

ASSIGNMENT

Surveyor: _____ DOI: _____ Date / Time : 31/01/2020
 Registered in Merimen: 23/01/2020

Pre-assign / CCU / FTE



Insured Vehicle No. : SKH14M
 Name of Insured : KOH CHEE GONG
 Insured Tel No. : _____ HP: +65-96377777
Excess Sec II :S\$ _____ D.O.A : 30/12/2019
 Is driver the owner? (YES / NO) Nature of Accident :

Claim No. : _____
 Policy No. : D18MPC0002176_01
 Make / Model : BMW 35I GRAN TURISMO A
 Place of Accident : BLK 3 JLN BT. MERAH INSIDE CARPARK BM BM26

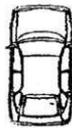
X

If NO, Driver Name / Age : _____ OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
 Driver Tel No. : _____ (V/L: YES / NO) Insured Liability : _____ % Final ? Yes / No

SMQ8636U



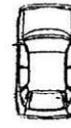
INSRS: _____
 WSP: CYCLE & CARRIAGE
 Tel: _____
 Liability: AUTOMOTIVE
 RMKS: _____



INSRS: _____
 WSP: _____
 Tel: _____
 Liability: _____
 RMKS: _____



INSRS: _____
 WSP: _____
 Tel: _____
 Liability: _____
 RMKS: _____



INSRS: _____
 WSP: _____
 Tel: _____
 Liability: _____
 RMKS: _____

Date/ Time	SMQ 8636U - X	SKH 14M - 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)	<input type="checkbox"/> <input type="checkbox"/>
			After call ltr to OI:	<input type="checkbox"/> <input type="checkbox"/>
			Authorisation To Act:	<input type="checkbox"/> <input type="checkbox"/>
			Release Voucher:	<input type="checkbox"/> <input type="checkbox"/>
			Final Repair Bill:	<input type="checkbox"/> <input type="checkbox"/>
			Car Rental Invoice:	<input type="checkbox"/> <input type="checkbox"/>
			Towing Invoice	<input type="checkbox"/> <input type="checkbox"/>
			LTA / GIA :	<input type="checkbox"/> <input type="checkbox"/>
			Medical Bill:	<input type="checkbox"/> <input type="checkbox"/>
			PIR:	<input type="checkbox"/> <input type="checkbox"/>
			Mandate/Reject Instruction:	<input type="checkbox"/> <input type="checkbox"/>
			LOD	<input type="checkbox"/> <input type="checkbox"/>
			Payment Breakdown Form:	<input type="checkbox"/> <input type="checkbox"/>
			Post-Repair Photos:	<input type="checkbox"/> <input type="checkbox"/>
			Others:	<input type="checkbox"/> <input type="checkbox"/>

9/6/2020 -> To cancel. No survey done

PRELIMINARY ADVICE	Date/Time:	Sent By:	Post-Repair Photos:	<input type="checkbox"/> <input type="checkbox"/>
			Others:	<input type="checkbox"/> <input type="checkbox"/>
FINALIZATION	Date/Time:	Confirm with:	Confirm by:	
Repair Cost:	S\$	(days) Reduction: %	Email <input type="checkbox"/> Call <input type="checkbox"/>	
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Final Liability:	%	(Agreed / Assessed) BOLA S/N No. :	If NO or B 28, Ass. Lia :	
Repair Cost:	S\$			
Loss of Rental (LOR):	S\$	(days)		
Loss of Use (LOU):	S\$	(\$ x days)		
Loss of Income (LOI):	S\$	(\$ x days)		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]			
GIA/LTA Search	S\$			
Medical:	S\$			1) Claim status: Normal/Reject/Private Settle
Disbursement:	S\$	(e.g. Tow/Independent)		2) Report Format:
Legal Cost	S\$			3) Survey fee:
Total:	S\$	Global Sum S\$:		
FINAL PAYMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Payee 1:	S\$	Name 1:		
Payee 2: (Strike if N.A.)	S\$	Name 2:		
Payee 3: (Strike if N.A.)	S\$	Name 3:		



Status of Driving Licence

Qualified Driving Licence

Qualified Driving Licence Number

S1291939E

Status of Qualified Driving Licence

Valid

Class(es) of Qualified Driving Licence

2,2A,2B,3

Expiry Date

Lifetime unless revoked, suspended or disqualified

Provisional Driving Licence

You are not a valid Provisional Driving Licence Holder.

[HOME \(https://www.police.gov.sg/\)](https://www.police.gov.sg/)

[ABOUT US \(https://www.police.gov.sg/about-us\)](https://www.police.gov.sg/about-us)

[SGSECURE \(https://www.police.gov.sg/sgsecure\)](https://www.police.gov.sg/sgsecure)

[I-WITNESS \(https://www.police.gov.sg/iwitness\)](https://www.police.gov.sg/iwitness)

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[FAQS \(https://va.ecitizen.gov.sg/cfp/CustomerPages/SPF/explorefaq.aspx\)](https://va.ecitizen.gov.sg/cfp/CustomerPages/SPF/explorefaq.aspx)

[CONTACT US \(https://www.police.gov.sg/content/contact-us\)](https://www.police.gov.sg/content/contact-us)

[E-FEEDBACK \(/content/policehubfeedback/efeedback.html\)](/content/policehubfeedback/efeedback.html)

[SITEMAP \(https://www.police.gov.sg/sitemap\)](https://www.police.gov.sg/sitemap)

[Report Vulnerability \(https://tech.gov.sg/report_vulnerability\)](https://tech.gov.sg/report_vulnerability) | [Privacy Statement \(https://www.police.gov.sg/content/privacy-statement\)](https://www.police.gov.sg/content/privacy-statement) | [Terms of Use \(https://www.police.gov.sg/content/terms-of-use\)](https://www.police.gov.sg/content/terms-of-use) | [Rate this Service](#)

<https://form.gov.sg/forms/spf/5b90934f64567e000fb2d9a6> . © 2020 Singapore Police Force. A Member of The Home Team (<https://www.mha.gov.sg>).

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	23 Jan 2020 11:20	Cim Dtl Modified	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	23 Jan 2020 11:20	Cim Veh Model Changed	(203560) MERCEDES-BENZ 230E 2.3 (A).	[A] HOW MEI KWAN
3	23 Jan 2020 11:20	Cim Created	Reg No: SMQ8636U. Acct Date: 2019/12/30. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Cycle & Carriage Industries Pte Ltd (Pandan Loop)	[A] HOW MEI KWAN
4	23 Jan 2020 11:20	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	23 Jan 2020 11:20	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/04	[A] HOW MEI KWAN
6	23 Jan 2020 11:20	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	23 Jan 2020 11:20	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
8	23 Jan 2020 11:26	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN
9	23 Jan 2020 11:40	Cim Dtl Modified	Insured Name: -> KOH CHEE GONG. Insured ID: -> S1291939E. Claimant's Name: -> ZHANG X UETAO. Claimant's ID: -> S1291939E.	[A] HOW MEI KWAN
10	23 Jan 2020 11:40	Cim Registration Modified	Acct Time:00:00:00->13:00:00.	[A] HOW MEI KWAN
11	23 Jan 2020 11:40	Cim Veh Model Changed	(203560) -> (204773) MITSUBISHI ATTRAGE 1.2 CVT (A).	[A] HOW MEI KWAN
12	23 Jan 2020 11:41	Cim Dtl Modified	Claimant's ID: S1291939E -> -.	[A] HOW MEI KWAN
13	29 Jan 2020 15:33	Video Downloaded	Downloaded Video - Accident	[I] C. Meenachi
14	29 Jan 2020 16:47	Video Downloaded	Downloaded Video - Accident	[I] C. Meenachi
15	24 Feb 2020 15:27	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
16	24 Feb 2020 15:40	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 50% Remarks: Third party coming out from parking lot while insured was reversing out from parking lot.	[A] CHEW HSIAO TONG
17	26 Feb 2020 17:25	Video Downloaded	Downloaded Video - Accident	[I] C. Meenachi
18	26 Feb 2020 17:25	Video Downloaded	Downloaded Video - Accident	[I] C. Meenachi
19	26 Feb 2020 17:26	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/04. Mandate Remarks: LIAB 50%	[I] C. Meenachi
20	26 Feb 2020 17:26	Adj Mandate Set	Approved:0.00:LIAB 50%	[I] C. Meenachi

Date From Date To Audit Type

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
2417103	23 Jan 2020 11:25:05	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SMQ8636U	Gabriel Wee	xx.xx
2417937	24 Jan 2020 08:58:06	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SMQ8636U	SKH14M	11.77

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 5 March 2020 10:55 AM
To: Mei Kwan (LKKAuto); Coco Lu Ting
Cc: Andre Chow En De; Don Bong Kiong Hua; Kevin Leong Wai Kit; Edwin Abcede
Caina; Admin A
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019 *** LKK REF:
CC4/III20001384/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose 50/50 as your client was coming out from parking lot while insured was reversing out from parking lot.

Please confirm.

“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 | fax: 6741-4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 23 January 2020 11:51 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua
<kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede
Caina <edwin.caina@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019 *** LKK REF: CC4/III20001384/pa3

Dear Sirs / Madam,

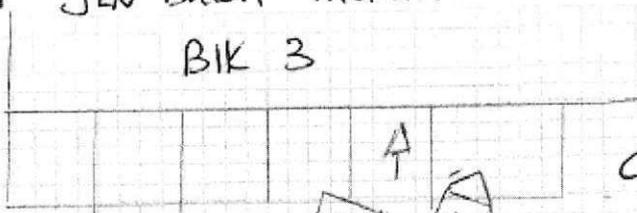
We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN

JLN BUKIT MERAH.

BIK 3



Car park
BMBM26

A = SKH 14M

B = SMQ 86364

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On the 30th DEC 2019 around 1345 hrs, I was driving my vehicle SKH 14M inside Car park BMBM26. In front of BIK 3 JLN Bukit Merah. As I was at BIK 3 JLN Bukit Merah Carpark, while making a 3 Points Turn going out of the Carpark - When I was reversing out - Suddenly a vehicle SMQ 86364 hit into my rear left. Portion of the vehicle my Bumper was damaged. We exchange particulars and left the place.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and get back to you in due course.

To check availability of the case handler, you may contact the undersigned.

Wishing you a Happy and Prosperous Lunar New Year"



Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Thursday, 23 January 2020 9:32 AM

To: SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

Dear officer in charge,

Please advise us the liability for this case. Ill said liability confirm with LKK. thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Motor Claim - Ill <motorclaim@iii.com.sg>

Sent: Thursday, 23 January, 2020 9:17 AM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; C Meenachi - Ill <Meenachi@iii.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

This email was sent from outside of your organisation

Dear Sirs,

Kindly liaise with our surveyor for liability.

Best Regards,
Gabriel Wee



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

From: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: 22 January, 2020 3:48 PM
To: C Meenachi - III <Meenachi@iii.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

Hi Meena,

Please advise us the liability for this case, our customer is chasing. Please . thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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 A member of the Jardine Cycle & Carriage Group

From: Coco Lu Ting
Sent: Wednesday, 15 January, 2020 11:44 AM
To: Motor Claim - III <motorclaim@iii.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; C Meenachi - III <Meenachi@iii.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

Dear officer in charge,

Please advise us the liability for this case, customer is chasing.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre

209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Tuesday, 31 December, 2019 11:11 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; 'sur@lkkauto.com' <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: C Meenachi - III <Meenachi@iii.com.sg>
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

This email was sent from outside of your organisation

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SMQ8636U and let us have your report urgently.

This claim will be handled by Ms Meena.

*Kindly upload this survey request email to merimen.

***We started using audatex since 1st 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: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: 31 December, 2019 9:04 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: our veh SMQ8636U, your veh SKH14M on 30/12/2019

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