

ASS. REC. BY:

REF: CS/EGI 20001271 /kt d3st Special Instruction:

Driver: Kenneth

ASSIGNMENT (Office)

From (Person): Pauline Soh

of EGI

Date/Time: 21/01/2020 @ 3:57pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SDR 82004

Insured:

SKZ 7095M

at Workshop m/s

King's Auto

Tel:

9653 2526

of

160 Sin Ming Drive #05-10

Policy No:

Claim No:

CDMPG 20000134

Sum Insured:

Excess:

Make of Veh:

D.O.A.

18/01/2020

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

4:17pm @ 21/1/2020

Person Contacted:

Ah huat

Vehicle IN (OUT)

Date/Time

Action/Instruction Estimate (X)

SDR 82004 - C3/RST/2011570/Rqd1

DOA: 16/06/2012

SKZ 7095M - X

23/1 @ 7:22

Reused IA wa mermen

29/12

C1 Lmp @ 95d confirm (Red: 1399.60! 59%)

ASS. REC. BY:

REF:

ERL

Kenneth

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____ King's Ave

of _____

Insured: _____

Policy No. _____

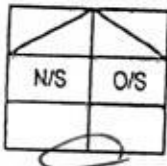
Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: _____

IDAC Accident Report: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 03 days Res.: Yes or NoLum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SOR 82000 Yr Regn: 09.12

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

Truck / Traller or WagonMake: Toy Previa c.c. 2362Colour: N. Black A/C: Insured / Std / NI / NASp. Reading: 165550 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: JTEGD054M00 A034264Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModl: NI / SRIM / STD A/Rim orTyre Size: F: 235/50R18

R: _____

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

TOYO / YOKO or

Front

R/Bal. S mmL/Bal. P mmD.O.A. 18/1/20

Survey held at _____

Rear

R/Bal. S mmL/Bal. P mmD.O.I. 22/1/2020Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

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

Date / Time Action / Instruction

RECEIVED 02 MAR 2020

Date/Time, File Pass to?

1) 2B TYPKST

Date/Time, File Return to?

2) _____

☐ : Prell. Report☒ : Final ReportDays Of Repair: 3

Resurvey No. of Trlp: _____

Survey Fee: 250Transportation: _____
S + RS. _____

Fees

Others

TOTAL

Add Fee: ☐ : Site Insp (\$)☐ : Interview (\$)☐ : Tech Invs (\$)☐ : Weekend (\$)Report Format: TPLump Sum / I.B.I. (\$) 950/-

Nivitha (LKK Auto)

From: Pauline Soh <pauline.soh@ergo.com.sg>
Sent: Tuesday, 21 January 2020 3:57 PM
To: Admin-D (LKKAuto (admin-d@lkkauto.com)); Admin A (admin-a@lkkauto.com); Mei Kwan (LKKAuto (Meikwan@lkkauto.com))
Cc: Ivy Yong; Zheng Hanyang; Phoebe Xie
Subject: Claims ref no. (P) CDMPG20000134
Attachments: 21012020153008-0001.pdf

Date Classification : Confidential, C3

**** NOTE:** Please create case, input our Claim ref no. and upload ALL survey related documents into Merimen. Payment invoices shall be ignored for cases that are not submitted via Merimen.

Hi LKK,

Please conduct this survey request.
(Note: Survey vehicle only, LOD will be handled by Ergo)

Kindly inform us if you are not able to attend it.
Thank you.

Warmest Regards,
Pauline Soh
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five Singapore 038985
DID.: +65 6829 9194
pauline.soh@ergo.com.sg

www.ergo.com.sg

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From: CLAIMS01 [mailto:claims01@ergo.com.sg]

Sent: Tuesday, 21 January 2020 3:30 pm

To: Pauline Soh

Subject: Scan Data from CLAIMS01

Number of Images: 7

Attachment File Type: PDF

Device Name: CLAIMS01

Device Location:

21-1-20

Ergo Insurance Pte Ltd
5 Temasek Boulevard #04-05
Suntec Tower Five
Singapore 038985



Attn: motor claims Dept

Accident on 18-1-20 at pie chiagi pie before Eng Neo AVE
involving vehicle nos SDR 8200 U & SKZ 7095 M

I am giving you notice of the above accident involving my vehicle no. SDR 8200 U
and vehicle no. SKZ 7095 M insured by your company.

As the accident was caused solely by the negligence of your insured driver, I
hold your company fully responsible for all damages sustained by me as a
result of the said accident.

My vehicle is presently lying at M/s. King's Auto Spray Paint Pte Ltd
Blk 160 Simming Drive #05-10 Singapore 575722 Tel 96532526 AH HUAT

I would appreciate if you could arrange your assessor to inspect my vehicle
at the said garage.

I look forward to your kind assistance and co-operation in this matter.

Yours faithfully

A handwritten signature in black ink, appearing to read "Lee Tong Fook".

LEE TONG FOOK

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 Authorized Driver.
 3. Information provided must be as truthful and accurate as possible. Any willful 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 addressed:

ACCIDENT STATEMENT

Date Of Report	20/01/2020 11:31
Date Of Accident	18/01/2020 15:20
Exact Location Of Accident	PIE (CHANGI) BEFORE ENG NEO AVE
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SDR8200U
Insured/Policyholder	
Name Of Registered Owner	LEE TONG FOOK
NRIC No	SXXXX341G
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96720961
Alternative Phone No	OFFICE-96720961
Vehicle Particulars	
Manufacturer	TOYOTA
Model	PREVIA-2.4 7-SEATER (A)

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 PRIVATE CAR

Insurance Company

Name of Insurance Company	LONPAC INSURANCE BHD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	Z19VP05024329
Cover Note Number	

Driver

Name of Driver	LEE TONG FOOK
NRIC No	SXXXX341G
Date Of Birth	21/07/1952
Occupation	INDOOR
Date Of Driving Pass	09/05/1973
Driving Experience	46 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96720961
Fax Number	
Contact Number	OFFICE-96720961
Email Address	NOEMAIL

Address	BLK 506B SERANGOON NORTH AVENUE 4 #12-426
Postcode	552506
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
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?	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)	5

Passenger 1	NAME	WIFE
	GENDER	FEMALE
Passenger 2	NAME	DAUGHTER
	GENDER	FEMALE
Passenger 3	NAME	GRAND DAUGHTER
	GENDER	FEMALE
Passenger 4	NAME	GRAND DAUGHTER
	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

PLEASE REFER TO SKETCH PLAN.

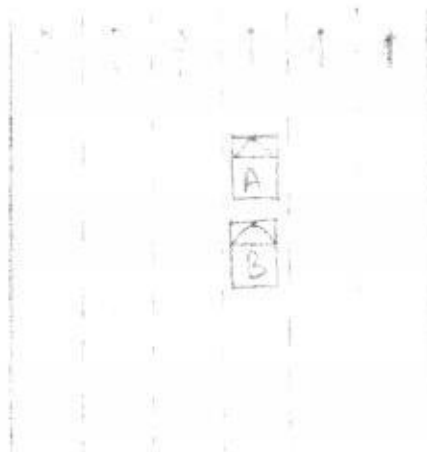
Attachment(s)

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	SKZ7095M
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR

SKETCH PLAN



DATE: 2008/08/11
 BY: 812749208

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

The vehicle ahead of me brake stopped suddenly.
 I managed to perform emergency brake in time and vehicle
 B then hit into my rear.

* TP claim other workshop - King's Auto *

* Email my accident report to my workshop *

20/8/08

DECLARATION

I do declare the foregoing information to be true and correct.

