Veron Chen (LKKAuto)

From:

MTCL@income.com.sg

Sent:

Tuesday, 10 March 2020 11:09 AM

To:

Veron Chen (LKKAuto)

Subject:

RE: REQUEST FOR CLAIM NUMBER

Dear Sir/Mdm,

We have replied to you on 6/3/2020.

Our reference number: MT/1087225-001

Best regards,

Diana Tay Senior Admin Assistant 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.

Find out more at income.com.sg/careers



From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Monday, 9 March 2020 4:40 PM

To: MTCL@income.com.sg

Subject: FW: REQUEST FOR CLAIM NUMBER

Dear Sir/Madam,

Kindly provides us claim number.

S/NO	Income Reference	Claimant (Owner / Taxi Company)	Claimant Vehicle No.	Income N
1		COMFORT TRANSPORTATION PTE LTD	SHA 7198S	SDP 9

D.O.A	Time of Accident	Estimate	Tentative repair cost	
12/2/2020	13:35	\$1,093.68	\$923.68	

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

eBaoTech

GeneralClaim

Hello, NAC_PAYA_UBI_800601

· Change Language

Change Password

Log Out

My Desktop Notice of Loss

Policy Query

Policy No. Vehicle No.(For Motor) SDP9850Y

Date of Accident

Certificate Number

12/02/2020 12:38

Search

Select Policy No.

0

5056763024-07

Certificate Number

Policyholder Name SHEKHAR MANGALDAS NANSI

Policyholder NRIC 525738503

Product Cover Type drivo CLASSIC

Vehicle No.

Insured Object

Commence Expiry Date

SDP9850Y SDP9850Y 30/12/2019 29/12/2020

Continue

GPC

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 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.	
	ACCIDENT STATEMENT
Date Of Report	12/02/2020 15:54
Date Of Accident	12/02/2020 13:35
Exact Location Of Accident	BALESTIER ROAD TWDS LAVENDER ST
Country/State of Loss	SINGAPORE
	DETAILS OF OWN VEHICLE
Vehicle Registration Number	SHA7198S
Insured/Policyholder	
Name Of Registered Owner	COMFORT TRANSPORTATION PTE LTD
Co Reg No	1XXXXX821R
Email Address	FLEETSAFETY@CDGTAXI.COM.SG
Mobile Phone No	
Alternative Phone No	OFFICE-65508768
Vehicle Particulars	
Manufacturer	HYUNDAI
Model	IONIQ HYBRID
Exact Purpose for which vehicle was being used at time of accident	t
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	TAXI
Insurance Company	人。一直是一个一种的一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一
Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Fleet Policy	YES
Delley Number	D-18088936MFSH

D-18088936MFSH Policy Number

Cover Note Number

Driver

PAK MENG HUAT Name of Driver SXXXX943A NRIC No 14/11/1960

Date Of Birth OUTDOOR Occupation 28/11/1979 Date Of Driving Pass

40 YEARS AND 2 MONTHS Driving Experience

MALE Gender

(LOCAL) +65-98253280 Mobile Number

Fax Number Contact Number

LAWRENCEPAK@HOTMAIL.COM EMail Address

Address

BLK 894D WOODLANDS DRIVE 50

#06-19

Postcode

733894

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured

OTHER - TAXI DRIVER

Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

HIT AND RUN / VANDALISM / DAMAGED WHILST PARKED

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

NO

ambulance?

YES

Was any other material or property damaged?

I have been approached by unknown person(s) soliciting/offering accident claims assistance.

NO

Number of Passengers (Including Driver)

2

Passenger 1

NAME:

GENDER:

: MALE

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 ATTACHED

Remarks/ Reasons:

Attachment(s)

Are accident photos available for attachment?

YES

YES

Was there any video captured by Car Camera?

Was there any audio recorded?

NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number

SDP9850Y

Vehicle Make/Model/Colour

TOYOTA

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

UNKNOWN

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Page 2 of 11

LH WING MIRROR

Nature Of Damage

No. Of Passenger (Including Driver)

Sketch Plan Pg. 1

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.
- 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:

- 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)
 - (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")
- 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.
- 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:

CREAT

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

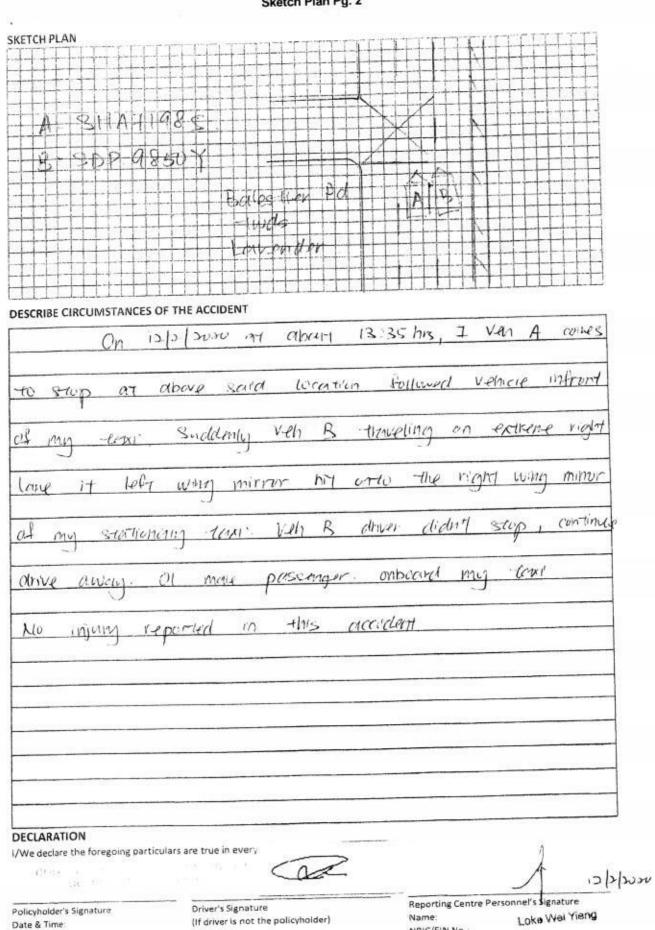
Name: NRIC/FIN No.:

Loke VVei Yieng

GMANC SkatchPlarForm_V3

12/2/200

Sketch Plan Pg. 2



Date & Time:

GVAPAR SkemilionSotra_13

NRIC/FIN No.:

Page 5 of 11

COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd

59 Loyang Drive Singapore 508969 383 Sm Ming Drive Singapore 575717

Date/Time: 12.02.2020 17:22

Page: 1

JOB CARD Sales Order: JC NO.: 305380942 ARC Repair TP(CLSO)1 Team: MILEAGE REGN NO. STOMER SHA7198S COMFORT TRANSPORTATION PTE LTD FUEL MAKE /MS HYUNDAI 7010045 E.....F STOMER NO. 383 SIN MING DRIVE MODEL 12.02.2020 14:30 DRESS Singapore SINGAPORE 575717 IONIQ(G2) YR OF MANU. 26.06.2019 65508755 TARGET DATE (FI) COMPLETION DATE/TIME KMHC851CVKU164389 COUNT GARD NO. JOB DESCRIPTION Accident Date: 12.02.2020 NATURE: 3P 12.02.2020 EBONT LABOR CODE DESCRIPTION S/NO NTUC- Right Sive mira ECKED & PASSED OUT BY: SERVICE ADVISOR CUSTOMER'S SIGNATURE wiedgament Slip Exit Pass Vehicle No.: SHA7198S SHA7198S LARRY a No.: Larry NG of Service Advisor Date

Name of Service Advisor

To be kept by Security Guard

Signature/Date

returned to Service Reception upon collection

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHA7198S

DATE:

13. Feb. 2020

MAKE

: HYUNDAI

DEL	: IONIQ	DOA:	12. Feb. 2020	
Qty	Parts Description/ Labour	Туре	Unit Price	Amount
1	Side Mirror – RH			\$1,054.60
	SUB TO LESS 2 DISCOUNTED TO	20%	100 100 100 100 100 100 100 100 100 100	\$1,054.60 \$210.92 \$843.68
	the Repairer To resurvey be To display dam Parts prices an Third party sur No illegal mod Supplementan	naultanta hence nof the following: fore/aller spray paint aged part(s) during no e subject to confirmal vey is on a "Without P fication(s) is allowed ritem(s) must be resu	eurvey on rejudice" beals	\$-
1	Labour Charge Spray Painting Charge Wiring Charge Date:	al approval from Insu	tance Company	\$100.00 \$100.00 \$50.00
20	P(P TOTAL LABO			\$250.00
Larry NO	PRINT PLOTO ESTIMATE TO BY * BSD - Blind Spot Detection	TAL		\$1,093.6

be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

COMFORTDELGRO ENGINEERING

305380942 Our Job Ref No . ComfortDelGro Engineering Pte Ltd 59 Loyang Drive Singapore 508969 Fax: 6546 8156 24. Feb. 2020 FINALIZATION FORM Fax: LKK NAZ Attn Date of Accident: 12. Feb. 2020 Vehicle Reg No. : SHA7198S The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-SDP9850Y NTUC The repair job shall bill to: 1. The finalized amount shall be: \$843.68 Spare Parts after List discount (a) \$80.00 Labour Charges (b) \$923.68 Total for Part-By-Part Repair Cost (c.) Lumpsum Repair (if applicable) Total for Lumpsum repair cost after Less: Final Lumpsum Repair cost 1 working days. Estimated normal period for repairs: 3. We shall treat the above amount as Correct and Confirmed if there is no reply from you 4. within 7 working days We confirm the estimates and Thank you for your assistance. finalized amount Signature: Signature: Name Date : 6214 8316 Tel : 6546 8156 Fax For Official Use Only Document Confirm By Remarks Attached Amount Item (Signature) Yes or No YES Rental Rate P/Day NO 2. Loss of Income Paid Survey Fees

Remarks:	
20.620078-000700.	

\$7.49

LTA Search Fee
 Medical Fees (on behalf of driver, if applicable)

Overrun

COMFORTDELGRO ENGINEERING PTE LTD

Date: 24.02.2020 Time: 11:02:55

Page: 1

REPAIR ESTIMATE

- W.

COMPANY: THIRD PARTY'S CLAIMS (CAS)

CUSTOMER: 7010045

empe Mon

ADDRESS: COMFORT TRANSPORTATION PTE LTD

4-1-79

383 SIN MING DRIVE

SINGAPORE SINGAPORE 575717

65508755

JOB NO REGN NO : 305380942

MILEAGE

: SHA7198S : 0000000000

MAKE

: HYUNDAI

MODEL

: IONIQ(G2)

DATE OF REGN : 26.06.2019 DATE/TIME IN : 12.02.2020 14:30

ACCIDENT DATE : 12.02.2020

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0104-2538-G IONIQV2 MIRROR ASSY-OUTSI 1 1,054.60 20.00 843.68

SUB-TOTAL : 843.68

JOB NATURE

0000 PB

PANEL BEATING

30.00

0001 23-502

SPRAYPAINT ON AFFECTED AREA

30.00

0002 17-01

WIRING HARGE

20.00

SUB-TOTAL: 80.00

TOTAL : 923.68

AUTHORISED: YES / NO

MVA NAME & SIGNATURE

SURVEYOR NAME & SIGNATURE

DATE:

DATE:

Veron Chen (LKKAuto)

From:

Naz (LKKAuto)

Sent:

Thursday, 5 March 2020 6:06 PM

To:

Ng Nyuk Phin

Cc:

Veron Chen (LKKAuto); SUR

Subject:

Re: SHA 7198S FINALISATION DOA: 12.02.2020

Attachments:

FINALIZED.pdf

Dear Mr Ng,

Finalized Part by Part Repair \$923.68 / 1 Repair Day subject to insurance approval.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

venue 1, #02-25 | S(408933)

From: Ng Nyuk Phin <ngnp@cdge.com.sg> Sent: Thursday, 27 February 2020 12:19 PM To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: Veron Chen (LKKAuto) < veronchen@lkkauto.com> Subject: Fw: SHA7198S FINALISATION DOA: 12.02.2020

Dear All,

As requested.

Regards, Larry Ng ComfortDelgro Engineering Pte Ltd Loyang Taxi Crash Repair 6214 8316



From: Ng Nyuk Phin <ngnp@cdge.com.sg> Sent: Tuesday, 25 February 2020 12:26 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Cc: Naz (LKKAuto) <naz@lkkauto.com>

Subject: Fw: SHA7198S FINALISATION DOA: 12.02.2020

Dear Veron,

FYI.

Regards, Larry Ng ComfortDelgro Engineering Pte Ltd Loyang Taxi Crash Repair 6214 8316



From: Ng Nyuk Phin <ngnp@cdge.com.sg> Sent: Monday, 24 February 2020 11:19 AM To: Naz (LKKAuto) <naz@lkkauto.com>

Subject: SHA7198S FINALISATION DOA: 12.02.2020

Dear Naz,

Please see attached Finalsation Form. Kindly check the before paint photos in the LKK SD card.

Regards, Larry Ng ComfortDelgro Engineering Pte Ltd Loyang Taxi Crash Repair 6214 8316



From: canon@comfortdelgro.com.sg <canon@comfortdelgro.com.sg>

Sent: Monday, 24 February 2020 11:16 AM

To: Ng Nyuk Phin Subject: Scan Image

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein



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/INC20002588		38/Nvd3s2	
73 BRAS BASAH F #05-01 NTUC TRA 189556	ROAD DE UNION HOUSESINGAPORE	Date:	10-03-2020 INC4		
1.	Policy Particulars	:- THIR	D PARTY CLAIM		
Insured Veh	. SDP 9850Y	Veh. I	nspected	SHA 7198S	
Policy No.	5056763024-07	Cove	rage (\$)	0.00	
Claim No.	MT/1087225-001	Excess (\$)		0.00	
Assign From	n	Assig	n Date	13/02/2020	
2.	Vehicle Part	culars	& Condition		
Make & Mod	el HYUNDAI IONIQ	c.c		1580	
Engine No.	HIDDEN	Year	of Reg.	2019	
Chassis No.	KMHC851CVKU164389	Color	ır	BLUE	
Odometer	92654	Steering Modification		IN ORDER	
Brakes	IN ORDER			STANDARD ALLOY RIM	
General	FAIR				
3.	Condit	ions of	Tyres		
	Size	Make		Balance	
R/H Front T	yre 195/65 R15	DAVA	NTI	6 mm	
L/H Front Ty	re 195/65 R15	DAVA	NTI	6 mm	
R/H Rear Ty	re 195/65 R15	DAVA	NTI	5 mm	
L/H Rear Ty	re 195/65 R15	DAVA	NTI	5 mm	
4.	Descript	ion of D	amages		
THE VEHICLE	SUSTAINED DAMAGES AT THE O/S	S MIRRO	PR.		
5.	320 St. 10 St	al Inform	nation		
	ite 12/02/2020	Inspe	ction Date	13/02/2020	
Survey held	at COMFORTDELGRO ENGINEE	RING P	TE LTD		
	59 LOYANG DRIVE SINGAPORE 508969				
5a.	HUE OF THE RESIDENCE ASSESSMENT	Remarks			
A)THE INSPE B)IN ACCORI	CTION WAS CONDUCTED ON A"WI DANCE TO YOUR INSTRUCTIONS, V	THOUT I	PREJUDICE" BASIS NOT AUTHORISEI	D REPAIRS.	
5b.	Estimate	Days o	of Repair		
ESTIMATED	NORMAL PERIOD FOR REPAIR:		1 Working Days	2)	



National Assessment Centre Services

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

TEL: 6841 0055 FAX: 6841 6315





ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHA 7198S

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1 SIDE MI	SIDE MIRROR - RH	DEFORMED	1,054.60	1,054.60
	LESS 20% DISCOUNT		-210.92	-210.92
			843.68	843.68
	LABOUR			
	LABOUR CHARGE.		100.00	30.00
	SPRAY PAINTING CHARGE.		100.00	30.00
17.00	WIRING CHARGE.		50.00	20.00
			250.00	80.00
	GRAND TOTAL		1,093.68	923.68

RECOMMENDED COST OF REPAIRS			923.68
(CONFIRMED)	STREET, STREET	12 8 W. C.	

Report Ref No. NS/INC20002588/Nvd3s2

MUHAMMAD NAZRIL BIN ABDULLAH

Automotive Assessor

K.K.LAU CPT(RET)

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

REGD Auto Consultant-SAE, Licensed Appraiser

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.