Jan 2020

OK



SMRT Accident Vehicle Repair Estimates

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



Date Generated : 19/03/2020

User ID : CatherineLee

Section A - Accident Details

Registration Number	SMB1521S
Case Reference Number	BU5/D1/20/5017
Registration Date	29/10/2014
Company Type	SMRT Buses Ltd
Make	MAN
Model	A22
Name of Driver	Keng Kian Tiong
Type of Accident	Side Swipe
Accident Date and Time	11/1/2020 4:00 PM
Accident Reported Date and Time	11/1/2020 5:45 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24105316
Special Instruction to ARC, if any	SMB1521S-LEFT FRONT PORTION YP7603J (TP) INSURED WITH NTUC
Prepared Date and Time	14/1/2020 9:29 AM
Chassis Number	VMAA22Z24E7002315
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$2,120.00	\$1,590.00
Total Spray Cost	\$708.00	\$538.00
Total Spare Part Cost	\$0.00	\$0.00
Total Other Cost	\$0.00	(\$425.60)
TOTAL COST	\$2,828.00	\$1,702.40
Lump Sum Total	\$0.00	\$1,700.00
Number of Repair Days	4.0	2.0
Prepared / Adjusted By	Kim Beck Sim	Sun Pin (LKK)
ARC / Surveyor Sign Off Date	14/01/2020 10:45 AM	16/01/2020 9:46 AM
Signature		
Remarks		After paint photo. L/S repair

Section C - Quotation and Accident Invoice Details

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



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655562
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 19/03/2020

User ID : CatherineLee

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REPAIR FRONT LH PORTION	\$2,120.00	\$1,590.00
Total Labour	\$2,120.00	\$1,590.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO PUTTY & RESPRAY	\$708.00	\$538.00
Total Spray Painting & Panel Beating	\$708.00	\$538.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Lump Sum Adjustment by Surveyor	\$0.00	(\$425.60)
Total Other Costs	\$0.00	(\$425.60)

Part 4 - Spare Parts / Material Usage

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

Added Spare Parts / Material Usage After Surveyor Signed off

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

$$\begin{array}{r} 1590 \\ + 538 \\ \hline 2128 \\ - 206 \\ \hline 17024 \end{array}$$

$$4/5 = \$1,700$$

2 days



SMRT Accident Vehicle Repair Estimates

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

Date Generated : 14/01/2020

User ID : KimBock

Section A - Accident Details

Registration Number	SMB1521S
Case Reference Number	BUS/01/20/5017
Registration Date	10/29/2014
Company Type	SMRT Buses Ltd
Make	MAN
Model	A22
Name of Driver	Keng Kian Tiong
Type of Accident	Side Swipe
Accident Date and Time	1/11/2020 4:00 PM
Accident Reported Date and Time	1/11/2020 5:45 PM
Is Surveyor Required?	No
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	
Special Instruction to ARC, if any	SMB1521S-LEFT FRONT PORTION YP7603J (TP) INSURED WITH NTUC
Prepared Date and Time	1/14/2020 9:29 AM
Chassis Number	WMAA22ZZ4E7002315
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$2,120.00	\$0.00
Total Spray Cost	\$708.00	\$0.00
Total Spare Part Cost	\$2,422.40	\$0.00
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$5,250.40	\$0.00
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	4.0	
Prepared / Adjusted By	Kim Bock Sim	
ARC / Surveyor Sign Off Date		
Signature	<input type="text"/>	<input type="text"/>
Remarks		

Section C - Quotation and Accident Invoice Details

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




National Assessment Centre Services

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

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H



NTUC INCOME INSURANCE CO-OPERATIVE LTD Ref: NS/INC20000901/Qtd3s2				
73 BRAS BASAH ROAD #05-01 NTUC TRADE UNION HOUSESINGAPORE 189556			Date: 30-03-2020	
Code: INC4				
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	YP 7603J	Veh. Inspected	SMB 1521S	
Policy No.	5094318443-02	Coverage (\$)	0.00	
Claim No.	MT/1079970-002	Excess (\$)	0.00	
Assign From		Assign Date	14/01/2020	
2. Vehicle Particulars & Condition				
Make & Model	MAN NL 320F (A22)	c.c	10518	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	WMAA22ZZ4E7002315	Colour	MULTI-COLOUR	
Odometer	481992	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	275/70 R22.5	FIRENZA	5 mm	
L/H Front Tyre	275/70 R22.5	FIRENZA	5 mm	
R/H Rear Tyre	275/70 R22.5 (D)	FIRENZA	5/5 mm	
L/H Rear Tyre	275/70 R22.5 (D)	FIRENZA	5/5 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE N/S BODY. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	11/01/2020	Inspection Date	14/01/2020	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
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:		2 Working Days		



National Assessment Centre Services

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

TEL: 6841 0055 FAX: 6841 6315

Reg. No: 52983356E GST Reg. No. 20-0405911-H



Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 1521S

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	MIRROR, VIEW: FRONT,LH, FOR MAN	NOT NECESSARY	1,903.30	-
1	RUBBER PROFILE	NOT NECESSARY	150.00	-
1	COVER, HEADLAMP: FRT,LH, FOR MAN A22 BUS	NOT NECESSARY	974.70	-
			3,028.00	-
LABOUR				
	TO REPAIR FRONT LH PORTION.		2,120.00	1,590.00
	TO PUTTY & RESPRAY.		708.00	538.00
			2,828.00	2,128.00
GRAND TOTAL			5,856.00	2,128.00
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) (CONFIRMED)				1,700.00

Report Ref No. NS/INC20000901/Qtd3s2

OI SUN PIN

Asst. Automotive Assessor

K.K.LAU CPT(RET)

BEng(Hons),B.Bus,MBA,PEng,PE,
MInstAEA,MASME,MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

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