Policyholder's Signature
 Date & Time
 Company Chop (if applicable)

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

Report submitted for accident
 Name
 SIGNATURE

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.
3. Information provided must be as truthful and accurate as possible. Any willful 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 lodging 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 an 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, notices, reports or notices to me, which could involve disclosure of certain personal data about the claim, about delivery of the vehicle as well as 2D/3D 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 the accident and the insurer's 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/could be used by any of the insurers and/or GIA to their third party service providers/agent including their lawyers/law firms, which may be situated outside of Singapore, for one or more of the above Purposes;
- (d) my Personal Information will also be collected and used to compile claim 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 are involved in settling, investigating, controlling or managing fraud, regulatory, law enforcement and government agencies, law enforcement agencies required for the purposes stated; or
 - (ii) for complying with court orders under applicable law, court orders and orders.


Policyholder's Signature
Date: 20/01/2020

20/01/2020 @ 11/11/2020


Driver's Signature
Date: 20/01/2020


Representative of the Insurers
Name: [Signature]
Date: 20/01/2020

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

King's Auto Spray Paint Pte Ltd
160 Sin Ming Drive #05-10 Sin Ming Autocity
Singapore 575722 • Tel: 96532326 • Fax: 6266 3974

Not Notanw
1 hr @ 950h
Rerun After Pain
3 day

LEE TONG FOOK

Re: Estimate cost for SDR 8200 U TOYOTA PREVIA
SUPPLY OF PARTS:

1pc rear bumper	Rs \$ 496.80 ✓
2pc rear bumper retainer @ 55.94	Rs 111.88 x
2pc rear bumper reflector @ 56.90	Rs 113.80 x
2pc rear bumper brackets @ 36.40	Rs 72.80 x
6pc rear bumper clips @ 3.00	Rs 18.00 ✓
1pc rear boot lid rubber	Rs 325.00 x
1pc rear boot lid TOYOTA emblem	Rs 38.40 ✓
1pc rear boot lid PREVIA emblem	Rs \$ 36.12 ✓
	1212.80
	303.20
	\$ 909.60

Less 25%

1 set rear bumper Sensor

Rs 280.00 x

LABOUR:

Renew the above mentioned parts
Knocking, cutting, welding & straighten
rear damaged parts

\$ 580.00 35d

Spray painting

\$ 580.00 44d

\$ 2349.60

LKK Auto Consultants hence notify
the Repairer of the following:
• To resurvey before/after spray painting
• To display damaged parts during resurvey
• Parts prices are based on estimation
• Third party claims on a "Without Prejudice" basis
• No legal responsibility is allowed
• Supply of materials must be supervised and
is subject to LKK Auto Consultants Insurance Company
Authorized by Repairer
Signature:
Date:

...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	23 Jan 2020 17:20 Edit Reg		21 Jan 2020 00:00 Edit Adj Rpt	S\$950.00 Edit Estimates	S\$950.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by adjuster]

Insured:	LEE TONG FOOK, ID: 99995481			
Main Claimant:	-			
Vehicle Reg. No.:	SDR8200U	Date of Loss:	18/01/2020 00:00 - :59 [87 Months and 24 Days From LTA Reg Date (Man Yr)]	
Claim Type:	TP	Policy/Cover Note No.:		
Vehicle Reg. No. (Insured):	SKZ7095M	Policy No. (Claimant):		
		Excess:		
Repairer:	King's Auto Spray Paint Pte Ltd (HQ) BLK 160 SIN MING DRIVE #05-10 SIN MING AUTOCARE, 575722 Sin Ming - Tel:			
Handling Insurer:	ERGO Insurance Pte. Ltd. (HQ) - Tel: 6829 9199			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 31/01/2020]			

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

***SDR8200U**
[SKZ7095M]
TP
-

Jan 18 2020 12:00AM
[LEE TONG FOOK]
King's Auto Spray Paint Pte Ltd

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Assessment Reports			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail
1	23/01/20 17:22	Adjuster Immediate Advice	1	Load HTM
Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail
1	04/03/20 09:32	General View	1	Load JPG
2	04/03/20 09:32	General View	1	Load JPG
3	04/03/20 09:32	General View	1	Load JPG
4	04/03/20 09:32	General View	1	Load JPG
5	04/03/20 09:32	General View	1	Load JPG
6	04/03/20 09:32	General View	1	Load JPG
7	04/03/20 09:32	General View	1	Load JPG
8	04/03/20 09:32	General View	1	Load JPG
9	04/03/20 09:32	General View	1	Load JPG
10	04/03/20 09:32	General View	1	Load JPG
11	04/03/20 09:32	General View	1	Load JPG
12	04/03/20 09:32	General View	1	Load JPG
13	04/03/20 09:32	General View	1	Load JPG

