

INS. CASE OWNER:

Surveyor:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II : SS

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:

DOI:

ASSIGNMENT

DOI:

Date / Time:

Registered in Merimen:

LKK:

IDAC:

SHT 53307.

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT:

Insured Liability:

CO407360

GA118812

Hyundai Tucson 3-0

Mawana Bay Sand-bayment
H/LP section 20H South

YES / NO ; TP GIA REPORT: YES / NO

Final ? Yes / No

(YES / NO)

Nature of Accident:

(V/L: YES / NO)

SFP22862



INSRS:

WSP:

Tel:

Liability:

RMKS:

Accord Auto Services



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

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):

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

14/11/16

BASED ON 9/1'S SCENARIO, TO REJECT TP'S CLAIM

14/11/16

17-11-16

Rec'd video from TP.

VIDEO SHOWS THAT TP DID NOT MOVE BUT STATIONARY. SO IT WAS
GRAZED TP WHILE REVERSING IF TP STOPPED AS VEH AHEAD FROM

STOP. HE IS ALSO PARTLY TO BE BLAMED FOR COLLISION.

18/11/16

SPEE TO OI. SENT LETTER TO OI.

RECEIVED TP CCN.

EMAIL TO AXA, SEEK INSTRUCTION.

07/12/16

LOD IN

22-01-17

9/1 FAILED TO OBSERVE THE STATIONARY VEHICLE ON HIS RIGHT
MADE A WIDE REVERSE AND HIT TP, WE ARE LIABLE.

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$ 1600

() days

Reduction: 70

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

If NO B 28, Ass. Lia:

Repair Cost:

S\$ 1712.00

Loss of Rental (LOR):

S\$

() days

Loss of Use (LOU):

S\$ 300.00

() x 3

days

Loss of Income (LOI):

S\$

() 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\$ 247.35

Global Sum SS: 2000.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$ 200.00

Name 1:

Accord Auto Services Pte Ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

COPY SENT

350.00

Deregister: Car

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: SFP 22862at Workshop m/s Accord

of _____

Insured: AXA/WP

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent?: Yes or No

GIA / PR Seen: _____ Consistent?: Yes or No

Est. Repairs: 02 days Res.: Yes or NoLum Sum: 30 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SFP 22862 Yr Regt: 2011 / AugType: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Audi A4 1.8 c.c. 1798Colour: WHITE A/C: Insured / Std / NI / NASp. Reading: 68230 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAW228KXCA000994Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orModi: Nil / SRim / STD A/Rim orTyre Size: F: 245/40R18R: 245/40R18BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU PIR / SUMI /

TOYO / YOKO or

Front

R/Bal. 6 mmL/Bal. 6 mmD.O.A. 01/10/16

Rear

R/Bal. 6 mmL/Bal. 6 mmD.O.A. 01/10/16Survey held at Accord AutoDes. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop orFRT O/S

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

COR FINALIZE LIS \$1600 (RED \$3,774.56 / 70%) (50%)

COR w/457 : \$ 1,712.00

LOU : \$ 200.00 (\$100 x 2 days)

Total = \$ 1,912.00 @ 50% = \$ 956.00

+ \$ 5.35

Total = \$ 961.35

@ 95% = \$ 960.00

Date/Time, File Pass to?

☐ : Preli. Report

Days Of Repair: _____

1) ☐ : Final Report

Resurvey No. of Trip: _____

Date/Time, File Return to?

Survey Fee: _____

Transportation: _____

2)

Add Fee: ☐ : Site Insp (\$ _____)

\$ + RS \$ _____

☐ : Interview (\$ _____)

Photos

☐ : Tech. Invs (\$ _____)

Others

☐ : Weekend (\$ _____)

TOTAL

Report Format: _____

Lump Sum / I.B.I: (\$ _____)



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

AXA INSURANCE SINGAPORE PTE LTD

Ref : CC4/AXA16021433/R1pg3

8 SHENTON WAY #27-01 SINGAPORE 068811

Date : 10-11-2016



Code : AXA2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SJH 5330D	Veh. Inspected	SFP 2286Z
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	10/11/2016

2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

--	--

5. General Information

Accident Date	09/11/2016	Inspection Date	09/11/2016
Survey held at	ACCORD AUTO SERVICES PTE LTD BLK 1009 BUKIT MERAH LANE 3 #01-80 SINGAPORE 159723		

5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

...CLAIM SUBFOLDER...(New Assignment)

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	09 Nov 2016		09 Nov 2016 13:58 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured: CHAN, KHENG PONG CHRIS, NRIC: S1408426F, Tel: +6598277226, Email: CHRIS@THERIGHTMIX.COM.SG									
Main Claimant: YAP ZHENGLIN, NELSON, NRIC: S82232322									
Vehicle Reg. No.: SFP2286Z		Date of Loss: 09/11/2016 11:00 - :59							
Claim Type: TP / C0407300		Policy/Cover Note No.: GA118812 (Comprehensive)							
Vehicle Reg. No. (Insured): SJH5330D		Policy No. (Claimant):							
		Excess: S\$0.00							
Repairer: Accord Auto Services Pte Ltd (Bukit Merah) BLK 1009 BUKIT MERAH LANE 3, #01-80, 159723 Bukit Merah - Tel:									
Handling Insurer: AXA Insurance Singapore Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Cynthia Loh - 68804843]									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 18/11/2016]									
Driver/Custodian (Insured): CHRIS CHAN KEHNG PONG (56 / Male), NRIC: S1408426F, Tel: +6598277226									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AXA_SG (09/11/2016): C0407300/GA118812 AXA_SG (09/11/2016): New TP Assignment - C0407300/GA118812 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

09/11/2016 @ 2:30pm
 Olin veh RT
 Road

Hsiao Tong (LKKAuto)

From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Friday, 11 November, 2016 12:20 PM
To: cynthia.loh@axa.com.sg
Cc: Hsiao Tong (LKKAuto); Zayyer (LKKAuto); Vivian Lau (LKKAuto); Admin A
Subject: Fw: C0407300/GA118812 ***LKK REF: CC4/AXA16021433/R1pg3

This mail is associated with :
***SFP2286Z (C0407300)**
[SJH5330D]
TP
YAP ZHENGLIN, NELSON
Nov 9 2016 11:00AM
[CHAN, KHENG PONG CHRIS]
Accord Auto Services Pte Ltd

Dear Cynthia,

Thank you for your email.

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

Dear Hsiao Tong,

For your information and necessary action please.

Thank you.

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

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

<-- Original Message -->

From: AXA_SG

To: LKK_HQ; sur@lkkauto.com; assignments@lkkauto.com

Sent On: 09/11/2016 02:01 PM

Subject: C0407300/GA118812



redefining / insurance



AXA INSURANCE SINGAPORE PTE LTD
☎ (65) 6 338 7288
☎ (65) 6 338 7522
🌐 www.axa.com.sg

Dear LKK Auto Consultants Pte Ltd,

INSD CLAIMING TP - REPORTED WHILE HE WAS REVERSING INTO P/LOT, TP DID NOT STOP

AT STOP-LINE & HIT INTO THE FRONT OF IV.

PLEASE LIAISE WITH INSD & OBTAIN CONSENT BEFORE ANY SETTLEMENT.

