Date In: 18 1 /20 - 18:08	leb deservation		10008536-	1	<b>D</b>	
	Jcb description		Date & Time Com	oleted	Dor	ie by
Ref No: KIA (72 20001130) 24	SAS e-filing		1			
Nep No. OKC1162N	E-mail (within	ihrs, AIC 2hrs)				
D.O.A : 19, hw - 14117	i-Motor Clair	n Form	è			-Chec.C
OD / TP/ Reporting Only	i-Motor W/O	(Within: OD 2hrs	TP 4hrs)			
U	i-Photo Uplo:	ided	1			2 112.70
TP Insurer:	Assessment/Sur	vey Report				
TI Modros.	Ass't Report by	Fax / Hand to	Owner/Wksp			
Preferred Wksp / INC Assign Wksp / QW: (			Tel:	Fax:		L-XANGES (S
TP Particulars: Veh Nor 6	Q844	INC (	)/Non-INC(	).		******
Owner / Driver: (			Tel:		)	
Policy No: ( )	Period: (	)	Cover Type: (		)	25-215-
Confirmed by : (		Date:	Time:		)	
Insured/Driver Liability: ( %)	[Note-Est Status (W	O): N: 0-20	%; P: 21-79%. F	: 80-100	V <sub>0</sub> ]	
Year of Registration: ( )	Warranty: YES (	)/NO( )	1			
Excess: (\$ ) Loading: \$1	1,000 ( )/\$2,000 (	)				
General Remarks;-		CONTACT OF		31.03		77
( ) Walk-In Customer: Customer's in	The state of the s	Autor of the same advantagement for	the NO sector of an	-term	7 705 7 7 7	
	irer URGENTLY.					
				-		
Drive-In ( )/ Towed-In ( ); Invoi	ice: YES ( ) / NO	) ( ) ; To	wing Co: (		85	)
Remarks: (INC hotline: 6788 6616)		44.0	Date&Time Comple	,sakt / f	Done	hv
Apply for Transport Allowance ( )/	species considered with a straightfulliable.					i.y
2) QC Check / Post Repair Inspection	( )		h	_		No.
3) Upload Resurvey Photo [Repair Cost > :	( )					or one
- / - Productional roy I note [recpan Cost > ,		Lancard Control of the Control of th	* *			
	33000) ( )					
Injury:	33000] ( )		4.			
	35000) ( )		1,4	Mong Ja		
	35000)				gen : Bloxbur	
	Table Colonial Coloni				ioics:	
	35000)				Sovice:	
	35000j ( )				group and the state of the stat	
	35000)				Šoice.	
Date/Time Actions	Table for the part of the part				SCAL SE	
Date/Time Actions	The two to		ration Checklist		Ant(5)	V
Date/Time Actions			ration Checklist		Ant (S)	The second
Date/Time Actions  MA Now (14  laimant's Particulars:-	1 1 1 2	nvoice Prepa AR: Accident Re DA: Damage Ass	ration Checklist	VC (\$80)	2. 3. Sec. 37. 1	The second
Date/Time Actions  Un Vow (V)  Inimant's Particulars:-	1 1 2 3 3	nvoice Prepa AR: Accident Re	ration Checklist. porting (\$30); essment (\$100); In	VC (\$80) \$40/\$45 \$120	2. 3. Sec. 37. 1	
Na Vow (V) Infinant's Particulars:-	1 1 2 3 3 4)	AR: Accident Re DA: Darmage As: TF: Towing Fee FT: Follow-Thro	ration Checklist.  porting (\$30);  essment (\$100); In  agh Survey  agh Survey (Reaurvey)	\$40/\$45 \$120 \$30	2. 3. Sec. 37. 1	The second
Date/Time Actions  Un 1000 (14)  Inimant's Particulars:- river/Owner:	1 1 2 3 4) 5)	AR: Accident Re DA: Darmage As: TF: Towing Fee FT: Follow-Thro	ration Checklist.  porting (\$30);  essment (\$100); In  agh Survey  agh Survey (Reaurvey)  ast JNC Only (wef 10 Jan	\$40/\$45 \$120 \$30	2. 3. Sec. 37. 1	The second of
Date/Time Actions  Un 1000 (14)  Inimant's Particulars:- river/Owner:	1 1 2 3 3 4 3 5 5 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	AR: Accident Re DA: Damage As: TF: Towing Fee FT: Follow-Thro FT: Follow-Thro For claiming again TR: Re-inspectio N1: Idao DA + S	ration Checklist. porting (\$30); essment (\$100); In agh Survey agh Survey (Resurvey) ast JNC Only (wef 10 Journey) amment of the survey	\$40/\$45 \$120 \$30 \$2005)	2. 3. Sec. 37. 1	The second of
Na Now 624  Inimant's Particulars :- river/Owner: ontact No: amaged Portion:	1 1 2 2 3 4 4 5 7 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	AR: Accident Re DA: Damage As: TF: Towing Fee FT: Follow-Thro FT: Follow-Thro For claiming again TR: Re-inspectio N1: Idao DA + SI NTUC Additional	ration Checklist. porting (\$30); essment (\$100); In agh Survey agh Survey (Resurvey) ast JNC Only (wef 10 Journey) amment of the survey	\$40/\$45 \$120 \$30 \$2005) \$75	2. 3. 3r. 5r. k	The second of
Na Now 624  Inimant's Particulars :- river/Owner: ontact No: amaged Portion:	1 1 2 2 3 4 4 5 7 7 7 8 5 8 5 8 5 8 5 8 5 8 5 8 5 8 5	AR: Accident Re DA: Damage As: TF: Towing Fee FT: Follow-Thro FT: Follow-Thro For claiming again TR: Re-inspection N1: Idao DA + SI NTUC Additional OD.* *N5: Courtesy Co.	ration Checklist.  porting (\$30);  essment (\$100); If  ugh Survey  ugh Survey (Reaurvey)  ust JNC Only (wef 10 Jan  MRT Survey  Services	\$40/\$45 \$120 \$30 \$2005) \$75 \$160	2. 3. 3r. 5r. k	
Na Now (M. Strictulars :-  Taimant's Particulars :-  river/Owner:  ontact No:  armaged Portion:  C Checked by (Engr-In-Charge):	1 1 2 2 3 4 4 5 5 7 7 7 8 5 5 5 6 6 6 7 7 7 8 5 6 6 7 7 7 8 5 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7	AR: Accident Re DA: Damage Ast TF: Towing Fee FT: Follow-Thro FO claiming again TR: Re-inspection N1: Idao DA + St NTUC Additional OD* *N5: Courtesy Ce* *N6: Repair Co-or	ration Checklist porting (\$30); lessment (\$100); If ligh Survey ligh Survey (Resurvey) list JNC Only (wef 10 Jou MRT Survey Services If Tpt Allowance dination	\$40/\$45 \$120 \$30 \$2005) \$75 \$160 \$55 \$10	2. 3. 3r. 5r. k	V
Date/Time Actions  Na Yow (Y)  Inimant's Particulars:- river/Owner: ontact No: amaged Portion:  C Checked by (Engr-In-Charge): uditors! Comments:-	1 1 2 2 3 4 4 5 5 7 7 7 8 5 5 5 6 6 6 7 7 7 8 5 6 6 7 7 7 8 5 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7	AR: Accident Re DA: Damage As: TF: Towing Fee FT: Follow-Thro FO: Claiming again TR: Re-inspection N1: Idao DA + SI NTUC Additional OD* *N5: Courtesy Ce *N6: Repair Co-o *N7: Fost Repair	ration Checklist porting (\$30); lessment (\$100); If ligh Survey ligh Survey (Resurvey) list JNC Only (wef 10 Jou MRT Survey Services If Tpt Allowance dination	\$40/\$45 \$120 \$30 \$2005) \$75 \$160	2. 3. 3r. 5r. k	V
Date/Time Actions	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AR: Accident Re DA: Damage Ast TF: Towing Fee FT: Follow-Thro FT: Follow-Thro For claiming again TR: Re-inspection N1: Idao DA + SI NTUC Additional OD * *N5: Courtesy Ca *N6: Repair Co-or *N7: Fost Repair *N8: DV / Collect TP (N11): TP (N-or *N6: Repair)	ration Checklist. porting (\$30); essment (\$100); If ugh Survey ugh Survey (Resurvey) ust JNC Only (wef 10 Jou MRT Survey Services r/ Tpt Allowance dination uspection	\$40/\$45 \$120 \$30 \$2005) \$75 \$160 \$55 \$10 \$25 \$5	2. 3. 3r. 5r. k	Add Bil
Date/Time Actions  Na 1000 (14)  Inimant's Particulars:- river/Owner: ontact No: amaged Portion:  C Checked by (Engr-In-Charge): uditors' Comments:-	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AR: Accident Re DA: Damage Ass TF: Towing Fee FT: Follow-Thro FT: Follow-Thro For claiming again TR: Re-inspection N1: Idao DA + Si NTUC Additional OD* *N5: Courtesy Ca *N6: Repair Co-or *N7: Fost Repair *N8: DV / Collect	ration Checklist  porting (\$30);  lessment (\$100); If  ligh Survey  ligh Survey (Reaurvey)  list JNC Only (wef 10 Jan  MRT Survey  Services:-  1/Tpt Allowance  dination  Inspection  Excess Coordination	\$40/\$45 \$120 \$30 \$2005) \$75 \$160 \$55 \$10 \$25 \$3 \$20 30	faBill	The last size

