

INSURANCE

INS. CASE OWNER

Saw may/ CC H/AXA160 21655, MBE

MBE / LKK: IDAC

Surveyor: Maria

DOI: 10/11/16

ASSIGNMENT

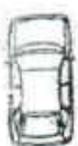
Date / Time

14/11/16

Registered in Merimen: 14/11/16

Pre-assign / CCU / FTE

GRA740T



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.

WOODHOUSE Furniture S (construction)

62810774 HP

D.O.A: 10/11/16

( YES / NO ) Nature of Accident

MYAT SEE KOE

97223274 (V/L: YES / NO)

Claim No. :

Policy No. :

Make / Model :

Place of Accident :

(840 7820)

PL72880

Toyota DYNIA

SHUN ROAD

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

Insured Liability %

Final ? Yes / No



INSRS: WSP: Tel: Liability: RMKS:

SFA 7349m  
Auto Assist



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date / Time	STAGE	DATE / PIC
<u>15/11/16</u>	Non-Reporting ltr (1st)	
	Non-Reporting ltr (2nd)	
	Non-Reporting ltr (Final)	
	Notification ltr (if non-pickup)	
	Call OI	<u>9/13/17 by email</u>
	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	

9/13/17 @ 3:47 Spoken with Ms Li Ting. Confirmed OED hit to parked veh while he moving out from parking lot. she agreed to settle & advise NCD issue.

11/07/17 @ 2pm RI at workshop - Auto Assist Str BIK 3044 Ubi Rd 1 #A-288

V6/6 - Confirmed with xinyun. please type report in view & upload in merimen.

RECEIVED 25 JUN 2018

PRELIMINARY ADVICE	Date/Time	Sent By:	Confirm with:	Confirm by:
FINALIZATION	Date/Time		( days ) Reduction %	Email <input type="checkbox"/> Call <input type="checkbox"/>
Repair Cost	SS			
FINAL SETTLEMENT	Date/Time		Confirm with	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% <u>100</u>	(Agreed / Assessed)	BOLA S/N No. <u>23</u>	If NO or B 28, Ass. Lia:
Repair Cost	SS			
Loss of Rental (LOR):	SS	( days )		
Loss of Use (LOU):	SS	( days )		
Loss of Income (LOI):	SS	( days )		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>		LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	SS			1) Claim status: Normal/Reject/Private Settle
Medical:	SS	(e.g. Tow/ Independent)		2) Report Format:
Disbursement:	SS			3) Survey fee: <u>\$250/-</u>
Legal Cost	SS			
Total:	SS	Global Sum SS:		Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL PAYMENT	Date/Time		Confirm with:	
Payee 1:	SS	Name 1:		
Payee 2 (Strike if N.A.):	SS	Name 2:		
Payee 3 (Strike if N.A.):	SS	Name 3:		

COPY SENT

13/11/17

Reinspection #150.00

ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop m/s \_\_\_\_\_  
 of \_\_\_\_\_  
 Insured: \_\_\_\_\_  
 Policy No. \_\_\_\_\_  
 Claims No. \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

Veh No: *SKA7349M* Yr Regn: *Jun 2006*  
 Type:  M Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or \_\_\_\_\_  
 Make: *Mer ce. 6200 cc 1796*  
 Colour: *Grey* A/C: Insured / Std / NI / NA  
 Sp. Reading: *3/2764* Ti/Radio: Insured / Std / NI / NA  
 Eng/No: \_\_\_\_\_  
 C/No: *WDB 211 0422 A 929 252*  
 Gen. Cond:  Good / Fair / Poor / Burnt  
 Steering:  In order / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Brake:  In order / Jammed / Leaked / Burnt or \_\_\_\_\_  
 Modi: Nil / S/Rim / STD / R/Rim or \_\_\_\_\_

(Policy Condition)  
 Remark: **The veh had commenced its repair at the time of inspection.**

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
N/S	O/S
<input type="checkbox"/>	<input type="checkbox"/>

Tyre Size: F: *225/55 R16*  
 R: *U*  
 BS / DUN / EXNOVA / GY / FS / LIZA /  MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or \_\_\_\_\_  
 Front: R/Bal. *6* mm L/Bal. *6* mm D.O.A. \_\_\_\_\_  
 Rear: R/Bal. *6* mm L/Bal. *6* mm D.O.I. *11-07-17*  
 Survey held at *w/s* *2pm*  
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or *o/s Rt.*  
 The U/C / Chassis frame / Body Structure affected due to collision.

