



<SEEK MANDATE> - S7M004MK [ACCIDENT INVOLVING YK 999P(OI) & SJU 7717R(TP) ON 19/11/2017]

Type

🔔 Question

Message

Liability: 50%. Both parties had given conflict of reports. Spoken to insured, no video/ evidence. Agreed to let AXA handle and aware NCD(if any) is affected. We seek your approval to offer Third Party repairer "TMG Solution Pte Ltd" is as follows: - (1)COR(w/GST): \$2,675.00 + 2) Loss of Use(7daysx\$60.00): \$420.00] @50%: \$1,547.50 + (3)LTA Search fee: \$5.35 =Total: \$1,552.85. **04days recommendation for repair. **All the relevant documents had been uploaded in SMART CLAIM. For your approval please. Hsiao Tong - 19 May 2018

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAVA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 19.05.2018

Survey Details:

Date of loss	19.11.2017
Date of appointment	23.11.2017
Date of survey	23.11.2017
Location of survey	MG Solution Pte Ltd

Vehicle Details:

Claim Type:	Third party
Vehicle number	SJU 7717K
Make and Model	TOYOTA VIOS
Date of registration	28/12/2009
Excess	
Market Value	\$ 23,000.00
Part Rebate	\$10,775.00
Nett Loss	\$ 12,225.00

Repair details:

Initial Estimate	\$ 9,094.85
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Proposed/Revised repair cost:

Parts	\$ 2,033.23
Check items (estimate)	
Labour	\$ 1,110.00
Total	\$ 3,143.23
Lump Sum(if applicable)	\$ 2,500.00

Number of days for repair	<u>4</u>
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Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Date: 19.05.2018

Remarks:

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Mandate:

Liability(TP)	50%	
Proposed repair cost (w/GST)	\$2,675.00	
Loss of use	\$ 420.00	(7days x \$60.00)
Loss of rental (w/GST)	-	
Loss of income	-	
	\$3,095.00	
@50%	\$ 1,547.50	
LTA search fees	\$ 5.35	
Others	-	
Proposed Total	\$1,552.85	

Hsiao Tong (LKKAUTO)

From: MG Solution <mg3solution@gmail.com>
Sent: Thursday, 30 August 2018 10:24 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: Re: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017 *LKK REF: CC4/ASM17022392/Apb3s2

Your Ref: **CC4/ASM17022392/Apb3s2 (YK999P)**
Our Ref: **SJU7717R**

Dear Hsiao Tong,

Offer of \$1,500.00 is rejected.
We will hand this case to our legal department for their onward action.
Our legal department will copied in this mail.
Thank you for your past co-operation.

Best Regards,

Su Wong
MG SOLUTION PTE LTD
No 23 Kaki Bukit Avenue 4
AAS Kaki Bukit Centre
#02-03B Singapore 415933
Tel: 6243 1373 | Fax: 6243 1376

On Sat, Aug 25, 2018 at 12:30 PM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi,

We refer to your below email.

We have reviewed the matter and we are of the view that our previous offer is fair over conflicting version and without CCTV footage.

Kindly re-consider our offer.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: MG Solution <mg3solution@gmail.com>

Sent: Tuesday, 10 July 2018 10:35 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017 *LKK REF: CC4/ASM17022392/Apb3s2

Your Ref: **CC4/ASM17022392/Apb3s2 (YK999P)**

Our Ref: **SJU7717R**

Dear Hsiao Tong,

Our client had rejected your offer as he feel that it was not fair to him on your insurer statement stated that he was trying to blackmail your insurer.

Our client was asking your insurer whether if he had any Loss of Rental if his vehicle was repair at your insurer workshop since your insurer admitted his fault.

Best Regards,

Su Wong

MG SOLUTION PTE LTD

No 23 Kaki Bukit Avenue 4

AAS Kaki Bukit Centre

#02-03B Singapore 415933

Tel: 6243 1373 | Fax: 6243 1376

On Sat, Jun 30, 2018 at 2:06 PM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi,

We refer to the above matter.

We are of the opinion that this is a case of conflicting versions. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation and not jeopardizing our insured claim against the liable party, we propose settlement at a global sum of **\$1,500.00(all-in)**.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

in the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Monday, 26 March 2018 5:45 PM

To: 'MG Solution' <mg3solution@gmail.com>

Cc: Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017 *LKK REF: CC4/ASM17022392/Apb3s2

Without Prejudice

Hi Su Wong,

We refer to your below email.

Please be informed that liability is unclear. Our insured driver reported that your client swerved into his lane and collided onto his lorry. Attached here is a copy of our insured accident statement for your easy reference.

Kindly let us have evidence (ie: video footage/ scene photos / PIR/) in order for us to look into the matter.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: MG Solution [<mailto:mg3solution@gmail.com>]

Sent: Monday, 26 March 2018 2:12 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Re: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017

Your Ref: **YK999P**

Our Ref: **SJU7717R**

Dear Hsiao Tong,

We refer to below, can we have a status of the claim?

Best Regards,

Su Wong

MG SOLUTION PTE LTD

No 23 Kaki Bukit Avenue 4

AAS Kaki Bukit Centre

#02-03B Singapore 415933

Tel: 6243 1373 | Fax: 6243 1376

On Fri, Feb 2, 2018 at 10:04 AM, MG Solution <mg3solution@gmail.com> wrote:

Your Ref: **YK 999P**

Our Ref: **SJU 7717R**

Dear Hsiao Tong,

Please find attached our LOD for your onward action. Original Copy will send to you by **POST**. Please feel free to contact the under mentioned should you require any further information. Your prompt action will be greatly appreciated.

Best Regards,

Su Wong

MG SOLUTION PTE LTD

No 23 Kaki Bukit Avenue 4

AAS Kaki Bukit Centre

#02-03B Singapore 415933

Tel: 6243 1373 | Fax: 6243 1376

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 25 August 2018 12:30 PM
To: 'MG Solution'
Cc: Admin A
Subject: RE: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017 *LKK REF: CC4/ASM17022392/Apb3s2

Without Prejudice

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We refer to your below email.

We have reviewed the matter and we are of the view that our previous offer is fair over conflicting version and without CCTV footage.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: MG Solution <mg3solution@gmail.com>
Sent: Tuesday, 10 July 2018 10:35 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: 3rd Party Claim for Accident involving Vehicle SJU 7717R & YK 999P on 19/11/2017 *LKK REF: CC4/ASM17022392/Apb3s2

Your Ref: **CC4/ASM17022392/Apb3s2 (YK999P)**

Our Ref: **SJU7717R**

Dear Hsiao Tong,

Our client had rejected your offer as he feel that it was not fair to him on your insurer statement stated that he was trying to blackmail your insurer.



RE: REVIEW

Type

 Question

Message

Hi, we refer to the above matter. Third party is not willing to accept our offer at 50% and they have pass the case to lawyer for further handling. In view of this, we will proceed to close file and submit report to you good office soon. Hsiao Tong - 11 March 2019

Reply

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 1 February 2018 8:58 AM
To: 'chye-hoon@chipong.com.sg'
Subject: ACCIDENT INVOLVING YK 999P & SJU 7717R ALONG/AT HOUGANG AVE 5 (OPP BLK 327) ON 19/11/2017

01 FEBRUARY 2018

M/s CHIP HONG FARM PRODUCT

Dear Sir/ Mdm

OUR REF : CC4/ASM17022392/Apb3

YOUR REF : YK 999P

ACCIDENT INVOLVING YK 999P & SJU 7717R ALONG/AT HOUGANG AVE 5 (OPP BLK 327) ON 19/11/2017

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 MG SOLUTION PTE LTD acting on behalf of the owner of SJU 7717R against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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 chewht@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 6742 3197 or email us at chewht@lkkauto.com.

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

Yours sincerely

Chew Hsiao Tong
Case Handler
DID: 6742 3197
FAX: 6741 4108
EMAIL: chewht@lkkauto.com

Cc AXA Insurance Pte Ltd
(Motor Claims Dept)

Claim: 57N004MK

Reference: CC4/ASM17022392/Apb3s2

Loss Date: November 19, 2017

Report Date: Nov 22, 2017 4:46:00 PM

Request Date: October 16, 2018

Due Date: July 31, 2018

Vendor Name: LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss: Third Party Vehicle Damage

Services: Pending verification - Direct Settlement

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work

More

Vehicle Information

Incident Vehicle Registration #: SJU7717R

Make: TPVD SJU7717R TOYOTA

Model: VIOS- 1.5 A (A)

Service Address

14 WOODLANDS TERRACE, ., 738439

Primary Contact/Insured

CHIP HONG FARM PRODUCT
14 WOODLANDS TERRACE, 738439, Singapore
97584554
chyeheon@chiphong.com.sg

Claim Handler

TAN Wancong
tan.wancong@axa.com.sg

Additional Instructions: Pls apt Adrian Ling to conduct survey & ackn service NON REPORTING

Messages Invoices History Documents Assessment Metrics Notes

Document Type Document Subtype

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
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Accident Statement Reports & Statement Merimen

Immediate Advice(with mandate) dd 190518.pdf Reports & Statement Others

LKK AUTO CONSULTANTS PTE LTD (TP) May 19, 2018

English (default) ▾		LKK AUTO CONSULTANTS PTE LTD (TP) ▾		TYPE		SUB-TYPE		AUTHOR		DATE UPLOADED	
🏠		SERVICE REQUESTS		MESSAGES		CLAIMS		Other		Other	
								DHIWAR Namrata		November 22, 2017	

Claim	S7M004MK
Reference	CC4/ASM17022392/App3s.2
Loss Date	November 19, 2017
Report Date	Nov 22, 2017 4:46:00 PM
Request Date	October 16, 2018
Due Date	July 31, 2018
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TTP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Additional InstructionsPls apt Adrian Ling to conduct survey & ackn service NON REPORTING

MessagesInvoicesHistoryDocumentsAssessmentMetricsNotes

Add

CREATED USER	VERSION DATE	ESTIMATED AMOUNT	APPROVED AMOUNT	STATUS	SHARE	CLONE
User Portal	3/26/18 3:49 PM	2500	2500	Open	Share	Clone
ANG Flossie	11/24/17 10:06 AM	3143.24	3143.24	Open	Share	Clone

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work

More

Vehicle Information	
Incident Vehicle Registration #	SJU7717R
Make	TPVD SJU7717R TOYOTA
Model	VIOS- 1.5 A (A)
Service Address	
14 WOODLANDS TERRACE., 738439	
Primary Contact/Insured	
CHIP HONG FARM PRODUCT 14 WOODLANDS TERRACE, 738439, Singapore 97584554 chyehoon@chiphong.com.sg	
Claim Handler	
TAN Wancong tan.wancong@axa.com.sg	



SERVICE REQUESTS

MESSAGES

CLAIMS

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Vehicle & Driver Details

Vehicle Registration#	SJU7717R	Purchase Date	<input type="text" value="mm/dd/yyyy"/>
Registration State	<input type="text" value="SINGAPORE"/>	Registration Date *	<input type="text" value="12/28/2009"/>
Mileage	<input type="text" value="117777"/>	Age of Vehicle	<input type="text" value="7"/>
Driver Details			
CATEGORY	POLICY INFORMATION	ASSESSMENT INFORMATION	POST SURVEY INFORMATION
Manufacturing Year	<input type="text" value="2009"/>	Driver Name	<input type="text" value="NG JUSTIN CHUN MUN"/>
Make	<input type="text" value="TPVD SJU7717R TOYOTA"/>	Date of Birth	<input type="text" value="mm/dd/yyyy"/>
Model	<input type="text" value="VIOS- 1.5 A (A)"/>	Age	<input type="text" value="0"/>
Type	<input type="text" value=""/>	Occupation	<input type="text" value="Unknown"/>
Type of Paint	<input type="text" value=""/>	Education Qualification	<input type="text" value="Other"/>
Chassis No	<input type="text" value="MR053HY9305144442"/>	Driving Experience	<input type="text" value="0"/>
Engine No	<input type="text" value="1NZY017973"/>	Driver License #	<input type="text" value=""/>
Engine Capacity	<input type="text" value="1497 cc"/>	License Type	<input type="text" value=""/>
Sum Insured	<input type="text" value="0"/>	License Issue Date	<input type="text" value="mm/dd/yyyy"/>

Detailed Assessment

Inspection Date *	11/23/2017		Condition of Vehicle at time of survey	
Total Loss	Yes	No	General condition	Good
Towing Charges	0		Steering (Serviceable)	Yes No
Voluntary Excess	0		Footbrake (Serviceable)	Yes No
Compulsory Excess	0		Handbrake (Serviceable)	Yes No
Young/Inexperienced/Unlicensed Driver Excess	0		Engine Modification	Yes No
Other Excess			Pre-accident condition	Good

Tyre Condition

Age of Tyres		Spare wheel	
Front Tyre Size	185/60R15	Rear Tyre Size	185/60R15
Front left side	FIRESTONE 6mm	Rear left side	FIRESTONE 6mm
Front right side	FIRESTONE 6mm	Rear right side	FIRESTONE 6mm

Parts

	EDIT	SR NO	QUAN TITY	MATERIAL	SIDE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEFL/ BITTH%	DISC QUNTY%	SALV AGE%	PART PRCE(NET)	ACTION (PARTS)	REMOVE
		1	1			FRONT BONNET			Repair	0		25	0	0	Reviewing	
		2	1			FRONT BUMPER			Damaged	488.2		25		366.15	Reviewing	
		3	1			FRONT BUMPER SIDE RETAINER (N/S)			Necessary	32		25		24	Reviewing	
		4	1			FRONT FENDER LH			Damaged	530.1		25		397.58	Reviewing	
		5	1			FRONT FENDER EMBLEM "VVT-I"			Necessary	55		25		41.25	Reviewing	
		6	1			FRONT FENDER QUARTER GLASS COVER			Cut	52.6		25		39.45	Reviewing	
		7	1			FRONT FENDER INNER COWLING LH			Serviceable	0		25		0	Reviewing	
		8	1			HEADLAMP LH			Cracked	450.3		25		337.73	Reviewing	
		9	1			FRONT SIDE MIRROR ASSY LH			Damaged	613		25		459.75	Reviewing	
		10	1			FRONT SIDE MIRROR COVER LH			Damaged	103		25		77.25	Reviewing	
		11	1			FRONT DOOR LH			Repair	0		25		0	Reviewing	

Claim Portal

- HOME
- SERVICE REQUESTS
- MESSAGES
- CLAIMS

	PART NAME	LABOUR RSR	LABOUR REPAIR	PAINT	ACTION (LABOUR)	COMMENT	REMOVE
	TRANSFER FRONT RH DOOR MECHANISM.	0	0	0	Reviewing		
	TRANSFER FRONT LH DOOR MECHANISM.	0	0	0	Reviewing		
	REMOVE AND REINSTALL RH SIDE DOOR PILLAR INNER TRIMS TO ASSIST REPAIR.	0	0	0	Reviewing		

HOME SERVICE REQUESTS MESSAGES CLAIMS

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary

EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
	1	DAYS OF REPAIR	Reviewing		4	
	2	SET FRONT BUMPER CLIPS	Reviewing	20	NECESSARY	
	3	SET FRONT FENDER INNER COWLING CLIPS	Reviewing	0	NOT NECESSARY	

- SERVICE REQUESTS
- MESSAGES
- CLAIMS

General & Workshop Details		Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio	Parts & Labour	Miscellaneous	Summary
Claim Amount		\$3,143.24		Claim Amount		\$3,143.24	
CATEGORY	ESTIMATE	REVISED AMOUNT					
Spare Parts	\$2,013.24	\$2,013.24					
Labour	\$1,110.00	\$1,110.00					
Miscellaneous	\$20.00	\$20.00					

Submit for Review

- SERVICE REQUESTS
- MESSAGES
- CLAIMS

- General & Workshop Details
- Vehicle & Driver Details
- Vehicle Condition
- Taxes & Ratio
- Parts & Labour
- Miscellaneous
- Summary

<div><div>Add</div><div>Approve</div><div>Deny</div><div>Submit All</div></div>			<div><div>EDIT</div><div>SERIAL NO</div><div>NAME</div></div>			<div><div>ACTION</div><div>AMOUNT</div><div>COMMENT</div><div>REMOVE</div></div>		
<div><div></div><div></div><div></div></div>			<div><div>1</div><div></div><div></div></div>			<div><div>Reviewing</div><div>2500</div><div></div></div>		
<div><div></div><div></div><div></div></div>			<div><div>FINAL LUMP SUM</div><div></div><div></div></div>			<div><div></div><div></div><div></div></div>		