Documents Checklist

DOCUMENTS CHECKLIST	Reset Save Print
There are no document checklists configured.	
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)	
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.	

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/EGI20001271/KTD3S2
Date: 04/03/2020

REFERENCE

Handling Insurer: ERGO Insurance Pte. Ltd. Policy No:
Claimant Vehicle No: SDR8200U Insured Vehicle No: SKZ7095M
Date of Loss: 18/01/2020 Nature of Claim: TP Claim No: N/A

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SDR8200U
Make & Model: TOYOTA PREVIA, 2.4 7-seater (A) Engine No: 2AZH912763
Reg. Date: 25/09/2012 (Man. Year: 2012) Chassis No: JTEGD54M00A034264
Colour: Metallic Black Odometer: 165550 km
Engine Capacity: 2362 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: Good Steering (Serviceable): Yes Footbrake (Serviceable): Yes
Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 235/50 R18 Rear Tyre Size: 235/50 R18
Front Left Side: Yokohama 8 mm Rear Left Side: Yokohama 8 mm
Front Right Side: Yokohama 8 mm Rear Right Side: Yokohama 8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,189.60	441.99	747.61	62.85
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,160.00	790.00	370.00	31.90
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	2,349.60	1,231.99	1,117.61	47.57
Approved Total (Overridden) (S\$)		950.00		
Nett Amount (S\$)	2,349.60	950.00	1,399.60	59.57

INSPECTION

Date of Assignment: 21/01/2020
Date Inspected: 22/01/2020 Inspected At: King's Auto Spray Paint Pte Ltd (HQ)
Estimated Period of Repair: 3.0 days BLK 160 SIN MING DRIVE #05-10 SIN MING
AUTOCARE
Singapore 575722

Adjuster: KENNETH KONG

Manager: DENISE TAY KWEE CHENG

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:	MRM-SG	Version: 1.0 (Last Synchronised: 04 Mar 2020)
Parts:	M1-MPV	TOYOTA PREVIA 2.4 7-seater (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SDR8200U)	
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		*REAR BUMPER	Buckled	496.80 FL	*496.80 FL
2	2		*REAR BUMPER RETAINER	Serviceable	111.88 FL	*- FL
3	2		*REAR BUMPER REFLECTOR	Serviceable	113.80 FL	*- FL
4	2		*REAR BUMPER BRACKETS	Repair	72.80 FL	*- FL
5	6		*REAR BUMPER CLIPS	Necessary	18.00 FL	*18.00 FL
6	1		*REAR BOOT LID RUBBER	Serviceable	325.00 FL	*- FL
7	1		*REAR BOOT LID TOYOTA EMBLEM	Necessary	38.40 FL	*38.40 FL
8	1		*REAR BOOT LID PREVIA EMBLEM	Necessary	36.12 FL	*36.12 FL
9	1		*SET REAR BUMPER SENSOR	Serviceable	280.00 FS	*- FS
					Sub Total (\$\$)	1,492.80 589.32
					- List Item Discount on L Items 25.00/25.00% (\$\$)	303.20 147.33
					Total Parts (\$\$)	1,189.60 441.99

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

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
<u>Labour Items</u>				
1	RENEW THE ABOVE MENTIONED PARTS KNOCKING, CUTTING, WELDING & STRAIGHTEN REAR DAMAGED PARTS.	New	580.00	350.00
2	SPRAY PAINTING.	New	580.00	440.00
Gross Labour Cost (\$\$)			1,160.00	790.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >