

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	06 Aug 2024 15:08	Clm Dtl Modified	Claimant's Name: -> TRANS-CAB SERVICES PTE. LTD.. Claimant's ID: -> 200303878K.	[A] HOW MEI KWAN
2	06 Aug 2024 15:08	Clm Veh Model Changed	(206252) TOYOTA PRIUS 1.8 5DR HATCHBACK (A).	[A] HOW MEI KWAN
3	06 Aug 2024 15:08	Clm Created	Reg No: SHD9500Z. Acct Date: 2024/07/13. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Income Insurance Limited (HQ). Workshop: Trans-cab Au to Services Pte Ltd ()	[A] HOW MEI KWAN
4	06 Aug 2024 15:08	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	06 Aug 2024 15:08	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/08/16	[A] HOW MEI KWAN
6	06 Aug 2024 15:08	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	06 Aug 2024 15:08	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	06 Aug 2024 15:08	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW MEI KWAN
9	07 Aug 2024 15:27	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/08/16	[A] HOW MEI KWAN
10	19 Aug 2024 13:42	Adj Mandate Request	Cur.Reg:0.00:Pls refer to 3rd party video. 3d party encroached insured's lane. Seek approval to reject.	[A] CHEW HSIAO TONG
11	19 Aug 2024 15:47	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/08/16. Mandate Remarks: Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri
12	19 Aug 2024 15:47	Adj Mandate Set	Approved:0.00:Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri
13	29 Aug 2024 13:09	Video Downloaded	Downloaded Video - Accident (TP)	[A] CHEW HSIAO TONG
14	29 Aug 2024 13:20	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
15	29 Aug 2024 13:20	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

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
3214540	07 Aug 2024 09:31:31	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SHD9500Z	SNB7328H	12.00
3214974	07 Aug 2024 15:27:26	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD9500Z	SNB7328H	12.00
3220631	19 Aug 2024 15:46:05	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SHD9500Z	Zuhaidah Bte Samsuri	xx.xx



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 29 August 2024 1:17 PM  
**To:** Wai Yin Ng  
**Cc:** Claims; Admin A  
**Subject:** RE: [REQUEST FOR VIDEO] Your Ref: AAD2407-048 [SHD9500Z] // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]  
**Attachments:** VIDEO SCREENSHOT (1).png; VIDEO SCREENSHOT (2).png; VIDEO SCREENSHOT (3).png

WITHOUT PREJUDICE

Dear Wai Yin,

Please refer to video screenshot for you reference.

We are of the view that your driver had encroached into our insured's lane and resulted the accident.

We regret to inform you that we are unable to look into 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](mailto:chewht@lkkauto.com)

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

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**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Sent:** Monday, August 26, 2024 4:04 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [REQUEST FOR VIDEO] Your Ref: AAD2407-048 [SHD9500Z] // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]

[Without prejudice](#)

Dear Hsiao Tong

The video clearly shows that our taxi began moving when the traffic light turned green. Your insured suddenly swerved from the right lane and collided with our taxi.

Thank You

Best Regards,

**Ng Wai Yin**

Finance Department

TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)*

*\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, August 19, 2024 1:28 PM

**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [REQUEST FOR VIDEO] Your Ref: AAD2407-048 [SHD9500Z] // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]

Without Prejudice

Dear Wai Yin,

Thank you for your video.

Please provide a longer version of the video footage as it is likely that your client encroached into our insured's lane.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>

**Sent:** Monday, August 19, 2024 11:44 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [REQUEST FOR VIDEO] Your Ref: AAD2407-048 [SHD9500Z] // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]

Without prejudice

Dear Hsiao Tong

Enclosed please find attachment for your requested.

Thank You

Best Regards,

*Ng Wai Yin*

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)  
\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, August 19, 2024 10:08 AM  
**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [REQUEST FOR VIDEO] Your Ref: SHD9500Z // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]

Without Prejudice

Dear Sirs/Mdm,

We refer to our email dated 13/08/2024.

Please advise, Thanks.

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

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, August 13, 2024 8:59 AM  
**To:** Ng Wai Yin <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** [claims@transcab.com.sg](mailto:claims@transcab.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [REQUEST FOR VIDEO] Your Ref: SHD9500Z // LKK Ref: CD/III24080067/KPA3 [ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024]

Your Ref: **SHD9500Z** Without Prejudice  
LKK Ref: CD/III24080067/KPA3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SNB7328H(III) AND SHD9500Z ON 13/07/2024**

We refer to the above matter.

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

We would like to request for a copy of video footage for our necessary action.

Appreciate an early reply.

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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