

INS. CASE OWNER

Hosie Smart
Safes

CC 4 AXA1701

6445, K

LKK:

IDAC:

Surveyor:

Kenneth

DOI:

6/9/19

Date / Time:

21/8/19

Registered in Morinen:

21/8/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

STD 5895A

Name of Insured:

JOSEPH TIMY BIEW (MOM)

Insured Tel No.:

HP:

Excess Sec II :\$

D.O.A.:

21/8/19

Is driver the owner?

(YES) (NO)

Nature of Accident:

If NO, Driver Name / Age:

TIMY SHIBIE, 4916

Driver Tel No.:

(V/L) YES / NO

Claim No.:

10450146

Policy No.:

4A07738511

Make / Model:

MERCEDES

Place of Accident:

MARINE SQUARE LG HT
B1-627

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SEP 63614



INSRS:

WSP:

Tel:

Liability:

RMKS:

BM
PNC

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time		STAGE	DATE / PIC
21/9/19	SEP 63614 - X	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:	

PRELIMINARY ADVICE	Date/Time:	6/9/19	Sent By:	WV
FINALIZATION	Date/Time:		Confirm with:	
Repair Cost:	\$	(days)	Reduction:	%
FINAL SETTLEMENT	Date/Time:		Confirm with:	
Final Liability:	%	(Agreed / Assessed)	BOLA S/N No.:	
Repair Cost:	\$			
Loss of Rental (LOR):	\$	(days)		
Loss of Use (LOU):	\$	(S x days)		
Loss of Income (LOI):	\$	(S x 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	\$			
Medical:	\$			
Disbursement:	\$	(e.g. Tow / Independent)		
Legal Cost	\$			
Total:	\$		Global Sum \$:	
FINAL PAYMENT	Date/Time:		Confirm with:	
Payee 1:	\$		Name 1:	
Payee 2: (Strike if N.A.)	\$		Name 2:	
Payee 3: (Strike if N.A.)	\$		Name 3:	

COPY SENT
4/2/20201) Claim status: Normal/Reject/Private Settle (W)
2) Report Format: 7350.00
3) Survey fee:



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/AXA17016945/Kzb3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 31-08-2017	
		Code : AXA2	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SKD 5895A	Veh. Inspected	SKR 6369Y
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	31/08/2017
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	27/08/2017	Inspection Date	05/09/2017
Survey held at	BH AUTO SERVICES PTE LTD BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-115 SINGAPORE 575636		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

BH AUTO SERVICES PTE LTD

Blk 1, Sector C, Sin Ming Industrial Estate #01-111 / 113 / 115 / 117 Singapore 575636
Tel: 6559 8944 / Fax: 6269 2404

AXA Insurance Singapore Pte Ltd

8 Shenton Way
#27-01 AXA Tower
Singapore (068811)
ATTN: MOTOR CLAIM DEPARTMENT
Tel : 6338 7288 Fax : 6880 4838

Not Asstated
1 B.1
Penney Bepain

DEAR SIR / MADAM,

ACCIDENT REPAIR ON : SKR6369Y

MODEL : VOLKSWAGEN JETTA 1.4 TSI (A)
POLICY NO : VPA/P1588119
CHASSIS NO : WVWZZZ16ZEM062680
YEAR OF MAKE : 2014
DATE / TIME OF ACCIDENT: 27/08/2017 Time : 1900Hrs
LOCATION : MARINE SQUARE CARPARK DECK B2
THIRD PARTY VEHICLE NO : SKD5895A

LKK Auto Consultants hence notify
the Repairer of the following:
• To resurvey before/after spray painting
• To display damaged part(s) during resurvey
• Parts prices are subject Date: 02/09/2017
• Third party survey is on Page : 1 of 2
• No illegal modification(s) is allowed
• Supplementary item(s) must be resurveyed and
is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

Appended below are the estimated cost of repair and parts to be replaced for the above vehicle: -

Replacement Of Parts

S/N	Quantity	Unit Price	Condition	Amount
		S\$		S\$
1 Front Fender RH	1	688.99	Dented	688.99 ✓
2 Front Fender Shield RH	1	200.97	Kinked	200.97 X
3 Front Fender Inner Liner RH	1	465.97	Kinked	465.97 X
4 Front Door RH	1	1,700.97	Deformed	1,700.97 ✓
5 Front Door Hinge RH Top	1	169.89	Deformed	169.89 ✓
6 Front Door Hinge RH Bottom	1	169.89	Deformed	169.89 ✓
7 Front Door Weatherstrip RH	1	170.99	Necessary	170.99 X
8 Front Door Glass Otr Weatherstrip RH	1	688.78	Deformed	688.78 ✓
9 Front Door Frame Sticker RH	1	333.78	Necessary	333.78 X
10 Front Pillar RH	1	1,233.79	Dented	1,233.79 ✓
11 Front Windscreen Moulding (c/w glass)	1	770.00	Necessary	770.00 ✓
Sub-Total:				6,594.02
Less : 10% discount				659.40
Total Parts after 10% discount :				5,934.62

Special Nett Items

12 Anti-rust coating	1	80.00	80.00
13 Front windscreen sealant	1	80.00	80.00
14 Front Fender Shield Clips	10	7.11	71.10 X
Total Parts:			6,165.72

ACCIDENT VEHICLE OF : SKR6369Y

Page : 2 of 2

Labour Charges For LH Side Portion

1	Provide skill labour to remove all damaged & necessary parts, to panel beat, cut & weld if necessary, to realign all panels and reinstall all replacement parts.	700 1,000.00
2	Provide skill labour & material to putty all replaced & repaired parts, to respray using 2K paint with oven spray booth facilities	500 800.00
3	Provide skill labour to disconnect and check electrical wiring.	20 30.00
4	Provide skill labour to dismantle and transfer door fitting and facilitate repair	70.00 X
5	Provide skill labour to remove and refit cushions, seats, backrest, inner trim, garnish, rooflining, seatbelts and upholstery to facilitate repairs	200.00 80
6	Provide skill labour to check and re-adjust front wheel alignment.	80.00 X
7	Provide labour to remove and replace front windscreen to facilitate repair	170.00 120
8	Provide skill labour to mount the vehicle onto chassis alignment bench and realign the chassis to recommended specification	250.00 X
9	Provide skill labour to remove and replace dashboard panel, passenger airbag, and other related parts	200.00 ✓

Total Labour:

Total Labour : 2,800.00

Total Parts & Labour: 8,965.72

GST 7% 627.60

Grand Total: 9,593.32

Estimate Repair Duration 6 days 10 days

Remark: Supplementary estimate will be raised in the event additional damaged parts are found in the course of repair.

Yours sincerely,

ESTIMATOR : MICHELLE

Survey attended by:

Name : Kenneth

Company : LKK

Date : 5/8/17

Time : 10.10 am

Contact No : _____

Email : _____

Owner ID Type: Singapore NRIC

Owner ID: 6548D

Vehicle Details

Vehicle No.: SKR6369Y

Vehicle to be
Exported: Yes

Intended De-
registration
Date: 30 Aug 2017

Vehicle Make: VOLKSWAGEN

Vehicle Model: JETTA 1.4 TSI A/T ABS D/AIRBAG 2WD

Primary Colour: Silver

Manufacturing
Year: 2014

Engine No.: CAXE93540

Chassis No.: WWZZZ16ZEM062680

Maximum Power
Output: 90.0 kW (120 bhp)

Open Market
Value: \$19,152.00

Original
Registration
Date: 26 Feb 2015

First Registration
Date: 26 Feb 2015

Transfer Count: 0

Actual ARF
Paid: \$9,152.00

Intended PARF Rebate Details

PARF Eligibility: Yes

PARF Eligibility
Expiry Date: 25 Feb 2025

PARF Rebate
Amount: \$6,864.00

Intended COE Rebate Details

COE Expiry
Date: 25 Feb 2025

COE Category: A - Car up to 1600cc & 97kW (130bhp)

COE
Period(Years): 10

QP Paid: \$57,199.00

COE Rebate
Amount: \$42,863.00

**Total Rebate
Amount: \$49,727.00**



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Volkswagen Jetta

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Price Any price Depre Any depre Reg Date Any date Eng Cap Any Veh Type All types

Fuel Any fuel Mileage Any OMV Any Gear Any Gear Past Owners Any

Category All categories Scheme All schemes Dealer Any Dealer Location Any Status Any status

Make & Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
Volkswagen Jetta 1.4A TSI Sportline	\$86,900	\$9,620 /yr	07-Sep-2015	1,390 cc	27,000 km	Sedan	Available
Posted: 30-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							
Volkswagen Jetta 1.4A TSI	\$84,500	\$10,190 /yr	25-Jun-2015	1,390 cc	68,000 km	Sedan	Available
Agent Unit With Warranty Until June 2018! Classic Grey Exterior Against Cream And Black Leather Interior Upholstery. Drive In Style, Comfort And Power With This Turbocharged Engine. High Fuel Economy.... Euro Performance Asia Pte Ltd							
Posted: 29-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							
Volkswagen Jetta 1.4A TSI	\$79,988	\$10,050 /yr	26-Feb-2015	1,390 cc	44,747 km	Sedan	Available
Singapore's Only Certified Volkswagen Pre Owned Centre. The Only Place To Find Volkswagen Management Units! 115 Points Check By Volkswagen, Certified Vehicle History And Mileage, No Chassis/Structural... Das WeltAuto							
Posted: 29-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							
Volkswagen Jetta 1.4A TSI Sportline (OPC)	\$74,800	\$7,830 /yr	14-Dec-2015	1,390 cc	18,000 km	Sedan	Available
OPC Downpayment \$11k Plus All-In, Monthly \$1.1k+. Convert To Normal Downpayment \$13k Plus All-In, Monthly \$1.3k Plus. Trade-In Avail. Low Mileage Done. Still Under Agent Warranty. Beautiful And Sporty... Posted: 27-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							
Car Buying Car Selling Car Aftermarket							
Car Ownership On The Move Lifestyle							
Volkswagen Jetta 1.4A TSI Highline	\$86,800	\$9,410 /yr	14-Sep-2015	1,390 cc	42,000 km	Sedan	Available
In House Finance Available! High Spec Highline Model With Super High ARF And Selling At Basic Model Price! Full Agent Service! Last Service Done In July 2017 In Agent! Still Under Agent Warranty! Full... Speedo Motoring							
Posted: 27-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							
Volkswagen Jetta 1.4A TSI	\$79,800	\$9,820 /yr	28-Apr-2015	1,390 cc	59,000 km	Sedan	Available
Up To 90% Loan Or 20% Down Payment \$16k. Monthly \$917 x 84 Months. 1 Owner Fully Agent's VGS Maintained With Record. Under Agent's Warranty Until Apr/2018 & Gearbox Warranty Until Apr/2020. Cost Effic... In-Carz Credit Pte Ltd							
Posted: 26-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen							

Buy Tyres Online! Latest Special Offers from Tyresoc!



Complete

Volkswagen Jetta 1.4A TSI Highline

N.A

31-Jul-2015

1,390 cc

Sedan

SOLDGraded **A** by **STP****Warrant Power V** :018 With No Hassel. Classic Grey Exterior Against Cream And Black Leather Interior Upholstery. Drive In Style, Comfort And bocharged Engine. High Fuel Economy. ...**Autotrust** s Ltd

Get Contact

Details

Posted: 15-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

**Volkswagen Jetta 1.4A TSI Trendline****\$82,800****\$9,270 /yr****25-Aug-2015****1,390 cc****39,000 km****Sedan****Available****1 Owner Only. Very Low Mileage, Excellent Condition, Still Under Agent Warranty. Spacious, Powerful And Fuel Economical Mid-Sized Continental Family Sedan.**

Posted: 18-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

Details

**Volkswagen Jetta 1.4A TSI Highline****\$79,000****\$9,520 /yr****16-Jun-2015****1,390 cc****33,000 km****Sedan****Available**

Get Contact

Details

Posted: 16-Aug-2017 Tags: 2015 Volkswagen Jetta, Volkswagen Jetta, Volkswagen, Jetta, Used Volkswagen

Make & Model

Price

Depreciation

Reg Date

Eng Cap

Mileage

Veh Type

Status

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

CLAIM SUBFOLDER TRACKING

Case	Auth'd	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	31 Aug 2017		31 Aug 2017 11:32 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured:		JOSEPH TING SIEW CHIONG , ID: S2506290F, Tel: +6591804499, Email: WINNER@WINNER.COM.SG [Created by insurer]							
Main Claimant:		KOH KAH YEOK , ID: 50016548D							
Vehicle Reg. No.:		SKR6369Y	Date of Loss:	27/08/2017 18:00 - :59					
Claim Type:		TP / C0450146	Policy/Cover Note No.:	GA077385 (Comprehensive)					
Vehicle Reg. No. (Insured):		SKD5895A	Policy No. (Claimant):						
		Excess:	S\$0.00						
Repairer:		BH Auto Services Pte Ltd (HQ) Blk 1 Sin Ming Industrial Estate Sector C, #01/111/113/115/117, 575636 Sin Ming - Tel: 6559 8944							
Handling Insurer:		AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Flossie Ang - 6880 4823]							
Adjuster:		LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 12/09/2017]							
Driver/Custodian (Insured):		TING SHI JIE, CYRIL (27 / Male), NRIC: S90086521, Tel: +6597128921							
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
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.									

31082017 @ 1208pm
Jacelyn - veh not in

Bevan Lim (LKK Auto)

From: TAY Ernest <ernest.tay@axa.com.sg>
Sent: Thursday, 3 May 2018 6:18 PM
To: Bevan Lim (LKK Auto)
Cc: Vic (LKKAuto); Admin A
Subject: RE: OI Dispute | C0450146MC/TE

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Bevan,

Since insured still adamant for not being at fault and had engaged lawyer to counter claim TP, we will proceed to reject TP.

Please inform insured if TP also litigate this matter, his attendance in Court may be required.

Thank you.

**Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to motor.survey@axa.com.sg. For other correspondences, please send it to motor.doc@axa.com.sg.*

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



redefining / insurance

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From: Bevan Lim (LKK Auto) [mailto:bevanlim@lkkauto.com]
Sent: Thursday, May 03, 2018 5:51 PM
To: TAY Ernest <ernest.tay@axa.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OI Dispute
Importance: High

Dear Ernest,

We refer to the below matter.

TP have been chasing us for settlement.

Kindly let us have your instruction for our necessary action.

Thank you.

Best Regards,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]

Sent: Wednesday, 4 April 2018 11:20 AM

To: ernest.tay@axa.com.sg

Cc: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: OI Dispute

This mail is associated with :

***SKR6369Y (C0450146)**

[SKD5895A]

TP

KOH KAH YEOK

Aug 27 2017 6:00PM

[JOSEPH TING SIEW CHIONG]

BH Auto Services Pte Ltd

Dear Ernest,

We refer to the above subject.

TP reported that he was intending to park at a corner lot which OID parked on the right side of the lot. As his front car entered the lot, the left door of the rear passenger seat opened, it caused impact between the door and the front part of his vehicle just by his vehicle near his driver door.

OID reported he pre-warn his passenger to watch out for on-coming vehicle, to further ensure safety he boarded the vehicle after seeing his passenger safely in the car. The door was about to close suddenly there was an impact on the left passenger door that was opened.

Our insured have strongly disputed to settle TP claim and not willing to settle TP claim. As mentioned to OI that the liability is not in our favor but OI persistent and refused to settle. OI counter claim TP and was rejected by NTUC. Now OI is handling his claim to a lawyer to settle the claim.

TP on the other hand is chasing us for settlement.

Kindly let us have your instruction for our necessary action.

Thank you.

Best Regards,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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

This is an auto-generated email. Do not reply to this email.

Sent by : Lim Chin Siong Bevan (LKK Auto Consultants Pte Ltd)

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Cc: Vic (LKKAuto); Admin A
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Ernest Tay | Specialist, Motor (Property) Claims

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Email: ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



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From: Bevan Lim (LKK Auto) [mailto:bevanlim@lkkauto.com]
Sent: Thursday, May 03, 2018 5:51 PM
To: TAY Ernest <ernest.tay@axa.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
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Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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Auto
Consultants
Pte Ltd

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From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]

Sent: Wednesday, 4 April 2018 11:20 AM

To: ernest.tay@axa.com.sg

Cc: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: OI Dispute

This mail is associated with :

***SKR6369Y (C0450146)**

[SKD5895A]

TP

KOH KAH YEOK

Aug 27 2017 6:00PM

[JOSEPH TING SIEW CHIONG]

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Sent by : Lim Chin Siong Bevan (LKK Auto Consultants Pte Ltd)

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

Bevan Lim (LKK Auto)

From: BHAS - Janice Koh <janice.koh@bhauto.com.sg>
Sent: Saturday, 26 May 2018 10:12 AM
To: Bevan Lim (LKK Auto); Shu Pei (LKKAuto); Vic (LKKAuto); Admin A
Cc: BHAS - Jacelyn Loh; BHAS - Moo Wen Zheng; BHAS - Bernard Kee; BHAS - Anthony Lau; BHAS - Karen Tan; BHG - Johnny Lim
Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Ho Bevan,

Refer to our last conversation dated on 04/05/2018, any update from your end?

Appreciate you can advise soonest. This accident happen in 27/08/2017 and almost more than 8 months which has been pending just over this liability and indeed this time frame really took much more longer compare to usual case.

Kindly revert in soonest.

Thanks
Warmest Regards,
Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(HP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

 **BH AUTO SERVICES PTE LTD**

From: BHAS - Janice Koh
Sent: Friday, May 4, 2018 04:58 PM
To: 'Bevan Lim (LKK Auto)' <bevanlim@lkkauto.com>
Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>
Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Hi Bevan

Refer to our conversation earlier on, understand that my client insurer SKR6369Y had actually rejected your insured SKD5895A claim for twice since it was obvious that it was your client vehicle opening door.

In such scenario, can you assist to check with your mandate accordingly to BOLA scenario, under which criteria that my insured should be rejected off from this claim?

Awaiting for your favorably reply.

Thank you
Warmest Regards,

Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(HP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

 **BH AUTO SERVICES PTE LTD**

From: BHAS - Janice Koh

Sent: Friday, May 4, 2018 03:22 PM

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

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Hi Bevan,

Don't have at this junction.

Thanks

Warmest Regards,

Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(HP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

 **BH AUTO SERVICES PTE LTD**

From: Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]

Sent: Friday, May 4, 2018 02:27 PM

To: BHAS - Janice Koh <janice.koh@bhauto.com.sg>

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Without Prejudice

Dear Janice,

We refer to your email below.

PIR = Police Investigation Result.

Kindly advise if there is any.

Thank you.

"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,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@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.

From: BHAS - Janice Koh [<mailto:janice.koh@bhauto.com.sg>]

Sent: Friday, 4 May 2018 2:17 PM

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

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Hi Bevan,

What is PIR?

Warmest Regards,

Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(HP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

BH AUTO SERVICES PTE LTD

From: Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]

Sent: Friday, May 4, 2018 02:06 PM

To: BHAS - Janice Koh <janice.koh@bhauto.com.sg>

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Without Prejudice

Dear Janice,

We refer to your email below.

Kindly update if there is any PIR from your client?

Thank you.

"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,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: BHAS - Janice Koh [<mailto:janice.koh@bhauto.com.sg>]

Sent: Thursday, 29 March 2018 5:21 PM

To: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Hi Bevan,

As for now, no letter from TP for my client side.

Will await for your news from your Principle once they revert to you.

Appreciate it.

Thank you

Warmest Regards,

Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(HP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

BH AUTO SERVICES PTE LTD

From: Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]

Sent: Thursday, March 29, 2018 04:17 PM

To: BHAS - Janice Koh <janice.koh@bhauto.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

WITHOUT PREJUDICES

Dear Janice,

We refer to your email below.

We are have check with our insured why have yet to receive updates of the PIR.

Kindly advised if your client have receive any PIR from the Traffic police?

Please hold as we will write in to our principal for further instruction.

Thank you.

"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,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: BHAS - Janice Koh [<mailto:janice.koh@bhauto.com.sg>]

Sent: Thursday, 29 March 2018 3:09 PM

To: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen

Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Hi Bevan,

Thank you for your email.

Previously we had attach a few of the scene photos for liability issue, and was told that still pending for investigation.

We would like to find out more about the result of the investigation since it's been almost 6months and we strongly believe by now the result should be out.

Kindly check with your Principle and let us know what is the outcome fort his case.

Aside to this, we are aware that the other party had file a claim assist our client as well.

Thank you

Warmest Regards,

Janice Koh

(W) 6559 8944 ext 108 (F) 6269 2404

(MP) 9159 3399

(Add) Blk 1 Sin Ming Industrial Estate Sector C #01-111-113-115-117 Singapore 575636

janice@bhauto.com.sg <http://www.bhauto.com.sg>

BH AUTO SERVICES PTE LTD

From: BHAS - Jacelyn Loh

Sent: Thursday, March 29, 2018 02:27 PM

To: BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: FW: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Dear all,

Please refer to below email.

Thank You & Best Regards,

Jacelyn Loh

BH AUTO SERVICES PTE LTD

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: jacelyn.loh@bhauto.com.sg

Website: <http://www.bhauto.com.sg>

From: Bevan Lim (LKK Auto) [mailto:bevanlim@lkkauto.com]
Sent: Thursday, 29 March 2018 1:57 PM
To: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

WITHOUT PREJUDICE

Your Ref: SKR 6369Y
Our Ref : CC4/AXA17016945/Kmb3

Dear Jacelyn,

ACCIDENT INVOLVING SKD 5895A (AXA)& SKR 6369Y ON 27/08/2017

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is unclear / our Insured is disputing for the above mentioned case. Our insured also filing Third Party claim against your client's insurer. Enclosed herewith is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request the CCTV footage / accident scene photos / evidence in order to seek further instruction from our principal.

Thank you.

"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,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Shu Pei (LKKAuto)
Sent: Thursday, 29 March 2018 12:12 PM
To: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>
Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Dear Jacelyn,

Thank you for your email.

Dear Bevan,

For your information and necessary action please.

Thank you.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

Sent: Thursday, 29 March 2018 12:08 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

Dear all,

We would like to check with you for this liability status?

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singaopre:575636

(T) +65-6559 8944 /8940 (F) +65-6515 3144 / +65-6269 2404

Email: jacelyn.loh@bhauto.com.sg

Website: <http://www.bhauto.com.sg>

From: BHAS - Jacelyn Loh

Sent: Monday, 4 September 2017 4:44 PM

To: 'Team A (admin-a@lkkauto.com)' <admin-a@lkkauto.com>; catherine <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: 'BHAS - Janice Koh' <janice.koh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; 'BHAS - Moo Wen Zheng' <wenzheng.moo@bhauto.com.sg>; BHAS - Michelle Foo; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>

Subject: RE: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

To: the officer in charge

Dear sir, mdm,

As your requested, please find the attached estimate file for your perusal.

We would like to check with you for this liability status?

Had your insured made this report?

Please Kindly advise.

Thank You & Best Regards,

Jacelyn Loh

BH AUTO SERVICES PTE LTD

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8940 EXT109 (F) +65-6515 3144

Email: Jacelyn.loh@bhauto.com.sg

Website: <http://www.bhauto.com.sg>

From: BHAS - Jacelyn Loh

Sent: Monday, 4 September 2017 1:41 PM

To: 'Team A (admin-a@lkkauto.com)' <admin-a@lkkauto.com>; 'catherine' <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Kelvin Lim <kelvin.lim@bhauto.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Michelle Foo <michelle.foo@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>

Subject: FW: pre repair inspection (OUR VEHICLE - SKR 6369Y / YOUR VEHICLE - SKD 5895A)

To: the officer in charge

Dear sir, mdm,

I would like to arrange surveyor on of the above mentioned accident vehicle.

Appreciate awaiting for your favourable reply asap. Please kindly assist.

Greatly appreciate it. Thank you and have a nice day

Ps- vehicle currently not in our workshop.

To: the officer in charge

Dear sir, mdm,

I would like to arrange surveyor on **DATE : 05/09/2017 AND TIME: 10AM TO 11AM** of the above mentioned accident vehicle.

PS: owner waiting at workshop for survey time..

Thank You & Best Regards,

Jacelyn Loh

BH AUTO SERVICES PTE LTD

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8940 EXT109 (F) +65-6515 3144

Email: jacelyn.loh@bhauto.com.sg

Website: <http://www.bhauto.com.sg>

Report Remarks Entry - CC4/AXA17016945/Kpb3

Remarks

Remarks

Add

Remarks 1	By	On
<input type="checkbox"/> SKR 6369Y ; SKD 5895A	LSP	31/8/2017 1:51:24 PM
<input type="checkbox"/> EST :\$ — SUR ;KSC — WKSP ; BH AUTO SERVICES PTE LTD	LSP	6/9/2017 2:18:12 PM
<input type="checkbox"/> Dear KENNETH KONG, Please proceed for direct settlement if damages consistent. Regards, Flossie Ang	LSP	20/9/2017 5:04:28 PM
<input type="checkbox"/> FILE PASS TO ZAYYER	LSP	21/9/2017 11:21:30 AM
<input type="checkbox"/> 22/9/17called OI. spoke to Mr Joseph Ting. Inform about the claim. Disouted on the liability. as per OI, TP vehicle was behind him tried to squeeze in to his left to park the car. without due care, the car collided into the door. He made a claim at Torque 5. don't aggrd to settle.	ZYL	22/9/2017 11:25:46 AM
<input type="checkbox"/> **OI dispute. OI dont agree.**	ZYL	22/9/2017 11:26:05 AM
<input type="checkbox"/> 26/1/18 file transfer to Jas..Zay	ZYL	26/1/2018 2:52:47 PM
<input type="checkbox"/> FILE TRANSFER TO BEVAN	KPW	6/3/2018 5:40:58 PM
<input type="checkbox"/> 14032018 Called TORQUE 5 for claim status of insured they are still pending for offer. TO update Again	LCS	14/3/2018 3:24:57 PM
<input type="checkbox"/> 03042018 TORQUE 5 Rachael Called. update mention OI claim is rejected base on BOLA and OI will be handling his claim to a law firm.	LCS	3/4/2018 11:30:25 AM
<input type="checkbox"/> 04042018 email to AXA for further instruction as OI strongly disputed	LCS	4/4/2018 11:10:09 AM
<input type="checkbox"/> 04052015 CALLED OI, confirm with OI that he handling this matter to lawyer. OI mentioned to check with Workshop. inform OI we will reject TP claim since he is adamant that he is not liable for the accident. inform OI that if TP bring this matter to court he may required to attend.	LCS	4/5/2018 2:01:41 PM
<input type="checkbox"/> Dear Ernest, We refer to your email below. As per your instruction to deny liability, we have reject TP claim. But TP write in to us. Attached Email for your reference. TP repairer highlighted which criteria that their client claim should be rejected. Kindly let us have your instruction for our necessary action. Thank you.	LCS	11/6/2018 2:00:54 PM
<input type="checkbox"/> PENDING FOR AXA INSTRUCTION	LCS	11/6/2018 2:01:13 PM
<input type="checkbox"/> POH KIN TAKE OVER THE CASE FROM BEVAN	CPK	17/7/2018 3:03:36 PM
17/07/2018, spoke to Rachael, their law firm just submit letter of demand to NTUC on		17/7/2018

<input type="checkbox"/>	19/06/2018, now pending offer.	CPK	3:11:36 PM
<input type="checkbox"/>	20/07/2018, try to call KC (AXA)(whole afternoon), no body pick-up.	CPK	20/7/2018 5:39:22 PM
<input type="checkbox"/>	****21/09/2018, Dear Poh kin, Can advise the liability status ? Kindly assist. Thank you. Best Regards, Wen Zheng	CPK	21/9/2018 9:47:41 AM
<input type="checkbox"/>	****21/09/2018, spoke to wen zheng (BH Auto), told him our OI counter claim is the midst of legal proceeding, will update him, if there any outcome from OI workshop/law firm.	CPK	21/9/2018 9:49:25 AM
<input type="checkbox"/>	13/11/2018, spoke to Rachel, their law firm offer from AXA, breakdown given by law firm COR 100%, juz pending number of days of loss of use.	CPK	13/11/2018 5:08:37 PM
<input type="checkbox"/>	13/11/2018, Rachel will let us know when their client sign DV.	CPK	13/11/2018 5:09:25 PM
<input type="checkbox"/>	13/11/2018, spoke to Benard BH Auto, informed him AXA offer COR 100% and our Insured counter claim almost settle soon, will let him when OI sign DV.	CPK	13/11/2018 5:12:56 PM
<input type="checkbox"/>	Kamini will revert back after checking with lawyers. (Bulk Settl, 18/03/2019)	LWY	18/3/2019 3:58:00 PM
<input type="checkbox"/>	FILE TRANSFER TO HT FROM PK	CPK	15/7/2019 4:54:45 PM
<input type="checkbox"/>	pending counter claim status	CPK	15/7/2019 4:55:05 PM
<input type="checkbox"/>	20.08.2019, spoke to Rachael (OI workshop/Torque 5), confirmed they already settle the matter(100%) and DV was signed on 07.08.2019, they pending payment from AXA, request them forward a copy DV to us. they will e-mail to us soonest.	CPK	20/8/2019 1:56:36 PM

Print Sent Message

This mail is associated with :

***SKR6369Y (C0450146)**

[SKD5895A]

TP

KOH KAH YEOK

Aug 27 2017 6:00PM

[JOSEPH TING SIEW CHIONG]

BH Auto Services Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 03/03/2020 16:02 PM.
To kianchuan.chan@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject <Submit WP Report> C0450146

Dear Sirs/Mdm,

We refer to the above matter.

On 20.08.2019, we were informed by our insured workshop M/S Torque 5 Pte Ltd that our insured counter claim had been settled at 100% basis. We have requested a copy of documentation proof from our insured workshop but there is no response up-to-date. In addition, we did not receive any follow-up made from Third Party for their claim till date.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our WP report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Hsiao Tong

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

Proceed Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	31 Aug 2017		31 Aug 2017 11:32 Edit Adj Rpt	S\$2,800.00 Edit Estimates	S\$2,800.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	JOSEPH TING SIEW CHIONG, ID: S2506290F, Tel: +6591804499, Email: WINNER@WINNER.COM.SG								
Main Claimant:	KOH KAH YEOK, ID: S0016548D								
Vehicle Reg. No.:	SKR6369Y	Date of Loss:	27/08/2017 18:00 - :59 [30 Months and 1 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / C0450146	Policy/Cover Note No.:	GA077385 (Comprehensive)						
Vehicle Reg. No. (Insured):	SKD5895A	Policy No. (Claimant):	VPA/P1588119						
		Excess:	S\$0.00						
Repairer:	BH Auto Services Pte Ltd (Sin Ming) Blk 1 Sin Ming Industrial Estate Sector C, #01/111/113/115/117, 575636 Sin Ming - Tel: 6559 8944								
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6880 4888 ... [Handled by Chan Kian Chuan - 6880 4269]								
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6880 4888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 12/09/2017]								
Driver/Custodian (Insured):	TING SHI JIE, CYRIL (27 / Male), NRIC: S9008652I, Tel: +6597128921 Email:								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AXA_SG (10/08/2018): Re: OI Dispute AXA_SG (17/07/2018): Re: OI Dispute AXA_SG (20/09/2017): TP settlement - C0450146/GA077385 									
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

*SKR6369Y (C0450146)
[SKD5895A]
TP
KOH KAH YEOK
Aug 27 2017 6:00PM
[JOSEPH TING SIEW CHIONG]
BH Auto Services Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Assessment Reports			1 per page <input type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	06/09/17 14:29	Adjuster Immediate Advice		Load HTM
Photos/Images			3 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
2	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
3	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
4	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
5	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
6	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
7	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
8	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
9	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
10	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
11	14/08/18 13:35	General View		Load JPG <input checked="" type="checkbox"/>
Documentation			1 per page <input type="checkbox"/>	
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	31/08/17 11:34	EMAIL_ABS		Load PDF
2	31/08/17 11:34	SURVEY REQUEST_ABS		Load PDF
3	31/08/17 11:34	GIA REPORT OF SKR6369Y (TP)_ABS		Load PDF
4	31/08/17 11:34	GIA REPORT OF SKD5895A (INSD)_ABS		Load PDF
5	05/04/18 15:05	TP LOD		Load PDF
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	06/09/17 18:58	TP ESTIMATE- MARKED		Load PDF
2	14/08/18 13:34	SURVEY PHOTOS		Load PDF

Documents Checklist

DOCUMENTS CHECKLIST		Reset Save Print
There are no document checklists configured.		
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>		
Show Remarks To: <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. 199807188R)

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/AXA17016945/KPA3Q2

Date: 05/03/2020

REFERENCE

Handling Insurer: AXA Insurance Pte Ltd	Policy No:	GA077385
Claimant		
Vehicle No : SKR6369Y	Insured Vehicle No :	SKD5895A
Date of Loss: 27/08/2017	Nature of Claim:	TP
	Claim No:	C0450146

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKR6369Y	Engine No:	CAXE93540
Make & Model:	VOLKSWAGEN JETTA, 1.4 (A)	Chassis No:	WWWZZZ16ZEM062680
Reg. Date:	26/02/2015 (Man. Year: 2014)	Odometer:	45691 km
Colour:	Metallic Gold		
Engine Capacity:	1390 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:	205/55 R16	Rear Tyre Size:	205/55 R16
Front Left Side:	Pirelli 8 mm	Rear Left Side:	Pirelli 7 mm
Front Right Side:	Pirelli 8 mm	Rear Right Side:	Pirelli 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,085.72	1,874.90	4,210.82	69.19
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,880.00	1,680.00	1,200.00	41.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	8,965.72	3,554.90	5,410.82	60.35
Approved Total (Overridden) (S\$)		2,800.00		
(S\$)	8,965.72	2,800.00	6,165.72	68.77
+ GST 7.00/7.00% (S\$)	627.60	196.00	431.60	68.77
Nett Amount (S\$)	9,593.32	2,996.00	6,597.32	68.77
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment:	31/08/2017	
Date Inspected:	05/09/2017 Inspected At:	BH Auto Services Pte Ltd (Sin Ming) Blk 1 Sin Ming Industrial Estate Sector C, #01/111/113/115/117 Singapore 575636
Estimated Period of Repair:	6.0 days	

Adjuster: KENNETH KONG

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: 04 Mar 2020)
Parts:	143	VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SKR6369Y)	
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 FENDER RH (CONSISTENT)	Bent	688.99 FL	*688.99 FL
2	1		*FRONT FENDER SHIELD RH (CONSISTENT)	Serviceable	200.97 FL	*- FL
3	1		*FRONT FENDER INNER LINER RH (CONSISTENT)	Serviceable	465.97 FL	*- FL
4	1		*FRONT DOOR RH (CONSISTENT)	Repair	1,700.97 FL	*- FL
5	1		*FRONT DOOR HINGE RH TOP (CONSISTENT)	Repair	169.89 FL	*- FL
6	1		*FRONT DOOR HINGE RH BOTTOM (CONSISTENT)	Repair	169.89 FL	*- FL
7	1		*FRONT DOOR WEATHERSTRIP RH (CONSISTENT)	Serviceable	170.99 FL	*- FL
8	1		*FRONT DOOR GLASS OTR WEATHERSTRIP RH (CONSISTENT)	Serviceable	688.78 FL	*- FL
9	1		*FRONT DOOR FRAME STICKER RH (CONSISTENT)	Serviceable	333.78 FL	*- FL
10	1		*FRONT PILLAR RH (CONSISTENT)	Bent	1,233.79 FL	*1,233.79 FL
11	1		*FRONT WINDSCREEN MOULDING (C/W GLASS) (CONSISTENT)	Necessary	770.00 FL	*116.00 FL
12	1		*FRONT WINDSCREEN SEALANT (CONSISTENT)	Necessary	80.00 FS	*40.00 FS
13	10		*FRONT FENDER SHIELD CLIPS (CONSISTENT)	Not Necessary	71.10 FS	*- FS
					Sub Total (S\$)	6,745.12 2,078.78
					- List Item Discount on L Items 10.00/10.00% (S\$)	659.40 203.88
					Total Parts (S\$)	6,085.72 1,874.90

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

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
Labour Items				
1	ANTI-RUST COATING	New	80.00	60.00
2	PROVIDE SKILL LABOUR TO REMOVE ALL DAMAGED & NECESSARY PARTS ,TO PANEL BEAT ,CUT & WELD IF NECESSARY ,TO REALIGN ALL PANELS AND REINSTALL ALL REPLACEMENT PARTS	New	1,000.00	700.00
3	PROVIDE SKILL LABOUR & MATERIAL TO PUTTY ALL REPLACED & REPAIRED PARTS ,TO RESPRAY USING 2K PAINT WITH OVEN SPRAY BOOTH FACILITATES	New	800.00	500.00
4	PROVIDE SKILL LABOUR TO DISCONNECT AND CHECK ELECTRICAL WIRING	New	30.00	20.00
5	PROVIDE SKILL LABOUR TO DISMANTLE AND TRANSFER DOOR FITTING AND FACILITATE REPAIR	New	70.00	0.00
6	PROVIDE SKILL LABOUR TO REMOVE AND REFIT CUSHIONS ,SEATS ,BACKREST,INNER TRIM GARNISH ,ROOFLINING ,SEATBELTS AND UPHOLSTERY TO FACILITATE REPAIRS	New	200.00	80.00
7	PROVIDE SKILL LABOUR TO CHECK AND RE-ADJUST FRONT WHEEL ALIGNMENT	New	80.00	0.00
8	PROVIDE LABOUR TO REMOVE AND REPLACE FRONT WINDSCREEN TO FACILITATE REPAIR	New	170.00	120.00
9	PROVIDE SKILL LABOUR TO MOUNT THE VEHICLE ONTO CHASSIS ALIGNMENT BENCH AND REALIGN THE CHASSIS TO RECOMMENDED SPECIFICATION	New	250.00	0.00
10	PROVIDE SKILL LABOUR TO REMOVE AND REPLACE DASHBOARD PANEL,PASSENGER AIRBAG AND OTHER RELATED PARTS	New	200.00	200.00
Gross Labour Cost (\$\$)			2,880.00	1,680.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >