

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Nov 2024 15:29	Clm Dtl Modified	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	18 Nov 2024 15:29	Clm Veh Model Changed	(204808) HONDA VEZEL 1.5 (A).	[A] HOW MEI KWAN
3	18 Nov 2024 15:29	Clm Created	Reg No: SNF2020G. Acct Date: 2024/11/15. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: V.z Automotive Pte Ltd (HQ)	[A] HOW MEI KWAN
4	18 Nov 2024 15:29	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Nov 2024 15:29	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/27	[A] HOW MEI KWAN
6	18 Nov 2024 15:29	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Nov 2024 15:29	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	18 Nov 2024 15:29	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
9	19 Nov 2024 10:25	Clm Dtl Modified	Claimant's Name: - -> HEMA TRANS. Claimant's ID: -> 5XXXX329A.	[A] HOW MEI KWAN
10	19 Nov 2024 10:25	Clm Veh Model Changed	(204808) -> (205388) TOYOTA C-HR HYBRID 1.8 S CVT (A).	[A] HOW MEI KWAN
11	22 Nov 2024 10:33	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/11/27	[A] CHEW HSIAO TONG
12	02 Jan 2025 17:16	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	02 Jan 2025 17:16	Clm Dtl Modified	Insured Name: -> -. Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	02 Jan 2025 17:16	Clm Dtl Modified	JPJ Reg. Date: -> 2018/04/23.	[A] JOANNE LEE KHANG MIN
15	02 Jan 2025 17:16	Clm Details Notified		[A] JOANNE LEE KHANG MIN
16	02 Jan 2025 18:42	Video Downloaded	Downloaded SNF2020G VIDEO_INCONCLUSIVE	[I] Mekavathanan Sarangapani
17	02 Jan 2025 19:00	Video Downloaded	Downloaded SNF2020G VIDEO_INCONCLUSIVE	[I] Mekavathanan Sarangapani
18	02 Jan 2025 19:12	Video Downloaded	Downloaded SNF2020G VIDEO_INCONCLUSIVE	[I] Mekavathanan Sarangapani
19	02 Jan 2025 19:12	Video Downloaded	Downloaded SNF2020G VIDEO_INCONCLUSIVE	[I] Mekavathanan Sarangapani
20	22 Jan 2025 08:16	Label Removed	(30650):Non-Reporting.	[A] CHEW HSIAO TONG
21	03 Feb 2025 15:48	Claim Offer Type Changed	Offer Type: Cost of Repairs->Contract Repair	[A] CHEW HSIAO TONG
22	03 Feb 2025 15:53	Adj Mandate Request	Cur.Reg:0.00:3rd party only have the video uploaded in Merimen. 3rd party video shows that 3rd party was in between 2 lanes when the collision happened. It is not consistent to 3rd party sketch plan. Seek approval to reject 3rd party claim.	[A] CHEW HSIAO TONG
23	03 Feb 2025 17:29	Video Downloaded	Downloaded SNF2020G VIDEO_INCONCLUSIVE	[I] Gabriel Wee

AUDIT TRAIL				
No.	On	Audit	Remarks	By
24	03 Feb 2025 17:29	Video Downloaded	Downloaded SNF2020G LONGER VIDEO	[I] Gabriel Wee
25	03 Feb 2025 17:30	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/27. Mandate Remarks: Please reject the claim	[I] Gabriel Wee
26	03 Feb 2025 17:30	Adj Mandate Set	Approved:0.00:Please reject the claim	[I] Gabriel Wee
27	28 Apr 2025 07:56	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
28	28 Apr 2025 07:56	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

Date FromDate ToAudit Type

None

Go

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
3274869	19 Nov 2024 09:19:45	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SNF2020G	GBH4050M	12.00
3277427	22 Nov 2024 10:33:23	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNF2020G	GBH4050M	12.00
3277487	22 Nov 2024 11:16:56	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SNF2020G	CHEW HSIAO TONG	xx.xx
3324279	03 Feb 2025 15:47:31	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SNF2020G	CHEW HSIAO TONG	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 14 February 2025 8:46 AM
To: VZ Automotive
Cc: Admin A
Subject: RE: LOD - V2411-010-SNF2020G (DOA 15.11.2024)
Attachments: SKETCH PLAN.PNG; POLICE REPORT.PNG

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We have reviewed the matter, and we are of the view that your client video is not consistent to his sketch plan. The video shows that your client vehicle is in between 2 lanes when the collision happened.

In view of the above, we regret to inform you that we are unable to consider your client's claim.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: VZ Automotive <vz.automotive90@gmail.com>
Sent: Wednesday, 22 January 2025 1:35 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: LOD - V2411-010-SNF2020G (DOA 15.11.2024)

Without Prejudice

Dear Hsiao Tong

We only have this longer version video

Thank you

Regards

Jenny

On 22-Jan-25 8:22 AM, Hsiao Tong (LKKAuto) wrote:

Without Prejudice

Dear Sirs/Mdm,

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per our email dated 22/11/2024, the video footage submitted by your client is inconclusive. Please provide a copy of video footage to show the circumstances of the accident.

Appreciate an early reply.

Wishing You a Prosperous & Joyful Chinese New Year 2025!

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 3 January 2025 3:45 pm

To: Vz.automotive90@gmail.com <Vz.automotive90@gmail.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - V2411-010-SNF2020G (DOA 15.11.2024)

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Thank you for your email.

As per our email dated 22/11/2024, the video footage submitted by your client is inconclusive.

Please provide a copy of video footage to show the circumstances of the accident.

FYI, our insured has yet report. Thanks.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)
Sent: Friday, 29 November 2024 1:12 PM
To: Vz.automotive90@gmail.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - V2411-010-SNF2020G (DOA 15.11.2024)

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Thank you for your email.

As per our email dated 22/11/2024, the video footage submitted by your client is inconclusive.

Please provide a copy of video footage to show the circumstances of the accident.

FYI, our insured has yet report. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Vz.automotive90@gmail.com <Vz.automotive90@gmail.com>

Sent: Friday, 29 November 2024 11:00 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: lod@iii.com.sg

Subject: LOD - V2411-010-SNF2020G (DOA 15.11.2024)

Dear Sir/Mdm,

Hope this email finds you well.

We refer to our LOD dated 29 Nov 2024. Kindly let us have your proposed offer soonest.

Thank you.

Regards

Susian

V.Z AUTOMOTIVE PRIVATE LIMITED

--

JEN

V.Z AUTOMOTIVE PRIVATE LIMITED

Premier @ 8 Kaki Bukit Ave 4

#04-35

Singapore 415875

Mobile: 9091 0000 / 9179 7443