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

- 1. Please report correctly the details of the accident to speed up the claims process.
- 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 witholding 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.

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.	u licitedy consent to the archiving of this report of the connecting of the copies of
	ACCIDENT STATEMENT
Date Of Report	18/01/2020 18:08
Date Of Accident	18/01/2020 14:15
Exact Location Of Accident	AMK AVE 5 TWDS YIO CHU KANG RD
Country/State of Loss	SINGAPORE
The state of the latest the to	DETAILS OF OWN VEHICLE
Vehicle Registration Number	SKC1162M
Insured/Policyholder	
Name Of Registered Owner	MISS CHERYL WEE HUI MIN
NRIC No	SXXXX133C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-82228337
Alternative Phone No	OFFICE-82228337

#### Vehicle Particulars

BMW Manufacturer 5231 A Model

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?

PRIVATE USE

THIRD PARTY If No. Please state action to be taken Vehicle Category PRIVATE CAR

## Insurance Company

CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. Name of Insurance Company

COMPREHENSIVE Type Of Coverage

NO Fleet Policy

DMPCSN3003451905 Policy Number

Cover Note Number

## Driver

LOO JIA LING, VAL Name of Driver

SXXXX102G NRIC No. 28/05/1980 Date Of Birth INDOOR Occupation 22/03/2001 Date Of Driving Pass

18 YEARS AND 9 MONTHS **Driving Experience** 

FEMALE Gender +65-90212180 Mobile Number

Fax Number

OFFICE-90212180 Contact Number

NOEMAIL **EMail Address** 

Address

BLK 308B PUNGGOL WALK

#06-378

Postcode

822308

NO Was driver an employee of the Insured's Company

If No, Relationship of the Driver with the Insured

RELATIVE

Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

COLLISION - HEAD TO REAR

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?

YES

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)

2

Passenger 1

NAME:

GENDER:

: FEMALE

**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

REFER TO STATEMENT.

Attachment(s)

Are accident photos available for attachment?

YES

Was there any video captured by Car Camera?

NO

Was there any audio recorded?

NO

**DETAILS OF OTHER VEHICLE PROPERTY 1** 

Vehicle Registration Number

SGQ89Y

Vehicle Make/Model/Colour

**Details Of Properties** 

Vehicle Category

PRIVATE CAR

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

## **DETAILS OF INJURED PERSON 1**

Name

LOO JIA LING, VAL

Approximate Age

Injuries Sustain

BODY

Injured person in which vehicle?

SKC1162M

Were seat belts worn?

YES

Was this injured conveyed to hospital by

ambulance?

NO

Address

Postcode

## SKETCH PLAN

## 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.
- 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.
- 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.
- 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.
- 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:
  - 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 invoive 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:
  - 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

Driver's Signature (If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's signature

Name:

NRIC/FIN No ::

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

an	the st	cited til	ne and	dotes			
1 4	jas dvivi	ng my	car (V	en A:SKC	1162 M	on the	filter lan
from	Ani	Mo Kio	Ave 5	- taward	1 yio	Chu ka	ng Road
As	there 1	went o	n- 60 ming	truffic	from ?	tio Chu	Kany Road
7	Stown	gt th	e filte	- lane.	Suddenly	. I felt	an impart
from	my res	ir and	realiful	9 (9-	(Veh	B: SCQ	899)
had	collia	ed ont	o my	ver.		SECOND SECOND	
				AVIII I I I I I I I I I I I I I I I I I			
	Art II						
	CC 01 10 10 10 10 10 10 10 10 10 10 10 10	711 A					
						<del>  -  2  -  -  -  -  -  -  -  -  -  -  - </del>	
	-						
						- COMMONICA	
		0.1 - 0.2					
				(6)			
							***

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.:

Date of Accident	: 18/01 2020 Accident Time: 1415 (24-HR-Format)
Accident Place	: AMK Ave 5 Towards YCK Rd Filter Lane
Vehicle Reg. No. (Car Plate No.)	: 3KC 1162 M
Vehicle Make/Model	: BMW 523 I
Insurance Company	: CHINA TAIPENG Policy No. PMY CSNW 0000 4642006
Owner or Company Name /IC No.	: CHERYL WEE HUI MIN STEZZIBL
Owner or Company Contact No.	9122 8 337 Owner's HpCompany Tel
DRIVER'S Name / IC No.	: LOU JZA LZNG, VAL
DRIVER'S Date Of Birth	: 28/05/1980 DRIVER'S License Pass Date 24/03/200
Relationship of Owner & Driver	: Spouse \ Parents \ Children \ Sibling \ Employee \ Others: Sifter in
DRIVER'S Address	: 308 B PUNGGOL WALK #06-378 821308.
DRIVER'S Contact No./ Alt No.	11) 902/2180 2)
DRIVER'S Occupation	(INDOOR OUTDOOR (e.g. working inside or outside office)
Email Address	: VAL - JIALING@ JAHOO. COM. SG
Weather & Road Surface	CLEAR & DRY RAINING & WET \ AFTER RAIN & WET
Reporting Type	: Reporting Only \ Claim Other Party Claim Own Insurance
Number of Passengers (Including D	river): 02 (Ilmale) Driver injured
Was there any video Captured by ca Exact purpose for which vehicle wa	ar camera: YES \ NO s being used at the time of accident: Private use \ Work purpose
Other]	Party Driver's Particular (if any)
Vehicle Reg. No: SCG 899	Vehicle Reg. No:
Vehicle Make\Model:	Vehicle Make\Model;
Name Driver:	Name Driver:
IC No. Driver:	IC No. Driver:
Driver's Contact & Add:	



# GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE

6 Raffies Quay #18-00 Singapore 048580 Tel (65) 6224 0010 Fax (65) 6224 0030 Operating Hours : Monday to Friday, 09:00 – 17:00 Uth: \$66550200 / GST Reg. No.: M400017785

IMPORTANT NOTE: Please submit the completed Addendum form to the <u>same</u> Authorised Reporting Centre with whom you submitted the Original Report.

	ADDENDUM
)	PARTICULARS OF PERSON MAKING THE AMENDMENTS:
	Original Report No: MNA 10008536 Vehicle Registration No: SICC 1162M
	Name(as shown in NRIC): Miss Cheryl Lee His Min NRIC/FIN/Passport No :
	(*Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate
	Address :Singapore( )
	Mahila No · 82228337 ·
	Contact (Tel) :Mobile No
	Email Address :
	Date of Accident : 1811) W Time of Accident: 14:15
	Place of Accident : 18 1) W Time of Accident : 18 1) W (hu King rul.
	Insurance Company: Mine Tuizing Insurance.
3)	ADDITIONALINFORMATION / AMENDMENTS:
	I have made a report on the above mentioned accident and would like to include additional information of make the following amendments:
	Kindly ammend other venice Registration number to
	SG @ 899 .
	$\sim$ 1/1
	Lyles.
	Policyholder / Driver's Signature  Reporting Centre Personnel's Signature  Name:
	Date: NRIC/FINNo.:
	Date:



MOTOR PRIVATE CAR

## 中国太平保险(新加坡)有限公司

MX1E R SN AND47ZA Cov. Type: C

CERTIFICATE OF INSURANCE

tile Venicles (Third-Party Risks and Compensation) Act (Chisples 1 Koad Transport Act, 1987 (Malaysia) Motor Venicles (Third-Party Risks) Rules, 1959 (Malaysia)

ORIGINAL

CERTIFICATE No.

Index Mark and Registration umber of Vehicle

DMPCSN3003451905

SKC1162M

Engine No :09167738N52B25AF Chano:w8AFP32050C866101

AUTOSAFE

Name of Policy Holder

MISS CHERYL WEE HUI MIN

Effective date of the Commencement of insurance for the purposes of the Requisitions. Ordinance or Enactment

22 January 2019 Named Drivers Ex Sect. I .......... 5\$1,000.00 Additional Ex Other than Named Drivers:

4. Date of Expiry of Insurance

Ex Sect. I - Age <= 25...... \$\$3,000.00 21 January 2020 Ex Sect. I - Age >= 26,..... \$\$500.00

Persons or Classes of Persons entitled to drive\*

\* Age as at date of accident

EX ON WINDSCREEN .....

(a) The Policyholder.

(b) Any other person who is driving on the Policyholder's order or with his permission.

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to use."

Use for social, domestic and pleasure purposes and for the Policyholder's business. The policy does not cover use for hire or reward tuition driving test racing pace-making, reliability trial, speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

Excess whichever is applicable for losses occurring outside Singapore (Constructive Total Loss/Theft)

One time waiver of Excess for the first \$\$1,000 will apply to the Insured and Named Drivers in the event of Own Damage Claim at our Authorised workshops for each Policy Year.

HIRE PURCHASE CO.: DBS BANK LTD AS HP OWNER

\* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act 1987 (Malaysia), are not to be included under these headings.

I/We hereby Certify that the policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).

Please see reverse FAGENCY PTE TO

SLX 9006 TAMPINES ST.93 801-198 SINGAPORE 528840

TEL 6344 9990 FAX: 6342 9088 / 6344 7554

sued By: \_\_\_\_CCL\_INSURANCE\_AGENCY\_PJE\_LTD Authorised Officer

For CHINA TAIPING INSURANCE (SINGAPORE) PTE

**Authorised Signatory** 

3 Anson Road #16-00 Springleaf Tower Singapore 079909 Tel: 6389 6111 Fax: 6225 3592 Website: www.sg.ontaiping.com

Hotline: 96214 666 24 Hours 17 D