Bal. or Market Value: \_\_\_\_\_  
 IDAC Accident Rpt.: \_\_\_\_\_ Consistent? : Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No  
 Est. Repairs: *4* days Res.: Yes or No  
 Lum Sum: *20* % 3 Val.: Yes or No  
 CA / REV / REP. / 24 HRS  
 Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_  
 Vehicle: IN / OUT

Date / Time	Action / Instruction
	<i>L/S \$3400</i>
	<i>(red \$5650 / 62.4%)</i>

Date/Time, File Pass to?  : Preli. Report  
 : Final Report  
 1) \_\_\_\_\_  
 Date/Time, File Return to? \_\_\_\_\_  
 2) \_\_\_\_\_

Days Of Repair: \_\_\_\_\_  
 Resurvey No. of Trip: \_\_\_\_\_

Report Format : \_\_\_\_\_  
 Lump Sum / I.B.I: (\$ \_\_\_\_\_)

Add Fee:  Site Insp (\$ \_\_\_\_\_)  
 Interview (\$ \_\_\_\_\_)  
 Tech. Invs (\$ \_\_\_\_\_)  
 Weekend (\$ \_\_\_\_\_)

Survey Fee: \_\_\_\_\_  
 Transportation: \_\_\_\_\_  
 ) \$ + RS \$ \_\_\_\_\_  
 ) Photos \_\_\_\_\_  
 ) Others \_\_\_\_\_  
 ) \_\_\_\_\_  
 TOTAL \_\_\_\_\_

08/11/13

REF: AXA

Surveyor:  
Maxman

### ASSIGNMENT

From: \_\_\_\_\_ Date: 16/11/2016

Veh No: SKA 7349M Yr Regn: 61 06

Estimated Cost: \_\_\_\_\_

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

OD / (P) WS / TP RES / OD RES / EVA / INV / MV

Truck / Trailer or: A1

To inspect Vehicle No: SKA 7349M

Make: volvo c.c. 1796

at Workshop m/s: Hock Wah

Colour: grey A/C: Insured / Std / NI / NA

of Blk 900b Tampines Ind Park A #01-2014

Sp. Reading: 305767 T/Radio: Insured / Std / NI / NA

Insured: \_\_\_\_\_

Eng/No: \_\_\_\_\_

Policy No. \_\_\_\_\_

C/No: WDB2110422A979252

Claims No. \_\_\_\_\_

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

Steering: Inorder / Jammed / Leaked / Burnt or

(Client's Record)

Brake: Inorder / Jammed / Leaked / Burnt or

Make of Veh: \_\_\_\_\_

Modi: Nil / S/Rim / STD A/Rim or

(Policy Condition)

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

N/S	O/S

Tyre Size: F: \_\_\_\_\_

R: 225/55-16

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Bal. or Market Value: \_\_\_\_\_

Front

Rear

IDAC Accident Rpt: \_\_\_\_\_ Consistent?: Yes or No

R/Bal. 6 mm

R/Bal. 6 mm

GIA / PR Seen: \_\_\_\_\_ Consistent?: Yes or No

L/Bal. 6 mm

L/Bal. 6 mm

Est. Repairs: 4 days Res: Yes or No

D.O.A. 10/11/16 D.O.I. 16/11/16

Lum Sum: 20 % 3 Val: Yes or No

Survey held at \_\_\_\_\_

CA / REV / REP. / 24 HRS Wp

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

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

Date / Time	Action / Instruction
10/3/17	check with repairer how the sad vehicle towed already repair from other workshop.
\$ 4,591.40	no finalised (not repair)
\$ 486.50	check items.
	Red @ 4057.60/47%

Date/Time, File Pass to?

: Preli. Report

Days Of Repair: \_\_\_\_\_

1)

: Final Report

Resurvey No. of Trip: \_\_\_\_\_

Date/Time, File Return to?

Survey Fee:

2)

Add Fee:  : Site Insp (\$ \_\_\_\_\_)

Transportation:

: Interview (\$ \_\_\_\_\_)

G + RS \$ \_\_\_\_\_

: Tech. Invs (\$ \_\_\_\_\_)

Photos

: Weekend (\$ \_\_\_\_\_)

Others

Report Format: \_\_\_\_\_

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

TOTAL



# 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 PTE LTD

Ref : CC4/AXA16021655/Uyg3-1

8 SHENTON WAY #24-01  
AXA TOWERSINGAPORE 068811

Date : 28-06-2017



Code : AXA2

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	GBA 740T	Veh. Inspected	SKA 7349M
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	28/06/2017

## 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	10/11/2016	Inspection Date	16/11/2016
Survey held at	Auto Assist SG Apt Blk 3014 Ubi Road 1 #01 - 288 Singapore 408702		

## 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)

Non-Reporting

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Adjusted	Status
Main	14 Nov 2016		14 Nov 2016 09:39 <a href="#">Assign</a>				<b>New Assignment</b> <a href="#">Cancel Case</a>

<a href="#">Main</a>	<a href="#">Reference</a>	<a href="#">Claim Details</a>	<a href="#">Documents</a>	<a href="#">Show All</a>
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[Created by insurer]

**CLAIM SUBFOLDER DETAILS**

**Insured:** WOODHOUSE FURNITURE & CONSTRUCTION PTE LTD, NRIC: 200614461H

**Main Claimant:** CHUA CHEE GUAN, NRIC: S1681514D

**Vehicle Reg. No.:** SKA7349M **Date of Loss:** 10/11/2016 13:00 - :59

**Claim Type:** TP / C0407820 **Policy/Cover Note No.:** P1721880 (Comprehensive)

**Vehicle Reg. No. (Insured):** GBA740T **Policy No. (Claimant):**

**Excess:** S40.00

**Repairer:** Hock Wah Motor Workshop Pte Ltd (Tampines) Bk 900B, Tampines Street 93,, Tampines Industrial Park A, #01-204, S28840 Tampines - Tel: 6785 3933 / 8339 6868

**Handling Insurer:** AXA Insurance Singapore Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Khor Saw Theng - 6850 4754]

**Adjuster:** LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 23/11/2016]

[View All](#) [Compose Case Mail](#)

**ASSOCIATED MAIL RECEIVED**

- AXA\_SG (14/11/2016): WP / New TP Assignment - C0407820/P1721880

**ALL ASSOCIATED TASKS**

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

[View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

14-11-2016 @ 9:43am  
Dokun veh not in



CUSTOMARY



REVIEW

# HOCK WAH MOTOR WORKSHOP PTE LTD

BLK 9006 TAMPINES ST 93 #01-204  
SINGAPORE 528840  
TEL: 67853933 FAX: 67883933  
R.O.C No. 200104141D GST Reg No. 20-0104141-D

TO : SI681514D  
CHUA CHEE GUAN  
BLK 53 GEYLANG BAHRU  
08-3599  
SINGAPORE 330053  
TEL : 90676069 FAX :  
PH : 90676069  
ATTN :

## ESTIMATE BILL

Number : EBK0000165  
Date : 11/11/2016  
Case No : ADK0000242  
Vehicle No : SKA7349M  
Chassis:  
Year of Mfr  
Policy No  
Model : MERCEDES BENZ  
E200

Term:

Sn	DESCRIPTION	QTY	U PRICE	DISC	AMOUNT
1	FRT BUMPER	1.0	1,230.00	0	1,230.00
2	FRT BUMPER SIDE RETAINER LH	1.0	85.00	0	85.00
3	FRT BUMPER SIDE RETAINER RH	1.0	85.00	0	85.00
4	FRT BUMPER REINFORCEMENT	1.0	850.00	0	850.00
5	FRT BUMPER REINFORCEMENT BRACKET LH	1.0	258.00	0	258.00
6	FRT BUMPER REINFORCEMENT BRACKET RH	1.0	258.00	0	258.00
7	FRT BUMPER BRACKET LH	1.0	68.00	0	68.00
8	FRT BUMPER BRACKET RH	1.0	68.00	0	68.00
9	FRT BUMPER INNER GARNISH CENTER	1.0	55.00	0	55.00
10	FRT BUMPER INNER SIDE GARNISH LH	1.0	68.00	0	68.00
11	FRT BUMPER INNER SIDE GARNISH RH	1.0	68.00	0	68.00
12	FRT BUMPER INNER SPONGE CENTER	1.0	50.00	0	50.00
13	FRT BUMPER SIDE SPONGE LH	1.0	58.00	0	58.00
14	FRT BUMPER SIDE SPONGE RH	1.0	58.00	0	58.00
15	FRT BUMPER CLIPS	12.0	6.00	0	72.00
16	FRT HEADLAMP RH	1.0	1,050.00	0	1,050.00
17	FRT HEADLAMP BRACKET RH	1.0	65.00	0	65.00
18	FRT FENDER RH	1.0	755.00	0	755.00
19	FRT FENDER INNER SHIELD RH SET	1.0	90.00	0	90.00
20	FRT BUMPER FOGLAMP RH	1.0	360.00	0	360.00
21	FRT BUMPER FOGLAMP BRACKET RH	1.0	60.00	0	60.00
22	FRT BUMPER PROTECTOR W CHROME RH	1.0	255.00	0	255.00
23	FRT SUPPORT PANEL TOP	1.0	144.00	0	144.00
24	FRT SUPPORT PANEL CENTER	1.0	79.00	0	79.00
25	FRT SUPPORT PANEL SIDE LH	1.0	130.00	0	130.00
26	FRT SUPPORT PANEL SIDE RH	1.0	130.00	0	130.00
27	FRT FENDER INNER SHIELD CLIPS	10.0	6.00	0	60.00
Nett Price - Parts Sub Total					6,509.00
Parts Total					6,509.00
28	ANTI RUST COATING	1.0	100.00	0	100.00
29	FRT BONNET REPAIR	1.0			
30	LABOUR TO REMOVE AND REFIT NECESSARY PARTS	1.0	1,000.00	0	1,000.00
31	SPRAY PAINT ON THE AFFECTED AREAS	1.0	1,000.00	0	1,000.00
32	CHECK WIRING	1.0	40.00	0	40.00

E. & O. E.

HOCK WAH MOTOR WORKSHOP PTE LTD

CUSTOMER SIGNATURE

AUTHORISED SIGNATURE

# HOCK WAH MOTOR WORKSHOP PTE LTD

BLK 9006 TAMPINES ST 93 #01-204  
 SINGAPORE 528840  
 TEL: 67853933 FAX: 67883933  
 R.O.C No. 200104141D GST Reg No. 20-0104141-D

TO : S1681514D  
 CHUA CHEE GUAN  
 BLK 53 GEYLANG BAHRU  
 08-3599  
 SINGAPORE 330053  
 TEL : 90676069 FAX :  
 PH : 90676069  
 ATTN :

## ESTIMATE BILL

Number : EBK0000165  
 Date : 11/11/2016  
 Case No : ADK0000242  
 Vehicle No : SKA7349M  
 Chassis:  
 Year of Mfr  
 Policy No  
 Model : MERCEDES BENZ  
 E200

Term:

Sn	DESCRIPTION	QTY	U PRICE	DISC	AMOUNT
32	CHECK WIRING	1.0	40.00	0	40.00
	Labour 1 Sub Total				2,040.00
<div style="border: 1px solid black; padding: 5px;"> <p>LKK Auto Consultants hence notify the Repairer of the following:</p> <ul style="list-style-type: none"> <li>• To survey before/after spray painting</li> <li>• To display damaged part(s) during recovery</li> <li>• Parts prices are subject to confirmation</li> <li>• Third party survey is on a "Without Prejudice" basis</li> <li>• No (legal modification(s)) is allowed</li> <li>• Supplementary item(s) must be returned and is subject to final approval from Insurance Company</li> </ul> <p>Acknowledged by Repairer                      Signature:                      Date:</p> </div> <div style="margin-left: 200px; margin-top: 20px;"> <p><i>No A Accident</i>  <i>16/11/16</i>  <i>16/11/16</i>  <i>16/11/16</i></p> </div>					
SINGAPORE DOLLARS : NINE THOUSAND TWO HUNDRED FIFTY-FOUR AND CENTS FORTY-THREE ONLY			Less Excess		0.00
			<b>SUBTOTAL</b>		8,649.00
			GST 7.00%		605.43
			<b>TOTAL</b>		<b>9,254.43</b>

Date of accident : 11/11/2016 05:19 PM. Place : SULTAN PLAZA MULTI STOREY CARPARK 5B

E. & O. E.

HOCK WAH MOTOR WORKSHOP PTE LTD

CUSTOMER SIGNATURE

AUTHORISED SIGNATURE

## Jas Khine (LKKAuto)

---

**From:** Jas Khine (LKKAuto)  
**Sent:** Monday, 13 March, 2017 11:18 AM  
**To:** sawtheng.khor@axa.com.sg  
**Cc:** Vic (LKKAuto); Admin A; Agnes Lim (LKKAuto)  
**Subject:** RE: Direct Settlement - Accident Involving GBA740T (OI : AXA - C0407820) and SKA7349M (TP : LKK REF - CC4/AXA16021655/Uyg3) on 10.11.2016

Dear Saw Theng,

Further to the below matter.

Please be informed that the claimant has towed out his vehicle from M/s Hock Wah Motor Workshop Pte Ltd and send to our repairer.

Therefore, we will close the matter at our end and submit our report to your good office.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

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**From:** Agnes Lim (LKKAuto)  
**Sent:** Monday, 9 January, 2017 1:17 PM  
**To:** sawtheng.khor@axa.com.sg  
**Cc:** Vic (LKKAuto) <vic@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Direct Settlement - Accident Involving GBA740T (OI : AXA - C0407820) and SKA7349M (TP : LKK REF - CC4/AXA16021655/Uyg3) on 10.11.2016

Dear Saw Theng,

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please advise also whether we can proceed for direct settlement for this case.

Thank you.

**"Wishing you a Happiness and Prosperity New Year"**

Best Regards,

**Agnes Lim** | Admin

**LKK Auto Consultants Pte Ltd**

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

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

## Jas Khine (LKKAuto)

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**From:** Jas Khine (LKKAuto)  
**Sent:** Thursday, 9 March, 2017 6:57 PM  
**To:** 'foocheong@woodhousefurniture.com.sg'  
**Subject:** ACCIDENT INVOLVING GBA740T & SKA 7349M ALONG/AT SURTUN ROAD ON 10/11/2016

09 MARCH 2017

### WOODHOUSE FURNITURE & CONSTRUCTION PTE LTD

Dear Sir/Madam,

Our Ref : CC4/AXA16021655/Uyg3  
Your Ref : GBA 740T

### ACCIDENT INVOLVING GBA740T & SKA 7349M ALONG/AT SURTUN ROAD ON 10/11/2016

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 Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s Hock Wah Motor Workshop Pte Ltd acting on behalf of the owner of SKA 7349M against your motor insurance policy.

Based on the circumstances of the accident reported by both parties, we are of the opinion that we cannot be absolved from liability.

This also refers to our tele-conversation today with Ms Li Ting.

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 jaskhine@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 6841 2928 or email us at [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)

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

Thank you.

Best Regards,

**Jas Khine** | Case Handler

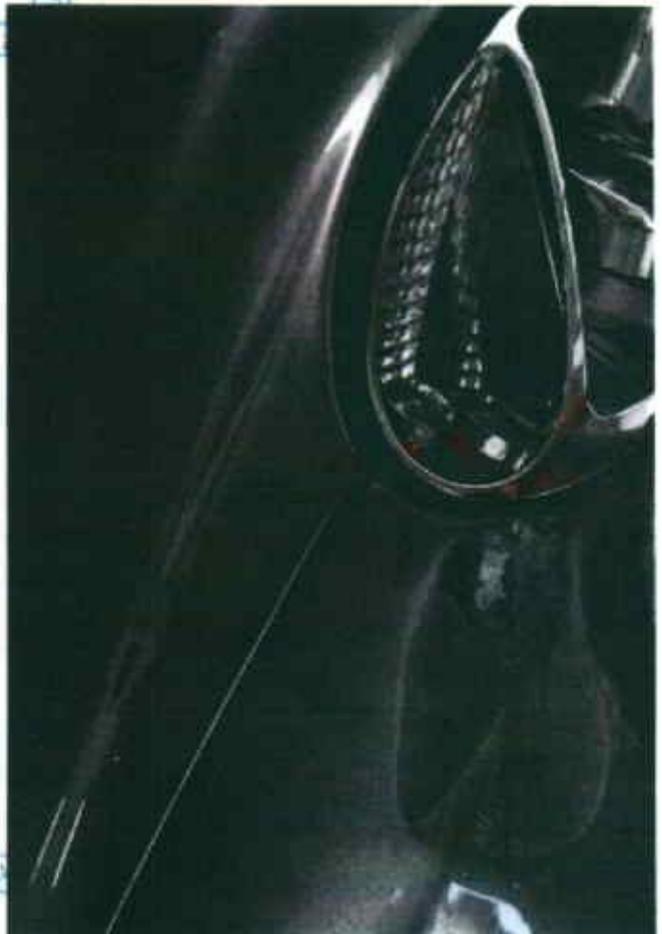
**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

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



AUTOMAX SUPPLY

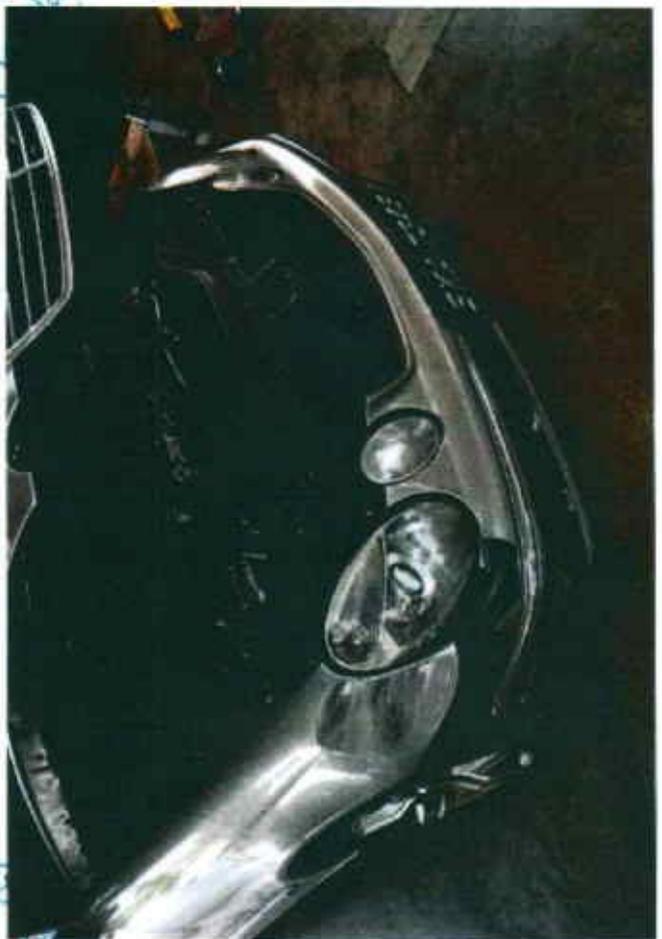


REX

101 QAK 25

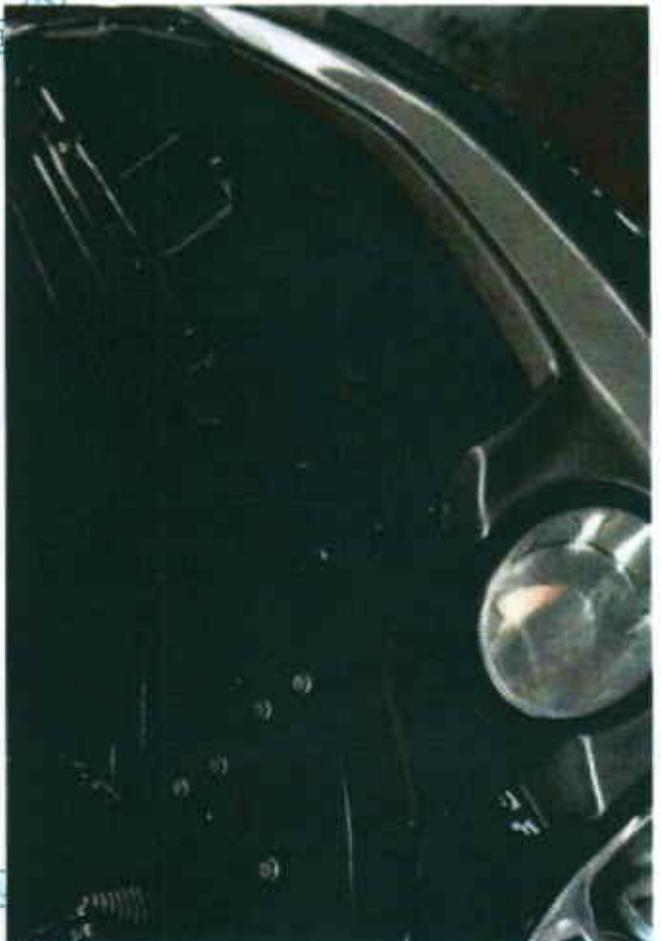


101 QAK 25



101 QAK 25

SKYWAY AUTO



SKYWAY SURVEY

AUTOMAX SURVEY



AUTOMAX SURVEY



AUTOMAX SURVEY

QW4



QW4



QW4

RUJUK  
KEMENTERIAN  
KEMAMPUAN  
BERSAMA SAMA



RUJUK  
KEMENTERIAN  
KEMAMPUAN  
BERSAMA SAMA



RUJUK  
KEMENTERIAN  
KEMAMPUAN  
BERSAMA SAMA

AUTOMAKS  
SUS



NEV

INVESTIGATION



INVESTIGATION

PAU - SIMLA



PAU - SIMLA



PAU - SIMLA







AUTOMAX SURVEY

SURVEY



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

Reinspection

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	14 Nov 2016		14 Nov 2016 09:39 <a href="#">Edit Adj Rpt</a>	<b>S\$3,400.00</b> <a href="#">Edit Estimates</a>	<b>S\$3,400.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	<b>WOODHOUSE FURNITURE &amp; CONSTRUCTION PTE LTD</b> , Co. Reg. No.: 200614461H								
Main Claimant:	<b>CHUA CHEE GUAN</b> , ID: S1681514D								
Vehicle Reg. No.:	<b>SKA7349M</b>	Date of Loss:	10/11/2016 13:00 - :59 [124 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / C0407820</b>	Policy/Cover Note No.:	P1721880 (Comprehensive)						
Vehicle Reg. No. (Insured):	<b>GBA740T</b>	Policy No. (Claimant):							
		Excess:	S\$0.00						
Repairer:	<b>Auto Assist Singapore (HQ)</b> Blk3014 Ubi Road 1, #01-28, 408702 Ubi - Tel:								
Handling Insurer:	<b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288 ... [Handled by <b>Chen Xinyou</b> - 6880 4269]								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MARCUS CHUA</b> ] ... [Final Rpt due 05/07/2017]								
Claimant's Solicitor:	<b>CHIA S ARUL &amp; LLC</b> - Tel: 67334647								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>• AXA_SG (24/04/2018): <b>Re: Direct Settlement - Accident Involving GBA740T (OI : AXA - C0407820) and SKA...</b></li> <li>• AXA_SG (02/10/2017): <b>Re: Direct Settlement - Accident Involving GBA740T (OI : AXA - C0407820) and SKA...</b></li> <li>• AXA_SG (28/06/2017): <b>Reinspection - C0407820/P1721880</b></li> <li>• AXA_SG (24/05/2017): <b>Re: Direct Settlement - Accident Involving GBA740T (OI : AXA - C0407820) and SKA...</b></li> <li>• AXA_SG (14/02/2017): <b>TP settlement - C0407820/P1721880</b></li> <li>• AXA_SG (14/11/2016): <b>WP / New TP Assignment - C0407820/P1721880</b></li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>	<b>Subject</b>	<b>Handler</b>	<b>Assigned By</b>	<b>Completed On</b>	<b>Created On</b>	<b>Done?</b>
No results.									

## Claim Documents

**\*SKA7349M (C0407820)**  
**[GBA740T]**  
**TP**  
**CHUA CHEE GUAN**  
**Nov 10 2016 1:00PM**  
**[WOODHOUSE FURNITURE & CONSTRUCTION PTE LTD]**  
**Auto Assist Singapore**

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			<b>View</b> <a href="#">View in Browser</a> <span style="float: right;">▼</span>
<b>Assessment Reports</b>			1 per page <span style="float: right;">▼</span> <input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)	<b>Thumbnail</b> <b>Print</b>
1	14/02/17 09:44	<b>Accident Statement</b> <small>From: SC - Reg. No: GBA740T, Claimant: WOODHOUSE FURNITURE &amp; CONSTRUCTION PTE LTD</small>	Load HTM
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	<b>Thumbnail</b> <b>Print</b>
1	17/11/16 15:48	<b>Adjuster Immediate Advice</b>	Load HTM
<b>Photos/Images</b>			3 per page <span style="float: right;">▼</span> <input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	<b>Thumbnail</b> <b>Print</b>
1	13/03/17 15:55	<b>LKK INSPECTION photo</b>	Load PDF
<b>Documentation</b>			1 per page <span style="float: right;">▼</span> <input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)	<b>Thumbnail</b> <b>Print</b>
1	14/11/16 09:01	<b>email_abs</b>	Load PDF
2	14/11/16 09:01	<b>tp gia report_abs</b>	Load PDF
3	11/01/17 19:25	<b>CI</b>	Load PDF
4	11/01/17 19:25	<b>POLICY SCHEDULE</b>	Load PDF
5	14/02/17 16:58	<b>EMAIL_ABS</b>	Load PDF
6	24/05/17 11:03	<b>LOD - Repair done at different wkshp</b>	Load PDF
7	28/06/17 08:43	<b>Re-Inspection Details (Date + Time)</b>	Load TIF
8	07/07/17 14:18	<b>LOD_ABS</b>	Load PDF
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	<b>Thumbnail</b> <b>Print</b>
1	17/11/16 15:43	<b>TP ESTIMATE - MARKED</b>	Load PDF
2	19/12/16 13:31	<b>police_investigation_results</b>	Load PDF
3	13/03/17 11:18	<b>EMAIL CORRESPONDENCE WITH AXA</b>	Load PDF
4	14/03/17 12:13	<b>LETTER TO OI</b>	Load PDF

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	<a href="#">Reset</a>   <a href="#">Save</a>   <a href="#">Print</a>
There are no document checklists configured.	

<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>

## 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/AXA16021655/UMB3-1

**Date:** 06/07/2018

#### REFERENCE

Handling Insurer: AXA Insurance Pte Ltd	Policy No:	P1721880
<b>Claimant Vehicle No :</b> SKA7349M	<b>Insured Vehicle No :</b>	GBA740T
Date of Loss: 10/11/2016	Nature of Claim:	TP
	Claim No:	C0407820

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	<b>SKA7349M</b>		
Make & Model:	MERCEDES-BENZ E200 NGT, 1.8 (A)	Engine No:	27194130775453
Reg. Date:	30/06/2006 (Man, Year: 2006)	Chassis No:	WDB2110422A979252
Colour:	Grey	Odometer:	305767 km
Engine Capacity:	1796 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### 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:	225/55 R16	Rear Tyre Size:	225/55 R16
Front Left Side:	Michelin 6 mm	Rear Left Side:	Michelin 6 mm
Front Right Side:	Michelin 6 mm	Rear Right Side:	Michelin 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,557.50	3,071.40	3,486.10	53.16
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,300.00	1,190.00	4,110.00	77.55
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>11,857.50</b>	<b>4,261.40</b>	<b>7,596.10</b>	<b>64.06</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>3,400.00</b>		
<b>Nett Amount (S\$)</b>	<b>11,857.50</b>	<b>3,400.00</b>	<b>8,457.50</b>	<b>71.33</b>

#### INSPECTION

Date of Assignment:	14/11/2016	
Date Inspected:	16/11/2016 Inspected At:	Hock Wah Motor Workshop Pte Ltd (Tampines) Blk 900B, Tampines Street 93,, Tampines Industrial Park A, #01-204 Singapore 528840
Estimated Period of Repair:	4.0 days	

**Adjuster:** MARCUS CHUA

**Manager:** Lim Chin Siong Bevan

*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	
<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 06 Jul 2018)
<b>Parts:</b> 143	MERCEDES-BENZ E200 NGT 1.8 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b> Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SKA7349M)
<b>Validity:</b>	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
<b>Further Info:</b> 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 BUMPER	REPLACED	1,293.00 F	*1,230.00 FL
2	1		*FRONT BUMPER CENTER COVER GRILLE	NOT NECESSARY	31.75 F	*- FL
3	2		*FRONT BUMPER SIDE COVER GRILLE	NOT NECESSARY	10.75 F	*- FL
4	1		*FRONT BUMPER SIDE RETAINER (2 PCS)	REPLACED	49.25 F	*49.25 FL
5	1		*FRONT BUMPER SIDE ATTACHMENT (2 PCS)	REPLACED	41.75 F	*41.75 FL
6	1		*FRONT BUMPER REINFORCEMENT	NOT NECESSARY	356.50 F	*- FL
7	10		*FRONT BUMPER CLIPS	REPLACED	80.00 F	*80.00 FL
8	1		*FRONT BUMPER IMPACT STRIP -PRIMED	NOT NECESSARY	610.00 F	*- FL
9	2		*FRONT BUMPER FOAM SIDE IMPACT	REPLACED	85.00 F	*85.00 FL
10	1		*FRONT BUMPER FOAM CENTER IMPACT	NOT NECESSARY	36.50 F	*- FL
11	1		*FRONT SUPPORT PANEL	NOT NECESSARY	458.00 F	*- FL
12	1		*FRONT FENDER ASSY	REPLACED	797.00 F	*755.00 FL
13	1		*FRONT FENDER INNER SHIELD	REPLACED	105.00 F	*105.00 FL
14	1		*FRONT HEADLAMP ASSY	REPLACED	1,108.00 F	*1,050.00 FL
15	1		*FRONT BONNET ASSY	NOT NECESSARY	1,460.00 F	*- FL
16	1		*CNG STICKER	REPLACED	35.00 FS	*15.00 FS

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

<b>Sub Total (\$\$)</b>	<b>6,557.50</b>	<b>3,411.00</b>
<b>- List Item Discount on L Items 0.00/10.00% (\$\$)</b>	<b>0.00</b>	<b>339.60</b>
<b>Total Parts (\$\$)</b>	<b>6,557.50</b>	<b>3,071.40</b>

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
<b>Labour Items</b>				
1	TO TUFF COAT AFFECTED AREAS	New	150.00	30.00
2	TO RESPRAY AFFECTED AREAS	New	1,800.00	480.00
3	TO RENEW DAMAGED PARTS ,STRAIGHTEN AND REPAIR FRONT CHASSIS MEMBER ,FRONT WHEEL HOUSING PANEL & ALIGNED ALL PARTS	New	2,800.00	600.00
4	TOWING	New	80.00	50.00
5	TO CHECK AND RECONNECT SNAP WIRING	New	120.00	30.00
6	TO REMOVE AND REFIX AIR CON CONDENSER TO FACILITATE JOB REPAIR	New	200.00	0.00
7	TO REMOVE AND REFIX RADIATOR AND TOP UP COOLANT TO FACILITATE JOB REPAIR	New	150.00	0.00
<b>Gross Labour Cost (\$\$)</b>			<b>5,300.00</b>	<b>1,190.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >