

ASS. REC. BY:

REF: CS3 / AXA17019695 / Ribez

Special Instruction:

Surveyor: Racul

ASSIGNMENT (Office)

Smart claim

From (Person): Ruth Chua

of AXA

Date/Time: 12-10-2017 10:54am

Estimated Cost: _____

Bill to: _____

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

To Inspect Vehicle No: SLQ 5754T

Insured: GD 4148

at Workshop m/s Car Laboratories

Tel: 8777 7227

of 1 Bukit Batok Crescent #04-56

Policy No: _____ Claim No: 57M00200

Sum Insured: _____ Excess: _____

Make of Veh: _____ D.O.A. 07-10-2017
(Client's Record)

CA / REV / REP. / REV 24 HRS (WP)

H.O.D. Endorsement: _____

Date/Time: 13-10-2017 10-am

Person Contacted: Zen

Vehicle IN/OUT

Date/Time	Action/Instruction (X) Estimate
	SLQ 5754T - X ✓
	GD 4148 - X
	After repair: 02/11/2017
27/10/2017 3:21pm	Email to Ruth Chua thru Smart claim

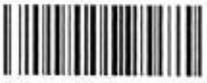


LKK Auto Consultants Pte Ltd

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 : CS3/AXA17019695/R1b	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 13-10-2017	
		Code : AXA2	
1. Policy Particulars :- (THIRD PARTY CLAIM)			
Insured Veh.	GQ 414S	Veh. Inspected	SLQ 5754T
Policy No.		Coverage (\$)	0.00
Claim No.	S7M002OD	Excess (\$)	0.00
Assign From	SMART CLAIM (RUTH CHUA)	Assign Date	12/10/2017
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	07/10/2017	Inspection Date	13/10/2017
Survey held at	CAR LABORATORIES PTE LTD NO. 1 BUKIT BATOK CRESCENT #04-56 WCEGA PLAZA SINGAPORE 658064		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION. THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE. C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS.			

Service Request Details

Claim

S7M0020D

LKK AUTO CONSULTANTS PTE LTD (TP) ▾

Reference

None 

Loss Date

October 7, 2017

Request Date

October 12, 2017

Due Date

October 20, 2017

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pre-Repair Survey

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SLQ5754T

Make

TPVD TOYOTA

Service Address

Car Laboratories Pte Ltd, . . 658064

Primary Contact

SAY HUA LINDA CHAN

Claim Handler

Ruth CHUA
6568804087
ruth.chua@axa.com.sg

Additional Instructions
No SJE. Pls conduct PRI.

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From: Aridas & Associates <aridasv@singnet.com.sg>
Sent: Thursday, 12 October, 2017 12:11 PM
To: CHUA Ruth; admin-a@lkkauto.com; admin-b@lkkauto.com
Subject: RE: Your REF : AA.21424.17.CL (SLQ5754T), OUR REF : S7M002OD MC/RC (GQ414S)

Importance: High

Dear Madam

We refer to your email of even date.

Our client's motor vehicle **SLQ 5754T** can be inspected at M/s Car Laboratories Pte Ltd, 1 Bukit Batok Crescent #04-56 Wcega Plaza, Singapore 658064. Please contact **Mr. Zen Yang** at handphone number : **8777 7227**.

Thank you.

Regards

ARIDAS & ASSOCIATES

From: CHUA Ruth [mailto:ruth.chua@axa.com.sg]
Sent: Thursday, 12 October 2017 10:54 AM
To: Aridas & Associates; admin-a@lkkauto.com; admin-b@lkkauto.com
Subject: RE: Your REF : AA.21424.17.CL (SLQ5754T), OUR REF : S7M002OD MC/RC (GQ414S)
Importance: High

Without Prejudice
(Save as to costs)

Dear Sir/Mdm,

We object to your list of surveyors.

We will be appointing **LKK Auto Consultants** to conduct the PRI on your client's vehicle SLQ5754T. Please let us have the name and address of your workshop.

Cc LKK Auto Consultants

Please conduct the PRI on SLQ5754T.
Assignment is given via Smartclaims.

**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.*

Ruth Chua | Specialist, Motor (Property) Claims

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

Email: ruth.chua@axa.com.sg

DID: 1800 880 4888



**CUSTOMER
FIRST**



INTEGRITY



COURAGE



ONE AXA

AXA'S VALUES AT WORK:



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From: CHEN Xinyou

Sent: 11 October, 2017 11:48 AM

To: CHUA Ruth <ruth.chua@axa.com.sg>

Subject: FW: Your REF : AA.21424.17.CL, OUR REF : S7M002OD MC/XY

Fya

From: Aridas & Associates [<mailto:aridasv@singnet.com.sg>]

Sent: Wednesday, October 11, 2017 11:47 AM

To: CHEN Xinyou <chen.xinyou@axa.com.sg>

Subject: RE: Your REF : AA.21424.17.CL, OUR REF : S7M002OD MC/XY

Dear Mr Chen Xinyou

We refer to your email of 11 October, 2017.

We regret to inform you that our client is not agreeable to your 10 surveyors.

We transmit a copy of the List of 10 independent surveyors for you to select.

If we do not hear from you within 2 days of this letter, we shall deem that you are not agreeable and our client shall proceed to appoint an independent surveyor to conduct the pre-repair survey accordingly.

Kindly let us have your reply on an urgent basis.

Thank you.

Yours faithfully

Mr Vincent Kee

M/s Aridas & Associates

Telephone No. : 6337 6359

Fax No. : 6338 2713

Email : aridasv@singnet.com.sg

From: CHEN Xinyou [<mailto:chen.xinyou@axa.com.sg>]

Sent: Wednesday, 11 October 2017 11:36 AM

To: Aridas & Associates

Cc: CHÙA Ruth

Subject: Your REF: SLQ 5754T OUR REF : S7M002OD MC/XY

Without Prejudice

Dear Sir/Mdm

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a single joint expert.

List of our motor surveyors:-

1. Pang Kian Keen Frankie/Woo Chee Wai Ara (FormTeam Consultancy Pte Ltd)
2. Chua Soo Teck Benjamin/ Lee Zhi Wei Axel (FormTeam Consultancy Pte Ltd)
3. Chow Bo Xiong/Ng You Han (FormTeam Consultancy Pte Ltd)
4. Gary Soon Hanxin (FormTeam Consultancy Pte Ltd)
5. Jimmy Lee See Tee (Priority Services)
6. Lawrence Ng Chun Kee (Priority Services)
7. Jeffery Ong Leng Kiat (Priority Services)
8. Tay Beng Hee (AutoProbe Consultants)
9. Samuel Phun (AutoProbe Consultants)
10. Chow Cher Pow (Chow Automobile Appraisal)

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Please send your reply to the in-charge claim handler who is copied in this email.

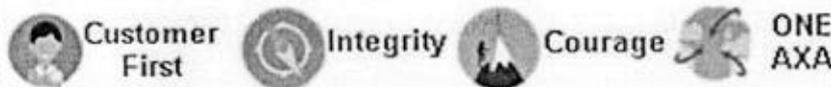
Best Regards

Chen Xinyou | Senior Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: chen.xinyou@axa.com.sg
DID: 1800 880 4888



redefining / insurance

AXA's Values at Work:



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Survey Department Check List (Case Handler)

Reference No. :

Policy Type: OD / TP / TP RES / TL / EVA

Case Handler

Typist

Admin (): Case handler to make sure all information created by the assignment team are **ACCURATE**.

(1) Office Assign Form

- C Reference No.
- C Customer Code
- N Assign From
- C Assign Date
- C Veh No (Inspected)
- C Veh No (Insured)
- C D.O.A
- C Policy No
- C Claim No
- C Insurance Authorisation (CA /REV/REP)
- C Report Type
- C Weekend Charges
- N Survey held at/Repairer
- C Excess

Case Handler		Typist	
Y-Date	N-Date	Y-Date	N-Date
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

Surveyor (): Case handler to make sure the surveyor completed all required information.

(1) Assignment Form

- C Vehicle No
- C Regn Month/Year
- N Vehicle Type
- N Make & Model
- C Engine Capacity. (C.C)
- N Colour
- C Odometer. (Sp.Reading)
- C Chassis No
- N General Condition
- N Steering
- N Brake
- N Modification (Modi)
- C Tyre Size
- N Tyre Make
- C Tyre Balance
- C Date of Inspection
- N Survey held
- N Des.of Damages

✓			
✓			
✓			
✓			
✓			
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✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

(2) System - (Views/Merimen)

- C Damaged Vehicle Photographs Uploaded

✓			
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(3) Workshop Estimate/Assignment Form

- N ALL Parts condition
- C Market Value for OD cases
- C Estimate Repair Cost for PRI (RSI, TMI, MSIG)
- C Days of repair
- C Finalised Amount
- C Re-inspection Cases to Finalize within 5 Days

(4) System - (Views/Merimen)

- C Resurvey photo Uploaded

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Check By:

Case Handler Date

*C: Critical *N: Non-Critical

Enquire Transfer Fee

Vehicle Details	
Vehicle No. :	SLQ5754T
Vehicle Type :	P10 - Passenger Motor Car
Vehicle Attachment 1 :	No Attachment
Vehicle Scheme :	Normal
Vehicle Make :	TOYOTA
Vehicle Model :	TANK 1.0G CVT
Chassis No. :	M900A0025868
Propellant :	Petrol
Engine No. :	1KR1750211
Engine Capacity :	996 cc
Maximum Power Output :	51.0 kW (68 bhp)
Maximum Laden Weight :	1345 kg
Unladen Weight :	1070 kg
Year Of Manufacture :	2017
Original Registration Date :	14 Jul 2017
Lifespan Expiry Date :	-
COE Category :	A - Car up to 1600cc & 97kW (130bhp)
Quota Premium :	\$42,801.00
COE Expiry Date :	13 Jul 2027

Road Tax Expiry Date :	13 Jul 2018		
PARF Eligibility Expiry Date :	13 Jul 2027		
Inspection Due Date :	13 Jul 2020		
Intended Transfer Date :	28 Dec 2018		
CO2 Emission :	104.00 (g/km)		
CEVS Rebate Utilised Amount :	\$13,963.00		
Late renewal fee(s) will be imposed if road tax / lay up has expired. Please use Enquire Road Tax Payable for fee(s) payable.			
Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.			
Amount Payable (From 14 Jul 2018 to 13 Jan 2019)			
	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Transfer Fee :	25.00	-	25.00
Sub Total :			25.00
Nett Road Tax Amount (After Offsetting Over Payment) :	196.00	-	196.00
Total Amount Payable :			221.00
Amount Payable (From 14 Jul 2018 to 13 Jul 2019)			
	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Transfer Fee :	25.00	-	25.00
Sub Total :			25.00
	392.00	-	392.00

Nett Road Tax Amount (After Offsetting Over Payment):	
Total Amount Payable:	417.00

You may print this page for reference.

OK

Print



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

Page No.:1 of 1

PRE-REPAIR INSPECTION REPORT			
AXA INSURANCE PTE LTD 8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN : RUTH CHUA		Ref: CS3/AXA17019695/R1be2 Date: 29-12-2017 Code: AXA2	
1. Policy Particulars :- (THIRD PARTY CLAIM)			
Insured Veh.	GQ 414S	Veh. Inspected	SLQ 5754T
Policy No.		Coverage (\$)	0.00
Claim No.	S7M002OD	Excess (\$)	0.00
Assign From	RUTH CHUA	Assign Date	12/10/2017
2. Vehicle Particulars & Condition			
Make & Model	TOYOTA TANK 1.0G CVT	c.c	996
Engine No.	HIDDEN	Year of Reg.	2014
Chassis No.	M900A0025868	Colour	BLUE
Odometer	5119 KM	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	165/55 R14	DUNLOP	5 mm
L/H Front Tyre	165/55 R14	DUNLOP	5 mm
R/H Rear Tyre	165/55 R14	DUNLOP	5 mm
L/H Rear Tyre	165/55 R14	DUNLOP	5 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY.			
5. General Information			
Accident Date	07/10/2017	Inspect Date / Time	13/10/2017 (02:59 PM)
Survey held at	CAR LABORATORIES PTE LTD NO. 1 BUKIT BATOK CRESCENT #04-56 WCEGA PLAZA SINGAPORE 658064		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) THE REPAIR ESTIMATE WAS NOT PRESENTED AT THE TIME OF INSPECTION. THE REPAIRER WAS TOLD TO PREPARE THE ESTIMATE. C) ENCLOSED PLEASE FIND DAMAGED VEHICLE PHOTOGRAPHS.			

Report Ref No. CS3/AXA17019695/R1be2

Inspected By

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

K.K.LAU CPT(RET)

BEng(Hons),B.Bus,MBA,PEng,PE, MinstAEA,MASME,MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report. No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.



Assessment Details

[General & Workshop Details](#)[Vehicle & Driver Details](#)[Vehicle Condition](#)[Taxes & Ratio](#)[Parts & Labour](#)[Miscellaneous](#)[Summary](#)

General Details

Involving

TPVD TOYOTA TANK 1.0G CVT (SLQ5754T)

Date of Loss

October 7, 2017

Time of Loss

9.15

Loss Description

GQ414S (INSD) C/W SLQ5754T

Comment

Workshop Details

Total Rebate Amount

13963

Nett Loss Amount

-\$13,963.00

Assigned Workshop

LKK AUTO CONSULTANTS PTE LTD (TP)

Target Date of Completion *

01/06/2018



Days of work completion *

86

◀ Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Vehicle & Driver Details

Vehicle Registration#

SLQ5754T

Registration State

SINGAPORE

Mileage

5119

Purchase Date

mm/dd/yyyy



Registration Date *

04/17/2017



Age of Vehicle

0

CATEGORY

Manufacturing Year

POLICY INFORMATION

ASSESSMENT INFORMATION

CATEGORY

Make

POLICY INFORMATION

TPVD TOYOTA

ASSESSMENT INFORMATION

TOYOTA

CATEGORY

Model

◀ Assessment Details

[General & Workshop Details](#)[Vehicle & Driver Details](#)[Vehicle Condition](#)[Taxes & Ratio](#)[Parts & Labour](#)[Miscellaneous](#)[Summary](#)

Detailed Assessment

Inspection Date *



Total Loss

 Yes No

Towing Charges

Voluntary Excess

Compulsory Excess

Young/Inexperienced/Unnamed Driver Excess

Other Excess

Condition of Vehicle at time of survey

General condition

Steering (Serviceable)

 Yes No