Regards,
Cynthia Loh

[This mail is sent from a mailer account - do not reply to this email address]

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 14 November, 2016 12:38 PM
To: Accord Claims(AV) (avclaims@mycarworkshop.com.sg)
Subject: <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016
Attachments: Statement of SJH 5330D.pdf

Your ref: **SFP 2286Z** **WITHOUT PREJUDICE**
Our Ref: **CC4/AXA16021433/R1pg3**

Dear Sir/Madam,

ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client did not stop at the stopline and hit onto our insured's vehicle. Please see attached report for your easy reference.

We would like to request a copy of **video footage/witness statement/scene photos(if any)** in order for us to look into the matter.

We shall revert upon hearing from you.

Best Regards,

Hsiao Tong, Chew | 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)

Hsiao Tong (LKKAuto)

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Thursday, 17 November, 2016 8:27 PM
To: Hsiao Tong (LKKAuto)
Subject: Re: <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016
Attachments: VID-20161108-WA0026 (3).mp4; VID-20161108-WA0027.mp4

Dear Hsiao Tong,

Kindly refer video footage as attached.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.

On Mon, Nov 14, 2016 at 12:37 PM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Your ref: **SFP 2286Z**

WITHOUT PREJUDICE

Our Ref: **CC4/AXA16021433/R1pg3**

Dear Sir/Madam,

ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

We refer to the above matter.

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. **S8223232Z**



Name
YAP ZHENGLIN, NELSON

Race
CHINESE

Date of birth
06-08-1982

Country of birth
SINGAPORE

Sex
M

Signature

REPUBLIC OF SINGAPORE **DRIVING LICENCE**



License Number: **S8223232Z**

Name
YAP ZHENGLIN, NELSON

Birth Date: **06 Aug 1982**

Issue Date: **14 Oct 2008**

0016616718

3830691



NRIC No: **S8223232Z**



Date of issue
03-01-2006

APT BLK 29 MARINE CRESCENT #02-21
SINGAPORE 440029
NRIC No: **S8223232Z**

Date: **27/11/2012** No: **7234385**

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:

PASS DATE: **25 May 2007**

Class 3 Motor Cars < 3000kg with <= 7 passengers, exclusive of the driver, and other motor vehicles <= 3500kg

NP 428A

License No: **S8223232Z**

PRIVATE CAR

CERTIFICATE OF INSURANCE

THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP 189) OF THE REPUBLIC OF SINGAPORE
THE ROAD TRANSPORT ACT 1987 OF MALAYSIA
THE AGREEMENT BETWEEN THE MINISTER FOR FINANCE (SINGAPORE) AND THE MOTOR INSURERS' BUREAU OF SINGAPORE DATED 22 FEBRUARY 1975
THE AGREEMENT BETWEEN THE MINISTER OF TRANSPORT (MALAYSIA) AND THE MOTOR INSURERS' BUREAU OF WEST MALAYSIA DATED 15 JANUARY 1968
ANY SUBSEQUENT REVISIONS TO THE ABOVE ACTS AND AGREEMENTS

MX1
N SB
B280SD5
Cov. Type: C
KUKTASB

CERTIFICATE No.	BVFP5B0539751600	ChaNo: WAUZZZ8KXCA000994
1. Index Mark and Registration Number of Vehicle	SPP 2286 Z	
2. Name of Policyholder	YAP ZHENGLIN NELSON	
3. Effective Date of Commencement of Insurance for the purposes of the Ordinance	21 June 2016 (13:16 Hours)	
4. Date of Expiry of Insurance	20 June 2017	
5. Persons or Classes of Persons entitled to drive* (For certificate references MX1 and MX4, see overleaf)	<p>A. THE POLICYHOLDER.</p> <p>THE POLICYHOLDER MAY ALSO DRIVE A MOTOR CAR NOT BELONGING TO OR HIRED (UNDER A HIRE PURCHASE AGREEMENT OR OTHERWISE) TO HIM OR TO HIS EMPLOYER OR HIS PARTNER.</p> <p>B. ANY OTHER PERSON WHO IS DRIVING ON THE POLICYHOLDER'S ORDER OR WITH HIS PERMISSION.</p>	
<p>Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.</p> <p>And provided further that the Motor Vehicle is registered under the Road Traffic Act and its registration under the Road Traffic Act has not been cancelled at the time of the accident loss or damage.</p>		
6. Limitations as to Use* (For certificate reference MX1, see overleaf)	<p>USE ONLY FOR SOCIAL, DOMESTIC AND PLEASURE PURPOSES AND FOR THE POLICYHOLDER'S BUSINESS.</p> <p>THE POLICY DOES NOT COVER :</p> <ol style="list-style-type: none">1. USE FOR HIRE OR REWARD.2. USE FOR RACING, PACE-MAKING, RELIABILITY TRIAL OR SPEED-TESTING.3. USE FOR THE CARRIAGE OF GOODS (OTHER THAN SAMPLES) IN CONNECTION WITH ANY TRADE OR BUSINESS.4. USE FOR ANY PURPOSE IN CONNECTION WITH THE MOTOR TRADE. <p>Estimated Value : MARKET VALUE WITHOUT COE/PARF Hire Purchase Owner : HONG LEONG FINANCE LIMITED Type of Cover : Comprehensive</p>	

* Limitations rendered inoperative by Section 79 of the Road Traffic Ordinance 1958 (Malaysia) or Section 7 of the Motor Vehicle (Third-Party Risks and Compensation) Ordinance 1960 (Republic of Singapore) are not to be included under the headings.

I/WE HEREBY CERTIFY that the policy to which this certificate relates is issued in accordance with the provisions of Part IV of the Road Transport Act 1987 (Malaysia) and The Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) (Republic of Singapore)



Approved Insurers

Examined By

Nur Syafiqah (LKKAUTO)

From: chris@therightmix.com.sg
Sent: Thursday, 12 January, 2017 3:53 PM
To: Nur Syafiqah (LKKAUTO)
Cc: Admin A; Hsiao Tong (LKKAUTO)
Subject: Re: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Miss Syafiqah,

I have spoken with Mr Ng Boon Chye of Ng Motors who has also submitted a claim against the other party. Please contact him at 97558968.

Thanks.

Chris

On 12 Jan 2017, at 3:38 pm, Nur Syafiqah (LKKAUTO) <NurSyafiqah@lkkauto.com> wrote:

Dear Mr Chan,

ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

We refer to the above accident where we are acting for AXA INSURANCE PTE LTD to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

As per shown based on CCTV video footage from Third Party (attached with this email), you were reversing into the parking lot and hit onto Third party stationary vehicle. We are of the opinion that liability is not in your favour. Therefore, we have the instruction from AXA to settle the matter at best with Third Party in order to avoid further escalation of cost of claim filed by third party or its lawyer.

If you still do not wish us to settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 22/01/2017. If we do not hear from you by then, our principal will proceed to handle and decide how the claim is settled as per the terms and conditions of the policy.

Please take note that your No Claim Discount (NCD) (if any) will be affected.

Please call us should you have further queries.

Nur Syafiqah (LKKAUTO)

From: Nur Syafiqah (LKKAUTO)
Sent: Thursday, 12 January, 2017 3:39 PM
To: chris@therightmix.com.sg
Cc: Admin A; Hsiao Tong (LKKAUTO); Nur Syafiqah (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016
Attachments: SFP 22862Z CCTV VIDEO FOOTAGE.mp4

Dear Mr Chan,

ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

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Please take note that your No Claim Discount (NCD) (if any) will be affected.

Please call us should you have further queries.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This email may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

From: Nur Syafiqah (LKKAUTO)
Sent: Friday, 18 November, 2016 4:37 PM
To: 'chris@therightmix.com.sg' <chris@therightmix.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Nur Syafiqah (LKKAUTO) <NurSyafiqah@lkkauto.com>
Subject: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 21 September, 2017 9:58 AM
To: 'chris@therightmix.com.sg'
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016
Attachments: SFP 2286Z_Part 1.mp4; SFP 2286Z_Part 2.mp4

Hi Mr Chan,

We refer to the above matter.

We have reviewed the matter and based on all available information at hand for the accident, we are of the view that we do not have a good defense towards the claim submitted by the owner of SFP 2286Z. We attached here with a copy of video footage from SFP 2286Z for your easy reference. The video shows that third party vehicle was stationary, your vehicle reversed and collided onto third party vehicle. Vehicle reversing in/out of parking lot should exercise greater caution.

Therefore, we have our principal instruction to settle the third party's claim at best and amicably and avoid further escalation of the claim through litigation. Please be assured that we will put in our best effort and negotiate for a settlement on the best possible terms on your behalf.

If you feel strongly against our settlement offer to the third party, kindly let us have them in writing within the next 10 days i.e. by 03/10/2017.

If we do not hear from you by the date we mentioned, we will settle to the best of your interest so as to prevent the matter from escalating for legal proceedings.

Thank you.

Best Regards,

Hsiao Tong, Chew | 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: chris@therightmix.com.sg [mailto:chris@therightmix.com.sg]
Sent: Thursday, 12 January, 2017 3:53 PM
To: Nur Syafiqah (LKKAuto) <NurSyafiqah@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

Dear Miss Syafiqah,

I have spoken with Mr Ng Boon Chye of Ng Motors who has also submitted a claim against the other party. Please contact him at 97558968.

Thanks.

Chris

On 12 Jan 2017, at 3:38 pm, Nur Syafiqah (LKKAuto) <NurSyafiqah@lkkauto.com> wrote:

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ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

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If you still do not wish us to settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 22/01/2017. If we do not hear from you by then, our principal will proceed to handle and decide how the claim is settled as per the terms and conditions of the policy.

Please take note that your No Claim Discount (NCD) (if any) will be affected.

Please call us should you have further queries.

“Wishing you a Happiness and Prosperity New Year”

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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

<image001.jpg> *Save the Earth. Print only when necessary.*

This email may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

From: Nur Syafiqah (LKKAuto)

Sent: Friday, 18 November, 2016 4:37 PM

To: 'chris@therightmix.com.sg' <chris@therightmix.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Nur Syafiqah (LKKAuto) <NurSyafiqah@lkkauto.com>
Subject: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

CHRIS CHAN KHENG PONG

Dear Sir/Madam,

OUR REF : CC4/AXA16021433/R1pg3

YOUR REF: SJH 5330D

ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Singapore Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s ACCORD AUTO SERVICES PTE LTD, acting on behalf of the owner of SFP 2286Z against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to NurSyafiqah@lkkauto.com within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at NurSyafiqah@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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

<image001.jpg> *Save the Earth. Print only when necessary.*

This email may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

<SFP 22862Z CCTV VIDEO FOOTAGE.mp4>

Chris Chan
Business Director/Partner



Advertising
Branding
Creatives
Digital
Events



Like The Right Mix Ptd Ltd on Facebook.

The Right Mix Pte Ltd
Blk 13, Lorong 8 Toa Payoh
#06-03, Braddell Tech Building
Singapore 319261

Office: (+65) 6841-4311
Fax: (+65) 6842-4858
Mobile: (+65) 9827-7226
Email: chris@therightmix.com.sg

Hsiao Tong (LKKAUTO)

From: chris@therightmix.com.sg
Sent: Thursday, 21 September, 2017 10:20 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

Dear Hsiao Tong,

The above refers. Your comments granted. I was reversing and I did not see him on my rear view mirror. He has full view of my vehicle reversing, did not sound his horn to warn me but merely stop after the stop line while making a right turn. The accident could have been avoided if he has stop behind the stop line before turning right and upon seeing my vehicle reversing sound his horn to warn me as there would have been enough time for me to react as I was reversing slowly. He merely sat there and allow my vehicle to reversed into him.

To reiterate my point, he has the option to take preventive action as he has full view of my vehicle reversing, either by sound his horn or moving backward to avoid the collision as there was no car behind him. While I could not see him as I am checking my left reversing and he was in my blind spot on the right.

As such, we are both mutually responsible for the accident. I propose a 50:50 settlement to avoid losing my NCB.

Thanks.

Chris Chan

BOTH VEHICLES WERE LOOKING FOR PARKING LOT ALONG THE DRIVEWAY UNTIL AFTER A LEFT TURN AT THE 'T' JUNCTION. YOU TURNED RIGHT FOLLOWED BY T/P FROM BEHIND. KNOWING THAT YOU HAD FOUND A LOT AND ATTEMPTED TO PARK, T/P STOPPED IMMEDIATELY ON YOUR RIGHT REAR. WHILE REVERSING, YOUR ATTENTION WAS FOCUSING BEHIND, BUT NOT ON YOUR RIGHT REAR WHERE T/P WAS. THEREFORE WHILE MANOEUVRE, YOU DID NOT HIT THE RIGHT SIDE WHERE T/P WAS. SO WHEN YOU MADE TOO WIDE THE REVERSE, YOUR VEHICLE HIT INTO HIS RIGHT FRONT. WE BELIEVE, T/P STOPPED HIS VEHICLE TO FACILITATE YOUR REVERSE. SHOULD YOU HAVE NOTICED T/P VEHICLE WAS ON YOUR RIGHT, YOU CAN ADJUST YOUR STEERING, IN ORDER TO AVOID HITTING INTO HIM. THE CRUCIAL POINT IS T/P VEHICLE WAS STATIONARY WITHOUT MOVING AND YOUR VEHICLE HITTING INTO HIM WHILE REVERSING, SO EQUAL SHARE OF LIABILITY IS NOT POSSIBLE.

On 21 Sep 2017, at 9:58 am, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote: *WHICH IS PROMINENT, YOUR REVERSE, SHOULD YOU HAVE NOTICED T/P VEHICLE WAS ON YOUR RIGHT, YOU CAN*

Hi Mr Chan, *WHEEL*

We refer to the above matter. *IS T/P VEHICLE WAS STATIONARY WITHOUT MOVING AND YOUR VEHICLE HITTING INTO HIM WHILE REVERSING, SO EQUAL SHARE OF LIABILITY IS NOT POSSIBLE.*

We have reviewed the matter and based on all available information at hand for the accident, we are of the view that we do not have a good defense towards the claim submitted by the owner of SFP 2286Z. We attached here with a copy of video footage from SFP 2286Z for your easy reference. The video shows that third party vehicle was stationary, your vehicle reversed and collided onto third party vehicle. Vehicle reversing in/out of parking lot should exercise greater caution. *KINDLY NOTE THAT ANY LIABILITY FOR MORE THAN 20% ON YOUR PART YOUR NCB WOULD BE AFFECTED.*

Therefore, we have our principal instruction to settle the third party's claim at best and amicably and avoid further escalation of the claim through litigation. Please be assured that we will put in our best effort and negotiate for a settlement on the best possible terms on your behalf.

If you feel strongly against our settlement offer to the third party, kindly let us have them in writing within the next 10 days i.e. by 03/10/2017.



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564311

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 23.10.2018

Survey Details:

Date of loss	09.10.2016
Date of appointment	10.11.2016
Date of survey	10.11.2016
Location of survey	ACCORD AUTO SERVICES PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SFP 2286Z
Make and Model	AUDI A4 (1798cc)
Date of registration	Aug-11
Excess	NIL
Market Value/ Book Value	(est)
Parf/COE Rebate	(est)
Nett Loss	(est)

Repair details:

Initial Estimate	\$ 5,374.56
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 1,524.85
Check items (estimate)	
Labour	\$ 530.00
Supplementary	NIL
Total	\$ 2,054.85
Lump Sum(if applicable)	\$ 1,600.00

Number of days for repair	<u>2</u>
---------------------------	----------



Auto
Consultants
Pte Ltd

Company Registration No: 198607198R

51 UBI AVE L #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Date:

Remarks:

--

Mandate:

Liability(TP)	50%	
Proposed repair cost (w/GST)	\$ 1,712.00	
Loss of use	\$ 200.00	(2days x \$100.00)
Loss of rental(w/GST)	NIL	
Loss of income	NIL	
	\$ 1,912.00	
@ 50%	\$ 956.00	
LTA/GIA search fees	\$ 5.35	
Others	NIL	
Proposed Total	\$ 961.35	

Print Received Message

This mail is associated with :

***SFP2286Z (C0407300)**
[SJH5330D]

TP

YAP ZHENGLIN, NELSON
Nov 9 2016 11:00AM
[CHAN, KHENG PONG CHRIS]
Accord Auto Services Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 23/10/2018 17:13 PM.
To LKK_HQ
CC chewht@lkkauto.com
Subject Re: <Seek Mandate> : C0407300/GA118812

Hi Hsiao Tong,

Mandate approved.

Regards,
Cynthia Loh

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 23/10/2018 04:57 PM
Subject: : C0407300/GA118812

Hi Cynthia,

Liability: 50%.

We seek your mandate up to 50% - \$961.35(all-in). IA with mandate had been uploaded in Merimen.

Kindly let us have your approval/instruction.

Hsiao Tong

<-- Original Message -->

From: AXA_SG
To: LKK_HQ; AXA_CynthiaLoh
CC: AXA_SG; chewht@lkkauto.com
Sent On: 12/05/2018 07:04 PM
Subject: Re: C0407300/GA118812

Dear Hsiao Tong

Insured has agreed to let us proceed to settle the matter at 50/50. You may proceed with 50/50. However, prior to this please write to insured that even settlement with 50/50 his NCD still affected. Any parties has video footage?

Dear Cynthia

Please follow up on this matter and work with Hsiao Tong since it is small amount claim not to litigate the matter.

Regards

Saw Theng

<-- Original Message -->

From: LKK_HQ
To: sawtheng.khor@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 09/04/2018 09:12 AM

Print Received Message

This mail is associated with :

***SFP2286Z (C0407300)**

[SJH5330D]

TP

YAP ZHENGLIN, NELSON

Nov 9 2016 11:00AM

[CHAN, KHENG PONG CHRIS]

Accord Auto Services Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 05/03/2019 09:09 AM.
To LKK_HQ
CC chewht@lkkauto.com; admin-a@lkkauto.com
Subject Re: <Seek Mandate> : C0407300/GA118812



Hi Hsiao Tong,

Please check with Insured on the outcome of his counter claim against TP.

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 04/03/2019 04:07 PM
Subject: Re: : C0407300/GA118812

Hi Cynthia,

Third party rejected our 50% offer and insisted for 100% - \$2,017.35(all-in). The breakdown of third party proposed is as follows: -

COR \$1,712.00
LOU \$300.00
LTA Serach Fee \$5.35
Total \$2,017.35

Kindly let us have your further instruction.

Hsiao Tong

<-- Original Message -->

From: AXA_SG
To: LKK_HQ
CC: chewht@lkkauto.com
Sent On: 24/10/2018 10:25 AM
Subject: Re: : C0407300/GA118812

Mandate approved

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 23/10/2018 04:57 PM
Subject: : C0407300/GA118812

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Print Sent Message

This mail is associated with :

***SFP2286Z (C0407300)
[SJH5330D]**

TP

YAP ZHENGLIN, NELSON
Nov 9 2016 11:00AM
[CHAN, KHENG PONG CHRIS]
Accord Auto Services Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 04/03/2019 16:07 PM.
To cynthia.loh@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject Re: <Seek Mandate> : C0407300/GA118812

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Hsiao Tong

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From: AXA_SG
To: LKK_HQ; AXA_CynthiaLoh
CC: AXA_SG; chewht@lkkauto.com
Sent On: 12/05/2018 07:04 PM
Subject: Re: C0407300/GA118812

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Dear Cynthia

Please follow up on this matter and work with Hsiao Tong since it is small amount claim not to litigate the matter.

Regards

Saw Theng

<-- Original Message -->

From: LKK_HQ
To: sawtheng.khor@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 09/04/2018 09:12 AM
Subject: Re: C0407300/GA118812

Hi Saw Theng,

We refer to the above matter and our email dated 31/10/2017.

Kindly let us have your instruction as third party is chasing for settlement.

Hsiao Tong
6742 3197

<-- Original Message -->

From: LKK_HQ
To: sawtheng.khor@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com; zaini@lkkauto.com
Sent On: 17/03/2018 08:41 AM
Subject: Re: C0407300/GA118812

Hi Saw Theng,

We refer to the above matter and our email dated 31/10/2017.

Kindly let us have your instruction as third party is chasing for settlement.

Hsiao Tong
6742 3197

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 05/03/2018 09:05 AM
Subject: Re: C0407300/GA118812

Hi Cynthia,

- We refer to our email dated 31/10/2017.
- Kindly let us have your instruction as third party is chasing for settlement.

Hsiao Tong
6742 3197

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com
Sent On: 01/02/2018 03:07 PM
Subject: Re: C0407300/GA118812

Hi Cynthia,

We refer to our email dated 31/10/2017.

Kindly let us have your instruction as third party is chasing for settlement.

Hsiao Tong
6742 3197

<-- Original Message -->

From: LKK_HQ
To: cynthia.loh@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 31/10/2017 07:36 PM
Subject: Re: C0407300/GA118812

Hi Cynthia,

We have forwarded a copy of third party video and our explanation to OI. However, OI insisted that he is not 100% at fault. Both parties should be responsible for the accident. Kindly refer to the email from OI (uploaded in Merimen) for your easy reference.

Kindly let us have your further instruction.

Thank you.

Hsiao Tong
DID : 6742 3197

<-- Original Message -->

From: AXA_SG
To: LKK_HQ
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 09/09/2017 07:47 PM
Subject: Re: C0407300/GA118812

Dear Syaf / LKK,

Please let Insured view the TP's AVF and seek consent to settle at 100%.

Thanks & Regards,
Cynthia Loh

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 01/06/2017 11:36 AM
Subject: Re: C0407300/GA118812

Dear Cynthia,

Refer to our email dated 17.01.2017 & 26.04.2017

As per your instruction we offer to TP and TP rejected our offer @ 50%.

TP mentioned based on the CCTV video footage its clearly shows that OI were reversing while TP is already on stationary mode and as per BOLA vehicle which was reversing should exercise greater caution.

Kindly let us have your further instruction.

Thank you.

Syaf | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6749-5792

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 26/04/2017 07:44 PM
Subject: Re: C0407300/GA118812

Dear Cynthia,

Refer to our email dated 17.01.2017.

As per your instruction we offer to TP and TP rejected our offer @ 50%.

TP mentioned based on the CCTV video footage its clearly shows that OI were reversing while TP is already on stationary mode and as per BOLA vehicle which was reversing should exercise greater caution.

Kindly let us have your further instruction.

Thank you.

Syaf | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6749-5792

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 17/01/2017 05:12 PM
Subject: Re: C0407300/GA118812

Dear Cynthia,

Refer to the email below.

As per your instruction we offer to TP and TP rejected our offer @ 50%.

TP mentioned based on the CCTV video footage its clearly shows that OI were reversing while TP is already on stationary mode and as per BOLA vehicle which was reversing should exercise greater caution.

Kindly let us have your further instruction.

Thank you.

Syaf | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6749-5792

<-- Original Message -->

From: AXA_SG

To: LKK_HQ

CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com

Sent On: 12/01/2017 04:37 PM

Subject: Re: C0407300/GA118812

Dear Syaf,

I have just spoken to the insured, Chris Chan and he is agreeable to our proposed of 50/50. I have advised him to revert with his consent to 50/50 offer.

Meanwhile, please follow up with the insured for the said consent via email AND proceed to offer 50% to TP.

Thanks & Regards,
Cynthia Loh

<-- Original Message -->

From: LKK_HQ

To: AXA_SG; AXA_CynthiaLoh

CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com

Sent On: 12/01/2017 03:52 PM

Subject: Re: C0407300/GA118812

Dear Cynthia,

Spoken to Insured regarding onto the matter.

Insured still disputing on the liability and till date he did not receive any updates from his workshop regarding his claim against TP.

Sent Insured email attached with TP CCTV video footage. (Email uploaded in Merimen)

Kindly let us have your further instruction.

Thank you.

Syaf | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6749-5792

<-- Original Message -->

From: AXA_SG

To: LKK_HQ

CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com

Sent On: 12/01/2017 02:32 PM

Subject: Re: C0407300/GA118812



Dear Syaf,

We refer to our tele-conversation moments ago.
Please let ID view the TP AVF and also to check with him the status of his counter-claim against TP.

Thanks & Regards,
Cynthia Loh

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 12/01/2017 12:32 PM
Subject: Re: C0407300/GA118812

Dear Cynthia,

Refer to our email dated 18/11/2016.

Kindly let us have your further instruction.

Thank you.

Best Regards,
Syaf | Case Handler
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 08/12/2016 11:31 AM
Subject: Re: C0407300/GA118812

Dear Cynthia,

Refer to our email dated 18/11/2016.

Kindly let us have your further instruction.

Thank you.

Best Regards,
Syaf | Case Handler
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: LKK_HQ
To: AXA_SG; AXA_CynthiaLoh
CC: admin-a@lkkauto.com; chewht@lkkauto.com; nursyafiqah@lkkauto.com
Sent On: 18/11/2016 03:45 PM
Subject: Fw: C0407300/GA118812

Dear Cynthia,

Refer to your below email.

We received TP cctv footage and have uploaded in Accellion.

Based on the TP video liability is down against Insured.

Upon OI reversing, TP were already on stationary mode to give way to OI.

OI did not show any signal, didn't practice a proper lookout during reversing and making a wide turn. We noted that T/P's vehicle position was away from 'STOP LINE'.

During our conversation earlier with OI, OI disputed on the liability.

OI did mention he was aware that TP were following behind him all the while and OI also making a claim against TP.

We seek for your further instruction.

Thank you.

Best Regards,
Syaf | Case Handler
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AXA_SG
To: LKK_HQ; sur@lkkauto.com; assignments@lkkauto.com
Sent On: 09/11/2016 02:01 PM
Subject: C0407300/GA118812



redefining / insurance



AXA INSURANCE SINGAPORE PTE LTD
☎ (65) 6338 7288
☎ (65) 6338 2522
🌐 www.axa.com.sg

Dear LKK Auto Consultants Pte Ltd,

INSD CLAIMING TP - REPORTED WHILE HE WAS REVERSING INTO P/LOT, TP DID NOT STOP AT STOP-LINE & HIT INTO THE FRONT OF IV.
PLEASE LIAISE WITH INSD & OBTAIN CONSENT BEFORE ANY SETTLEMENT.

Regards,
Cynthia Loh

Hsiao Tong (LKKAUTO)

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Thursday, 21 March 2019 8:05 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: 1st Reminder : <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Dear Hsiao Tong,

Agree on your offer of \$2,000.00 (@100%).

Kindly let us have your DV.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Mon, Mar 18, 2019 at 10:25 PM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

Our principal had further reviewed the matter and we have our instruction to improve our offer at a global sum of **\$2,000.00(all-in)**.

Please confirm settlement.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,
Hsiao Tong, Chew | 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: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Thursday, 21 February 2019 11:07 AM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: Re: 1st Reminder : <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Dear Hsiao Tong,

We regret to inform you do not agree on your offer.

As per BOLA, vehicle which was reversing should exercise greater care. We are in strong view that your insure should bear all liability.

Please refer to our LOD
COR \$1,712.00
LOU \$300.00
LTA Serach Fee \$5.35
Total \$2,017.35

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Tue, Feb 12, 2019 at 9:19 AM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer at a global sum of \$960.00(all-in).

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

Hsiao Tong, Chew | 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: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>

Sent: Thursday, 20 September 2018 12:02 PM

To: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: 1st Reminder : <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Dear All,

Please advise.

We still do not receive any reply from your.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Fri, Oct 20, 2017 at 11:32 AM Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Officer In Charge,

1st Reminder

Kindly advise.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Thu, Jul 27, 2017 at 12:22 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Officer In Charge,

Kindly advise any latest update on the case as above mentioned.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Thu, Jun 15, 2017 at 4:43 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Nur Syafiqah,

Reminder.

Kindly refer our previous email on Tue, Jan 17, 2017 at 12:10 PM.

Please advise any update/ outcome of the claim as above mentioned.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Mon, May 22, 2017 at 3:13 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Nur Syafiqah,

Kindly refer our previous email on Tue, Jan 17, 2017 at 12:10 PM.

Please advise any update/ outcome of the claim as above mentioned.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Tue, Jan 17, 2017 at 12:10 PM, Accord Claims(AV) <avclaims@mycarworkshop.com.sg> wrote:

Dear Syaf,

We do not agreeable to your proposal of 50% liability.

As per BOLA, vehicle which was reversing should exercise greater care. We are in strong view that your insure should bear all liability.

We do not know if any vehicle was behind our client car at point of accident, hence this is unfair to said that our client have the time to reverse his/her vehicle.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Mon, Jan 16, 2017 at 5:30 PM, Nur Syafiqah (LKKAUTO) <NurSyafiqah@lkkauto.com> wrote:

'Without Prejudice'

Dear Celia,

We reviewed the CCTV video footage and we are of the opinion that your client still have the time to reverse upon seeing our Insured reversing since your client have been following our Insured from the beginning of the car park entrance.

Kindly view the photo attach with this email, as your client is already further out from the STOP LINE.

We have our Principal instruction to offer at 50%.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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

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From: Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]

Sent: Friday, 13 January, 2017 3:17 PM

To: Nur Syafiqah (LKKAuto) <NurSyafiqah@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Dear Nur Syafiqah,

Please assist review the video footage.

Your insured must take double care before wanted to do a reverse and park into the parking lot.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Fri, Jan 13, 2017 at 11:19 AM, Nur Syafiqah (LKKAUTO) <NurSyafiqah@lkkauto.com> wrote:

'Without Prejudice'

Your Ref: BM275

Our Ref: CC4/AXA16021433/R1pg3

Dear Celia,

ACCIDENT INVOLVING SJH 5330D (AXA) & SFP 2286Z ON 09/10/2016

We refer to the email below.

We are of the opinion that this is a 50/50 liability case version.

Based on the CCTV video footage and accident scene photos ,your client is already further away from the stop line and I believe your client were alert that our Insured wanted to do a reverse and park into the parking lot.

For a quick and amicable settlement, we offer to settle @ 50% global sum at **S\$ 960.00 (all in)**

Kindly confirm acceptance.

Thank you.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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

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From: Hsiao Tong (LKKAUTO)
Sent: Friday, 18 November, 2016 8:22 AM
To: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Cc: Nur Syafiqah (LKKAUTO) <NurSyafiqah@lkkauto.com>
Subject: RE: <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Without Prejudice

Dear Celia,

Received with thanks.

We will look into the matter and get back to you.

Best Regards,

Hsiao Tong, Chew | 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: Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]
Sent: Thursday, 17 November, 2016 8:27 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: Re: <Request for Evidence> ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

Dear Hsiao Tong,

Kindly refer video footage as attached.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Mon, Nov 14, 2016 at 12:37 PM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Your ref: **SFP 2286Z**

WITHOUT PREJUDICE

Our Ref: **CC4/AXA16021433/R1pg3**

Dear Sir/Madam,

ACCIDENT INVOLVING SJH 5330D(AXA) & SFP 2286Z ON 09/10/2016

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client did not stop at the stopline and hit onto our insured's vehicle. Please see attached report for your easy reference.

We would like to request a copy of **video footage/witness statement/scene photos(if any)** in order for us to look into the matter.

We shall revert upon hearing from you.

Best Regards,

Hsiao Tong, Chew | 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)

View Sent Message

This mail is associated with :

*SFP2286Z (C0407300)
[SJH5330D]
TP
YAP ZHENGLIN, NELSON
Nov 9 2016 11:00AM
[CHAN, KHENG PONG CHRIS]
Accord Auto Services Pte Ltd

Resend View Recipients Print Message Delete Message Forward

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 21/05/2019 15:14 PM,
To AXA_KhorSawTheng; AXA_CynthiaLoh
CC AXA_SG
Subject DOA INCORRECT IN MERIMEN

Dear Saw Theng,

Please be informed that accident happen on 09/10/2016 instead of 09/11/2016.

Kindly amend date of accident in Merimen.

Thank you

DOCUMENTS SUMMARY
There are no documents.

DOI: 10.1002/anie.201104511

Chassis No. WAUZZZ8KNC4000994

1997

No	Description	Unit		Low (\$)
	Special Nets			
1	CAR PLATE NUMBER WITH HOLDER	1	\$	X 50.00
	Labour			
1	Spray Painting to All Affected Areas	1	\$	250 550.00
2	Labour Remove / Refix Accident Damages parts to knock , jack, cut weld and realign accident affected area	1	\$	200 250 400.00
3	Check Wiring System & Light	1	\$	30 120.00
4	Anti Rust Treatment	1	\$	X 120.00
	Rasul HP 90010068			
	2 days			
	L/S			
	09/11/16 @ 1645			
	email: rasul@kkkarts.com			
	Recovering after repair			
	Total (B)	\$		(,046.00)
	Grand Total	\$		5,174.96

#01-80 SINGAPORE 159723

10

Pg1

Vehicle Model : A4 1.8 TFSI MU

Chassis No: WAUZZZ8KXCA000994

No	Description	Unit	List (\$)
1	FRONT SUPPORT PANEL	1	\$ X 680.58
2	FRONT SUPPORT PANEL TOP COVER	1	\$ C RA / X 110.11
3	FRONT HEADLAMP RH	1	\$ SCA / 1,450.00
4	FRONT HEADLAMP BRACKET RH	1	\$ X 55.00
5	FRONT HEADLAMP BRACKET (LOWER) RH	1	\$ X 45.00
6	FRONT REONFORCMENT	1	\$ REX 522.00
7	FRONT BUMPER	1	\$ R 1,440.00
8	FRONT BUMPER SIDE RETAINER LH & RH	2	\$ X 90.00
9	FRONT BUMPER CLIPS	10	\$ NC / 45.00
10	FRONT BUMPER TOW COVER	1	\$ X 40.00
11	FRONT BUMPER FOGLAMP COVER RH	1	\$ X 85.00
		Total (A) :	\$ 4,562.69
		Less 5% :	\$ 228.13
		Grand Total:	\$ 4,334.56

ACCORD AUTO SERVICES PTE LTD

BLOCK 1009 BUKIT MERAH LANE 3

#01-80 SINGAPORE 159723

TEL: 62715133 62717433 FAX: 62745715

Vehicle No : SFP2286Z

Pg 2

Vehicle Make : Audi

Vehicle Model : A4 1.8 TFSI MU

Registration Date : 31 Aug 2011 (YOM 2011)

Chassis No: WAUZZZ8KXCA000994

No	Description	Unit	List (\$)
	Special Nett		
1	CAR PLATE NUMBER WITH HOLDER	1	\$ X 50.00
	Labour		
1	Spray Painting to All Affected Areas	1	\$ 250 350.00
2	Labour Remove / Refix Accident Damages parts to knock , jack, cut weld and realign accident affected area	1	\$ 200 250 400.00
3	Check Wiring System & Light	1	\$ 30 120.00
4	Anti Rust Treatment	1	\$ X 120.00
	<i>Rasul</i>		
	<i>HP 90010068</i>		
	<i>2 days</i>		
	<i>4/5</i>		
	<i>09/11/16 @ 1645</i>		
	<i>email: rasul@lkkauto.com</i>		
	<i>Resewing after repair</i>		
Total (B):			\$ 1,040.00
Grand Total:			\$ 5,374.56

ACCORD AUTO SERVICES PTE LTD

BLOCK 1009 BUKIT MERAH LANE 3
#01-80 SINGAPORE 159723
TEL: 6271 5133/6271 7433 FAX: 6274 5715
GST Regn No: 201113141K

3 December 2016

AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore 068811

Attn: Motor Claims Department

Dear Sirs,

ACCIDENT INVOLVING VEHICLE: SFP2286Z and SJH5330D on 9.10.2016 Along Carpark@MBS.

We are the authorized repair workshop for the owner of motor vehicle no: **SFP2286Z**, which was involved in the captioned accident with your insured vehicle: **SJH5330D**. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

01) Cost Of Repair	\$	1,600.00
02) 7% GST	\$	112.00
03) Loss of Use 3 days @ \$100	\$	300.00
05) LTA Enquiry Fee	\$	5.35
		2,017.35

We enclosed herewith the following documents to support the claims:-

- | | |
|---------------------------|-----------------------------------|
| a) GIA report | d) Insured NRIC & Driving Licence |
| b) Repair Statement BM275 | e) Letter Of Authority |
| c) LTA Enquiry Fee | f) Video Footage |

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

Thank you
Yours faithfully

ACCORD
AUTO SERVICES PTE LTD
Celia Lai
Accord Auto Services Pte Ltd
Tel: 6271 7433 / 9274 0999
Email: avclaims@mycarworkshop.com.sg

Nur Syafiqah (LKKAUTO)

From: Nur Syafiqah (LKKAUTO)
Sent: Friday, 18 November, 2016 4:37 PM
To: chris@therightmix.com.sg
Cc: Admin A; Hsiao Tong (LKKAUTO); Nur Syafiqah (LKKAUTO)
Subject: ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

CHRIS CHAN KHENG PONG

Dear Sir/Madam,

OUR REF : CC4/AXA16021433/R1pg3

YOUR REF: SJH 5330D

ACCIDENT INVOLVING SJH 5330D AND SFP 2286Z ALONG MARINA BAY SAND BASEMENT 4 C/P SECTION 20H SOUTH ON 09.10.2016

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Singapore Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s ACCORD AUTO SERVICES PTE LTD, acting on behalf of the owner of SFP 2286Z against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to NurSyafiqah@lkkauto.com within 10 days from the date of this letter if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at NurSyafiqah@lkkauto.com .

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Syaf | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-5792 | email: NurSyafiqah@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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LETTER OF AUTHORITY

To Whom It May Concern,

Accident Involving Vehicle: SFP 2286 Z and SJH 5330 D on 9.10.2016 Along Carport @ NRS.

I/We, Yap Zhonglin Nelson, NRIC No: S82232302

Of —

Owner of motor vehicle no SFP 2286 Z do hereby appoint **Accord Auto Services Pte Ltd**

as my/ours authorised representative and —

as my/ours solicitors to write, to negotiate and settle my/our claim against the other party/parties involved

in the above mentioned accident. I/We, Yap Zhonglin Nelson

shall have absolute discretion to settle the matter at the best term.

I/We also confirm and instruct that any agreed settlement sum in respect my/our claims be paid

Accord Auto Services Pte Ltd and such payment will be constitute a full and final discharge of my claims.



Signature of owner
(Company Stamp, if Applicable)



Without Prejudice on Injury Claims

AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SJH5330D (Insd veh)	Model: Audi A4
	SFP2286Z (TP veh)	
Date of Accident/ Time:	09/10/2016	

Repair Estimate	: \$	5,750.78			
Final Repair Cost	: \$				
Loss of Use	: \$		days at \$ per day		
Rental (if any)	: \$		days at \$ per day		
LTA / GIA Search Fee	: \$				
Others:	: \$				
Final Settlement Sum (Global Sum)	: \$	2,000.00			
Payee Name : Accord Auto Services Pte Ltd					
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)					
A)	For Non GIA Registered Workshop:	Agreed Liability _____ (%)			
B)	For GIA Registered Workshop:	BOLA Applicable: Yes No BOLA Scenario No: <u>NIL</u>			
	BOLA Liability: _____ (%)	Assessed Liability (*): <u>100</u> (%)			
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.					
Remarks:					

NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
- AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are *not received within 7 days* of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a full and final settlement that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

ACCORD
AUTO SERVICES PTE LTD

ACCORD
AUTO SERVICES PTE LTD

Signature of workshop representative / Workshop stamp

Name of Representative: Gia Lai

Date: 16 MAY 2019



MRB

Signature of Witness / Workshop stamp (if applicable)

Name of Witness: Richard Ng

Date: 16 MAY 2019

Signature of AXA's surveyor/representative

Name of AXA's surveyor /Representative:

Date:

ACCORD AUTO SERVICES PTE LTD

BLOCK 1009 BUKIT MERAH LANE 3

#01-80 SINGAPORE 159723

TEL: 6271 5133/6271 7433 FAX: 6274 5715

GST Regn No: 201113141K

HT

Date : 3 December 2016

AXA Insurance Singapore Pte Ltd
8 Shenton Way
#07-01 AXA Tower
Singapore 068811

Our Ref No : BM275
Insured : Yap ZhengLin Nelson
Insured NRIC : S8223232Z
Make & Model : Audi A4 1.8
DOA : 9.10.2016
Claim Type : Third Party

REPAIR STATEMENT

Re: Vehicle Registration No:

SFP2286Z

Cost Of Repair	\$	1,600.00
7% GST	\$	112.00
	\$	<u>1,712.00</u>

Accord Auto Services Pte Ltd

ACCORD
AUTO SERVICES PTE LTD

Print Date/Time : 09 Nov 2016 / 10:01:21

Receipt Date/Time : 09 Nov 2016 / 10:01:21

Tax Invoice/Receipt

Receipt No. ITNET-00000-161109-000282

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SJH5330D As at 09 Oct 2016/11:25:00 Insurance Co: AXA INSURANCE SINGAPORE PTE LTD				
1	Insurance Enquiry - SJH5330D Enquiry Fee 20161109100007467851	5.00	0.35	5.35
Sub-Total		5.00	0.35	5.35
Total Before Rounding		5.00	0.35	5.35
Rounding Difference				0.00
Total Amount Payable				5.35
Paid By				
	xxxxxxxxxxxx5430	Credit Card: Visa/MasterCard		5.35
Total				5.35
Cash Change				0.00
Tendered Amount				5.35
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

...CLAIM SUBFOLDER...(Pending for Survey Report)

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	09 Nov 2016		09 Nov 2016 13:58 Edit Adj Rpt	S\$1,600.00 Edit Estimates	S\$1,600.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	CHAN, KHENG PONG CHRIS, ID: S1408426F, Tel: +6598277226, Email: CHRIS@THERIGHTMIX.COM.SG								
Main Claimant:	YAP ZHENGLIN, NELSON, ID: S8223232Z								
Vehicle Reg. No.:	SFP2286Z	Date of Loss:	09/11/2016 11:00 - :59 [62 Months and 9 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / C0407300	Policy/Cover Note No.:	GA118812 (Comprehensive)						
Vehicle Reg. No. (Insured):	5JH5330D	Policy No. (Claimant):	BVPPS80539761600						
		Excess:	S\$0.00						
Repairer:	Accord Auto Services Pte Ltd (Bukit Merah) BLK 1009 BUKIT MERAH LANE 3, #01-80, 159723 Bukit Merah - Tel:								
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by SASHE Go Mui Sang]								
Claimant's Insurer:	Allied World Assurance Company, Ltd (HQ) - Tel: 62201188								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 18/11/2016]								
Driver/Custodian (Insured):	CHRIS CHAN KEHNG PONG (56 / Male), NRIC: S1408426F, Tel: +6598277226 Email: chris@therightmix.com.sg								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AXA_SG (05/03/2019): Re: <Seek Mandate> : C0407300/GA118812 AXA_SG (05/03/2019): Alert - Adj Mandate Approved (S\$1011.35) - SFP2286Z - Claim Handler: Cynthia Loh AXA_SG (05/03/2019): Re: <Seek Mandate> : C0407300/GA118812 AXA_SG (24/10/2018): Re: <Seek Mandate> : C0407300/GA118812 AXA_SG (23/10/2018): Re: <Seek Mandate> : C0407300/GA118812 AXA_SG (12/05/2018): Re: C0407300/GA118812 AXA_SG (09/09/2017): Re: C0407300/GA118812 AXA_SG (12/01/2017): Re: C0407300/GA118812 AXA_SG (12/01/2017): Re: C0407300/GA118812 AXA_SG (09/11/2016): C0407300/GA118812 AXA_SG (09/11/2016): New TP Assignment - C0407300/GA118812 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SFP2286Z (C0407300)
[SJH5330D]
TP
YAP ZHENGLIN, NELSON
Nov 9 2016 11:00AM
[CHAN, KHENG PONG CHRIS]
Accord Auto Services Pte Ltd

Upload Documents

Upload Photos

Compose New Letter

Upload Video

Upload Audio

View

View in Browser

Video

1 per page

No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	18/03/19 16:44	SFP 2286Z_Part 1	1	Load MP4	
2	18/03/19 16:44	SFP 2286Z_Part 2	1	Load MP4	

Letters/Correspondences

1 per page

No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	(Draft)	Third Party Express Settlement – Payment Breakdown	1	Edit	

Assessment Reports

1 per page

No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	10/11/16 17:15	Adjuster Immediate Advice	1	Load HTML	

Documentation

1 per page

No	Finalized On	AXA Insurance Pte Ltd (HQ)		Thumbnail	Print
1	09/11/16 11:08	EMAIL_ABS	1	Load PDF	
2	09/11/16 11:08	SFP2286Z TP GIA REPORT_ABS	1	Load PDF	
3	09/11/16 11:08	SJH5330D INSD GIA REPORT_ABS	1	Load PDF	
4	09/11/16 13:57	FROM TP W/S - SELECTED Ma Chin Fook (LKK Auto Consultants Pte Ltd)	1	Load TIF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	10/11/16 17:11	TP ESTIMATE - MARKED	1	Load PDF	
2	12/01/17 15:41	Email to OI dd 120117	1	Load PDF	
3	31/10/17 19:36	Email from OI dd 210917	1	Load PDF	
4	23/10/18 15:16	LKK Survey Photos	1	Load PDF	
5	23/10/18 16:55	IA (with mandate) dd 231018	1	Load PDF	
6	30/05/19 08:41	WORKSHOP INVOICE	1	Load PDF	
7	30/05/19 08:41	AUTHORISATION TO ACT FORM	1	Load PDF	
8	30/05/19 08:41	PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM	1	Load PDF	
9	30/05/19 08:41	LTA SEARCH	1	Load PDF	
10	30/05/19 08:41	LETTER TO OI	1	Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJH5330D (Insd veh)	Model:	AUDI A4 1.8 T (A)
	SFP2286Z (TP veh)		
Date of Accident:	09/11/2016		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	5,750.78
Final Repair Cost	:	\$	1,712.00
Loss of Use	:	\$	300.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	5.35
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum (Global Sum)	:	\$	2,000.00

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop:	Agreed Liability ____ 100 ____ (%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: ____
BOLA Liability: ____ (%)	Assessed Liability (*): ____ (%)
<i>* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.</i>	
Remarks _____	

Payment Instruction: Payee's Breakdown			
1)	Accord Auto Services Pte Ltd	:	\$ 2,000.00
2)		:	\$
3)		:	\$
4)		:	\$

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

30 May
2019

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

LKK Auto Consultants Pte Ltd (Co. Reg. No: 199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/AXA16021433/R1PB3Q2

Date: 30/05/2019

REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

GA118812

Claimant Vehicle
No : SFP2286Z

Insured Vehicle No :

SJH5330D

Date of Loss: 09/11/2016

Nature of Claim:

TP

Claim No: C0407300

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SFP2286Z

Make & Model: AUDI A4, 1.8 T (A)

Engine No: HIDDEN

Reg. Date: 31/08/2011 (Man. Year: 2011)

Chassis No: WAUZZZ8KXCA000994

Colour: White

Odometer: 68230 km

Engine Capacity: 1798 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable):

Yes

Footbrake (Serviceable):

Yes

Handbrake (Serviceable):

Yes

Engine Modification:

No

Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 245/40 R18

Rear Tyre Size:

245/40 R18

Front Left Side: Pirelli 6 mm

Rear Left Side:

Pirelli 6 mm

Front Right Side: Pirelli 6 mm

Rear Right Side:

Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,384.56	1,524.85	2,859.71	65.22
Miscellaneous Items	0.00	0.00	0.00	
Labour	990.00	530.00	460.00	46.46
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	5,374.56	2,054.85	3,319.71	61.77
Approved Total (Overridden) (S\$)		1,600.00		
(S\$)	5,374.56	1,600.00	3,774.56	70.23
+ GST 7.00/7.00% (S\$)	376.22	112.00	264.22	70.23
Nett Amount (S\$)	5,750.78	1,712.00	4,038.78	70.23
+ Loss of Use (3.0 x S\$100.00/day) (S\$)		300.00		
+ Doc/Search Fee (S\$)		5.35		
Nett Liability (S\$)		2,017.35		
Global Sum Settlement (S\$)		2,000.00		

INSPECTION

Date of Assignment: 09/11/2016

Date Inspected: 09/11/2016 Inspected At:

Accord Auto Services Pte Ltd (Bukit
Merah)
BLK 1009 BUKIT MERAH LANE 3, #01-80
Singapore 159723

Estimated Period of Repair: 2.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 23 May 2019)
Parts:	143	AUDI A4 1.8 T (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SFP2286Z)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No. Particulars	Condition	Repairer's	Amount
1	1	*FRONT SUPPORT PANEL (CONSISTENT)	Serviceable	680.58 FL	*- FL
2	1	*FRONT SUPPORT PANEL TOP COVER (CONSISTENT)	Cracked	110.11 FL	*110.11 FL
3	1	*FRONT HEADLAMP RH (CONSISTENT)	Scratched	1,450.00 FL	*1,450.00 FL
4	1	*FRONT HEADLAMP BRACKET RH (CONSISTENT)	Serviceable	55.00 FL	*- FL
5	1	*FRONT HEADLAMP BRACKET (LOWER) RH (CONSISTENT)	Serviceable	45.00 FL	*- FL
6	1	*FRONT REONFORCEMENT (CONSISTENT)	Serviceable	522.00 FL	*- FL
7	1	*FRONT BUMPER (CONSISTENT)	Repair	1,440.00 FL	*- FL
8	2	*FORNT BUMPER SIDE RETAINER LH & RH (CONSISTENT)	Serviceable	90.00 FL	*- FL
9	10	*FRONT BUMPER CLIPS (CONSISTENT)	Necessary	45.00 FL	*45.00 FL
10	1	*FRONT BUMPER TOW COVER (CONSISTENT)	Serviceable	40.00 FL	*- FL
11	1	*FRONT BUMPER FOGLAMP COVER RH (CONSISTENT)	Serviceable	85.00 FL	*- FL
12	1	*CAR PLATE NUMBER WITH HOLDER (CONSISTENT)	Serviceable	50.00 FS	*- FS

F=Franchise part. S=SpcNett. L=ListItemDisc

Sub Total (\$\$)	4,612.69	1,605.11
- List Item Discount on L Items 5.00/5.00% (\$\$)	228.13	80.26
Total Parts (\$\$)	4,384.56	1,524.85

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	SPRAY PAINTING TO ALL AFFECTED AREAS	New	350.00	250.00
2	LABOUR REMOVE/REFIX ACCIDENT DAMAGES PARTS TO KNOCK ,JACK ,CUT WELD AND REALIGN ACCIDENT AFFECTED AREA	New	400.00	250.00
3	CHECK WIRING SYSTEM & LIGHT	New	120.00	30.00
4	ANTI RUST TREATMENT	New	120.00	0.00
Gross Labour Cost (S\$)			990.00	530.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >