

INS. CASE OWNER:

ASSIGNMENT

Surveyor:

RASUL

DOI: 17/02/2020

Date / Time : 12/02/2020

Registered in Merimen: _____

Pre-assign / CCU / FTE



Insured Vehicle No. : **SJU 1220X**

Claim No. : **DM20HO00228/JG**

Name of Insured : **LIM SIEW HOON**

Policy No. : **DMPPHQ19-005281**

Insured Tel No. : _____ HP: _____

Make / Model : **MERCEDES-BENZ GLA250-2.0 4MATIC (A)**

Excess Sec II :S\$ _____ D.O.A: **28/01/2020 12:50**

Place of Accident : **ALONG VERDE PLACE**

Is driver the owner? (YES / **NO**) Nature of Accident : _____

If NO, Driver Name / Age : **JOLENE LIM HUI YI**

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No. : **+65-97583420** (V/L: YES / NO)

Insured Liability : % **Final ? Yes / No**

SLD 9169A



INSRS:
WSP: **ETHOZ**
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time	SLD 9169A - X	SJU 1220X - 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"/>
			After call ltr to OI:	<input type="checkbox"/>
			Authorisation To Act:	<input type="checkbox"/>
			Release Voucher:	<input type="checkbox"/>
			Final Repair Bill:	<input type="checkbox"/>
			Car Rental Invoice:	<input type="checkbox"/>
			Towing Invoice	<input type="checkbox"/>
			LTA / GIA :	<input type="checkbox"/>
			Medical Bill:	<input type="checkbox"/>
			PIR:	<input type="checkbox"/>
			Mandate/Reject Instruction:	<input type="checkbox"/>
			LOD	<input type="checkbox"/>
			Payment Breakdown Form:	<input type="checkbox"/>
			Post-Repair Photos:	<input type="checkbox"/>
			Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____
 Repair Cost: **46** S\$ **1650** (5 days) Reduction: **87414.64** % **60** Email Call

FINAL SETTLEMENT Date/Time: _____ Confirm with: _____ Email Call

Final Liability: % _____ (Agreed / Assessed) BOLA S/N No. : _____ If NO or B 2S, Ass. Lia : _____

Repair Cost: S\$ _____

Loss of Rental (LOR): S\$ _____ (_____ days)

Loss of Use (LOU): S\$ _____ (5 x days)

Loss of Income (LOI): S\$ _____ (5 x days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search S\$ _____

Medical: S\$ _____

Disbursement: S\$ _____ (e.g. Tow/ Independent)

Legal Cost S\$ _____

Total: S\$ _____ **Global Sum S\$:** _____

FINAL PAYMENT Date/Time: _____ Confirm with: _____ Email Call

Payee 1: S\$ _____ Name 1: _____

Payee 2: (Strike if N.A.) S\$ _____ Name 2: _____

Payee 3: (Strike if N.A.) S\$ _____ Name 3: _____

COPY SENT
[Signature]

PLEASE ARRANGE TO SURVEY
VEHICLE AT 30 BUKIT BATOK
CRESCENT (S 658075)

Selamatshahh
CLAIM DEPARTMENT
DID : 66547519
FAX :

Date : 12/02/2020
To : EQ INSURANCE COMPANY LIMITED
Attn : Motor Claim Department

ESTIMATION

FAX :

Owner : LEW WING LEONG
: FWD SINGAPORE PTE. LTD.
Certificate No : PNPV2019-00007941 Accident Date : 28/01/2020
Vehicle No : SLD-9169-A Make & Model : HONDA CRV 2.4L AT

ESTIMATED REPAIR COST DETAILS

Excess : 0.00 Add Excess : 0.00

QTY	DESCRIPTION	REPAIRER AMT (\$)	SURVEYOR APP.
<u>List Item</u>			
1	FRONT BUMPER <i>scr</i>	996.80	
1	FRONT BUMPER LOWER. <i>scr</i>	696.40	
1	FRONT BUMPER LOWER CENTRE GARNISH <i>Repair</i>	634.10	
1	FRONT BUMPER RETAINER RH <i>scr</i>	49.20	
10	FRONT BUMPER CLIPS <i>scr</i>	50.00	
1	FRONT BUMPER GARNISH RH <i>scr</i>	121.40	
1	FOGLAMP RH ?	623.90	
1	FRONT FENDER ARC GARNISH RH <i>X</i>	446.50	
1	FRONT FENDER RH <i>X</i> <i>RESTORE</i>		

Date : 12/02/2020
 To : EQ INSURANCE COMPANY LIMITED
 Attn : Motor Claim Department

ESTIMATION

FAX :

Owner : LEW WING LEONG
 : FWD SINGAPORE PTE. LTD.
 Certificate No : PNPV2019-00007941 Accident Date : 28/01/2020
 Vehicle No : SLD-9169-A Make & Model : HONDA CRV 2.4L AT

ESTIMATED REPAIR COST DETAILS Excess : 0.00 Add Excess : 0.00

QTY	DESCRIPTION	REPAIRER AMT (\$)	SURVEYOR APP.
	Sub Total	3618.30	
	Discount 20% On Parts	(723.66)	
	Labour & Misc		
	LABOUR TO FACILITATE REPAIR	600.00	250
	TO RESPRAY AFFECTED AREAS	600.00	300
	TO CHECK AND RECONNECT ALL NECESSARY WIRINGS	30.00	
	Sub Total	1230.00	
	Remarks:	4,124.64	
	3 days / Lumpsum		
	SUB TOTAL		
	GST 7.0 %	288.72	
	TOTAL	4,413.36	

UK Auto Consulting hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To supply damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Cost (laboratory charges) must be returned and is subject to final approval by Insurance Co.

Acknowledged by Repairer:
 Signature:
 Date:

Surveyor's name: Rasul - 47 900 10068

Principal's name: LEW WING LEONG

Survey Date & Time: 17/02/2020 @ 1550
Resy after repair

2472/993

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 12 February 2020 11:09 AM
To: assignments
Subject: FW: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG
Attachments: 2_20200212083952.pdf

Hi

Kindly assist.

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

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)

veh: 17/02/20
T: 12/21/20 @ 11:40 am
C: Selamat Shahh
E: ✓
'DS'

From: Janice Goh <janice.goh@eqinsurance.com.sg>
Sent: Wednesday, 12 February, 2020 10:45 AM
To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozgroup.com>; Admin A <admin-a@lkkauto.com>
Cc: Rakeswaran Anand <rakes.anand@ethozgroup.com>; Joel Goh <joel.goh@eqinsurance.com.sg>
Subject: RE: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG

Without Prejudice

Hi Selamatshahh Zainal

Thank you for your email.
We will appoint LKK for the PRS.

Hi LKK

Please assist to arrange for TP PRS.
The claim handled by Mr Joel Goh.

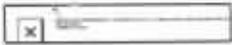
Thank you.

Janice Goh

Executive | EQINSUR



EQ Insurance Company Limited
3 Maxwell Road, #17-02, The Maxwell, Maxwell Complex, Singapore 069110
did 65 4366 9777 | tel 65 6221 9433 ext 043 | fax 65 6225 4193
www.eqgroup.com.sg



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From: Selamatshahh Zainal [mailto:Selamatshahh.Zainal@ethozgroup.com]
Sent: Wednesday, February 12, 2020 10:39 AM
To: Janice Goh <janice.goh@eqinsurance.com.sg>
Cc: Rakeswaran Anand <rakes.anand@ethozgroup.com>; Joel Goh <joel.goh@eqinsurance.com.sg>
Subject: RE: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG

Dear Janice,

Thank you for your prompt reply. Please assist to make arrangement for LKK Auto Consultants Pte Ltd to conduct the survey at 30 Bukit Batok Crescent.

Warmest regards,

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075
HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



From: Janice Goh [mailto:janice.goh@eqinsurance.com.sg]
Sent: Wednesday, February 12, 2020 9:13 AM
To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozgroup.com>
Cc: Rakeswaran Anand <rakes.anand@ethozgroup.com>; Joel Goh <joel.goh@eqinsurance.com.sg>
Subject: RE: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG

Without Prejudice
Save As To Cost

Dear Selamatshahh Zainal

Thank you for your email.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
--	--

3) LBS Automotive Appraisal Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 6293 4822 Fax: 6296 3283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 6748 6076 Fax: 6748 0361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256 3561 Fax: 6741 4108
7) Kelvin Automotive Appraising Services Tel: 8182 5263 Fax: 6746 1148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 9662 3655 Fax: 6765 5662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 6345 0068 Fax: 6344 5328	10) Appraisals Associates Pte Ltd Tel : 6747 2822 Fax: 6747 0070
11) Infiniti Appraisal Service Tel : 9668 4818/9009 9001 Fax: 6458 7432	12) Formteam Adjusters Pte Ltd Tel: 6509 1788 Fax: 6509 6221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days. Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank you.

Janice Goh

Executive, Claims



EQ Insurance Company Limited

5 Maxwell Road #17-01 Tower Block KNOX Complex Singapore 069110

did 65 6496 8037 | tel 65 6222 8433 ext 032 | fax 65 6323 4190

www.ethozgroup.com.sg



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From: Selamatshahh Zainal [<mailto:Selamatshahh.Zainal@ethozgroup.com>]

Sent: Wednesday, February 12, 2020 9:09 AM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>

Cc: Rakeswaran Anand <rakes.anand@ethozgroup.com>

Subject: Request TP Claim Survey for SLD9169A

Importance: High

Hi Motor Claim,

*Please assist to make arrangement for TP survey **SLD9169A** accident on 28/01/2020. Claiming against your insured **SJU1220X**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.*

Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Warmest regards,

Salamatshahh Zainal
Senior Executive
Motor Claims Operations

ETHOZ

ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



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From:

[selamatshahh.zainal@ethozgroup.com](mailto:salamatshahh.zainal@ethozgroup.com)

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Cecilia Chong (LKK Auto)

From: Rasul (LKKAuto)
Sent: Thursday, 27 February 2020 9:21 AM
To: Selamatshahh Zainal; Cecilia Chong (LKK Auto)
Cc: Rakeswaran Anand
Subject: RE: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG

Hi Shah,

Noted with thanks
Aside to Cecilia, kindly assist

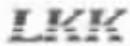
Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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

 Auto Consultants Pte Ltd *Save the Earth. Print only when necessary.*

From: Selamatshahh Zainal [mailto:Selamatshahh.Zainal@ethozgroup.com]
Sent: Thursday, 27 February, 2020 9:19 AM
To: Admin A; SUR; Rasul (LKKAuto)
Cc: Rakeswaran Anand
Subject: RE: Request TP Claim Survey for SLD9169A - EQ's REF: DM20HO00228/JG

Hi Rasul,

Please be informed that owner have withdrawn the TP claim against EQ. Please cancel the claim at your end.

Warmest regards,

Selamatshahh Zainal
Senior Executive
Motor Claims Operations

ETHOZ

ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Thursday, 27 February 2020 2:39 PM
To: 'Janice Goh'
Subject: YOUR REF: DMPPHQ19-005281 (OUR REF: CC4/EQI200002472/R1ga3) *** ACCIDENT INVOLVING SJU 1220X & SLD 9169A ON 28/01/2020 ***
Attachments: EMAIL FROM TP.pdf; LKK SURVEY PHOTO.pdf

Dear Janice,

Kindly refer to attached.

TP withdraw claim. Thus, we will proceed to submit WP and close off the case as survey has been done.

Thanks

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

EQ INSURANCE COMPANY LTD

Ref : CC4/EQI20002472/R1ga3q2

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEXSINGAPORE 069110

Date : 06-03-2020



Code : EQI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SJU 1220X	Veh. Inspected	SLD 9169A
Policy No.	DMPPHQ19-005281	Coverage (\$)	0.00
Claim No.	DM20HO00228/JG	Excess (\$)	0.00
Assign From	JANICE	Assign Date	12/02/2020

2. Vehicle Particulars & Condition

Make & Model	HONDA CRV 2.4 5AT	c.c	2354
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	MRHRM3850HP000065	Colour	GREY
Odometer	057793	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	235/60 R18	DUNLOP	6 mm
L/H Front Tyre	235/60 R18	DUNLOP	6 mm
R/H Rear Tyre	235/60 R18	DUNLOP	6 mm
L/H Rear Tyre	235/60 R18	DUNLOP	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	28/01/2020	Inspection Date	17/02/2020
Survey held at	ETHOZ GROUP LTD 30 BUKIT BATOK CRESCENT SINGAPORE 658075		

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: **3 Working Days**



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLD 9169A

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT BUMPER	SCRATCHED	996.80	996.80
1	FRONT BUMPER LOWER	SCRATCHED	696.40	696.40
1	FRONT BUMPER LOWER CENTRE GARNISH	TO REPAIR SEE LABOUR	634.10	-
1	FRONT BUMPER RETAINER RH	NECESSARY	49.20	49.20
10	FRONT BUMPER CLIPS	NECESSARY	50.00	50.00
1	FRONT BUMPER GARNISH RH	SCRATCHED	121.40	121.40
1	FOGLAMP RH	* CHECK	623.90	-
1	FRONT FENDER ARC GARNISH RH	NOT NECESSARY	446.50	-
1	FRONT FENDER RH (NPA)	NOT NECESSARY	-	-
	LESS 20% DISCOUNT		-723.66	-382.76
			2,894.64	1,531.04
LABOUR				
	LABOUR TO FACILITATE REPAIR.INCLUSIVE OF THE REPAIR OF FRONT BUMPER LOWER CENTRE GARNISH .		600.00	250.00
	TO RESPRAY AFFECTED AREAS.		600.00	300.00
	TO CHECK AND RECONNECT ALL NECESSARY WIRINGS.		30.00	30.00
			1,230.00	580.00
GRAND TOTAL			4,124.64	2,111.04
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) (REPAIR COST NOT CONCLUDE) (EXCLUDE CHECK ITEMS S\$499.12 NETT)				1,650.00

Report Ref No. CC4/EQI20002472/R1ga3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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