

INS. CASE OWNER:

CC 4 / ASM 22708, M1pa3

LKK:

IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

8/12/17 @ 12:13pm

Called OI, Mr Neo. Confirm accident. He said that it was very minor touch. TP mechanic quote him for \$450-w repair. He also mentioned that the damage on right side of bumper was not caused by him. He will send us the sms btw TP & OI damage photos.

19/12/17 @ 2:55pm

Called OI, Mr Neo. Not pick up. Called OI, Mr Neo. Inform adjusted CCR ~\$1600-w. He strongly disputed the amount as it is too high. He willing to fight.

26/1/18 @ 2:19pm

TP pass lawyer. File pass to Neo. Run to r (see up).

25/1/18

File pass to Neo. Run to r (see up).

26/1/18

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Repair Cost:

S\$ (days) Reduction:

%

Confirm by:

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No.:

27

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(days)

Loss of Use (LOU):

S\$

(\$ x days)

Loss of Income (LOI):

S\$

(\$ x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

TP

#250-w

(TP pass lawyer)

COPY SENT
26/1/18



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/AXA17022708/M1pa3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 29-11-2017		
		Code : AXA2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKL 58R	Veh. Inspected	SGG 5843G	
Policy No.		Coverage (\$)	0.00	
Claim No.	S7M004L1	Excess (\$)	0.00	
Assign From		Assign Date	29/11/2017	
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	18/11/2017	Inspection Date		
Survey held at	RALLY PITSTOP 176 SIN MING DRIVE #04-17 SIN MING AUTO CARE SINGAPORE 575721			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

RALLY PITSTOP

176 Sin Ming Drive
#04-17 Sin Ming Autocare
Singapore 575721
Tel: 64516985
Email: tar6985@hotmail.com

20-Nov-17

To: Motor Claims Department
Tel:

Fax:

RE: Estimate repair cost of SGG5843G

Your SKL58R

Dear Sir/Madam,
Vehicle No: SGG5843G
Make & Model: Toyota Vios
Date of accident: 18 Nov 2017

We are pleased to quote you the repair cost for the above-mentioned vehicle:

Qty	Description	Unit Price	TOTAL
1	Rear bumper	cheet	356.30 ✓
1	Rear end panel	R.	458.90 x
1	Rear end panel garnish	vic	156.30 —
1	Weather stripe	WCC	136.70 —
1	Tail lamp -RH	creg	269.60 —
1	Bumper retainer -RH	grrs	48.90 —
1	Bootlid lock	R	89.80 x
1 set	Reverse sensor	Shut	200.00 (S.M.)
	Sub-total before discount		1716.50
	Parts percentage discount 25%		429.13
	PARTS TOTAL		1287.38
	LABOUR CHARGES & MISC		
1	Labour to dismantle and replace all damaged parts		600.00 600
2	To putty and spray paint		500.00 450
3	Checking of wiring		20.00 —
	LABOUR TOTAL		1320.00
	LABOUR & PARTS TOTAL		2607.38

Regards,
Terrence Lim

4 days

Auto Consultant and notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplemental item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:



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

Your ref: S7M004L1

Our ref: CC4/AXA17022708/M1pa3

Date: 30.11.2017

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SGG 5843G

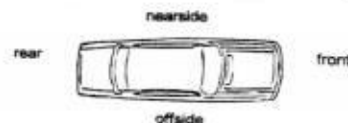
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 28.11.2017 at the premises of M/s Rally Pitstop - Sin Ming and have the following to report:-

Workshop Estimate Amount	: S\$	2,607.38
Revised Estimate Amount	: S\$	1,945.85
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: TBA days

Yours faithfully,

MA CHIN FOOK
Licensed Appraiser

Hsiao Tong (LKKAuto)

From: Terrence Lim <tar6985@hotmail.com>
Sent: Friday, 15 December, 2017 12:16 PM
To: Hsiao Tong (LKKAuto); Terrence Lim
Subject: Acct on 18/11/17 involving SKL58R & SGG5843G
Attachments: LOD.pdf; Repair bill.pdf; Authorised letter.pdf

Hi,

Attached herewith the documents, please assist to forward to AXA for the payment settlement.

Thanks.

Regards,
Terrence Lim
91005500

CCP: 1600.00
LM.
4days

Hsiao Tong (LKKAUTO)

From: Terrence Lim <tar6985@hotmail.com>
Sent: Monday, 22 January 2018 12:59 PM
To: Hsiao Tong (LKKAUTO)
Cc: cst@axa.com.sg; motor.survey@axa.com.sg
Subject: Re: Acct on 18/11/17 involving SKL58R (AXA) & SGG5843G

Dear Hsiao Tong,

As spoken, please let us hear from you by today.
If your client dispute the claim, we shall forward to our lawyer to claim for our client's losses.

Thanks & Regards,
Terrence Lim
91005500

From: Terrence Lim <tar6985@hotmail.com>
Sent: Friday, December 15, 2017 12:15 PM
To: Hsiao Tong (LKKAUTO); Terrence Lim
Subject: Acct on 18/11/17 involving SKL58R & SGG5843G

Hi,

Attached herewith the documents, please assist to forward to AXA for the payment settlement.

Thanks.

Regards,
Terrence Lim
91005500

RALLY PITSTOP

176 Sin Ming Drive,
#04-17 Sin Ming Autocare
Singapore 575721
Tel: 6451 6985
Email: tar6985@hotmail.com

Your ref: SKL58R
Our ref: SGG5843G

Date: 15 December 2017
AXA Insurance
Motor Claims Division

Dear Sir/Madam,

ACCIDENT ON 18/11/2017 INVOLVING SKL58R AND SGG5843G

We are the authorized repair workshop for the owner of motor vehicle: DGG5843G which was involved in the captioned accident with your insured vehicle: SKL58R. The vehicle owner has requested and authorized us to assist him in presenting his claim against the party responsible for the damage to the vehicle.

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

Cost of Repair	\$ 1,600.00
LOU @\$80 x 7 days	\$ 560.00
TOTAL	\$ 2,160.00

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

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

Thanks & Regards,
Terrence Lim

RALLY PITSTOP

176 Sin Ming Drive #04-17
Sin Ming Autocare
Singapore 575721
Tel: 64516985
Email: tar6985@hotmail.com

INVOICE**1175**

AXA Insurance	Date	15-Dec-17
	Vehicle No.	SGG5843G
	Make	Toyota
	Model	Vios
	Mileage	

Qty	Description	Unit Price	TOTAL
	Your insured: SKL58R Accident involving SKL58R & SGG5843G on 18-11-17 Repair accident damaged parts, including spare parts, labour and spray painting Lump Sum		1,600.00
TOTAL			\$ 1,600.00

Cheque must be crossed and made payable to:
Rally Pitstop

Angela Tang
Authorised Signature

Authorization Letter

To: Rally Pitstop

RE: ACCIDENT INVOLVING VEHICLE SKL58R 2 SGG5843 G
ALONG/AT Bukit Timah Rd near Exit Mayne Road
ON 18/11/17

I, Muhammad Fawzi, NRIC Number 58317481A,
owner of vehicle SGG5843 G, hereby authorize you to commence repair of
my vehicle forthwith. In consideration of you repairing my vehicle, I hereby authorize
you to claim, settle, receive whatever amount payable by the insurance company and/or
third party and to commence legal proceedings, in my name, for the costs of repairs, loss
of use, etc and to you appoint a Solicitor to act for me in respect of the accident. All and
any amount claimed, received and/or settled shall belong absolutely to you. I agree to
absolutely assign the whole proceeds (including damages, interest, costs and
disbursements) of my third party claim ('debt') to you and the Solicitor appointed and
any third party shall accept this as my irrevocable authorization to pay the 'debt' direct to
you. I authorize you to give notice of this assignment to all parties concerned. I
authorize you to sign all discharge vouchers/indemnity forms and all necessary papers in
connection with the above claim for and on my behalf. I irrevocably authorize you to
appoint such a firm of Solicitors on my behalf as you shall deem fit for the purpose of the
third party insurer's claim.

I undertake to inform you and/or the Solicitor appointed by you on my behalf in the event
the third party's insurance company communicate with me orally or in writing and I
further undertake not to accept any monies or offer of settlement from the third party's
insurers without first communicating with you and obtaining your consent.

I undertake to co-operate fully with you and the Solicitor appointed to see the claim to a
successful conclusion.

Dated this 20 day of 11 2017



Owner's Signature / Name
Company Stamp



Seek Instruction as Insured Disputed on Third Party Claim Amount - S7M004L1

Type

🔗 Question

Message

Hi, We refer to the above matter. This is a head to rear collision. Liability is not in our insured favour. We have contacted our insured to inform third party claim. However insured disputed the damages and adjusted COR(L/sum \$1,600.00). Third party owner quoted him for \$490.00 on private settlement(a copy of SMS had been uploaded in SMART claim). Our insured strongly disagreed on the claim amount. In view of this, we seek further instruction from your good office in order for us to proceed further. Thank you. Hsiao Tong - 26/01/2018

Reply

« <S7M004L1> : Third party had passed the case to lawyer for handling

Type

🔔 Question

Message

Hi, Please be informed that third party had passed the case to lawyer for further handling. We will proceed to close file and submit wp survey report to your good office. Thank you. Hsiao Tong - 24/02/2018

Reply



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

11 DECEMBER 2017

NEO LAY CHYE
BLK 739 WOODLANDS CIRCLE
#07-403
SINGAPORE 730739

Dear Sir/ Mdm

OUR REF : CC4/AXA17022944/Kpa3
YOUR REF : GA051080 (SKL 58R)
ACCIDENT INVOLVING SKL 58R & SGG 5843G ALONG/AT BUKIT TIMAH ROAD ON
18/11/2017

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 RALLY PITSTOP acting on behalf of the owner of SGG 5843G against your motor insurance policy.

Based on the accident report and accident scenario, we are of the opinion that liability is not in our favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

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

Your full co-operation in the handling of the claim is required and kindly submit the following to 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.

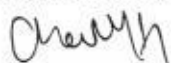
This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

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)



Service Request Details

Claim
S7M004L1

Reference
None

Loss Date
November 18, 2017

Request Date
November 28, 2017

Due Date
July 31, 2018

Vendor Name
LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss
Third Party Vehicle Damage

Services
Direct settlement

Actions

Next Step
Finish the work

Complete Work

More

Vehicle Information

Incident Vehicle Registration #
SGG5843G

LKK AUTO CONSULTANTS PTE LTD (TP)

January 26, 2018

LKK Resurvey Photos 2.pdf

Other

Other

LKK AUTO CONSULTANTS PTE LTD (TP)

January 26, 2018

Scene_photos_from_OI.pdf

Other

Other

LKK AUTO CONSULTANTS PTE LTD (TP)

January 26, 2018

LKK Survey Photos.pdf

Other

Other

LKK AUTO CONSULTANTS PTE LTD (TP)

January 26, 2018

SMS_btw_TP_&_OI.pdf


Other

Other

<<

Service Request Details

Claim
S7M004L1

Reference
None 

Loss Date
November 18, 2017

Request Date
November 28, 2017

Due Date
July 31, 2018

Vendor Name
LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss
Third Party Vehicle Damage

Services
Direct settlement

Actions

Next Step
Finish the work

Complete Work

More

Vehicle Information

Incident Vehicle Registration #
SGG5843G

\$1,995.87

\$1,995.87

Open

Share

Clone



Assessment Details

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

Involving

TPVD TOYOTA VIOS (SGG5843G)

Date of Loss

November 18, 2017

Time of Loss

19.30

Loss Description

SKL58R (INSD) C/W SGG5843G (TP)

Comment

Workshop Details

Total Rebate Amount

Nett Loss Amount

\$0.00

Assigned Workshop

LKK AUTO CONSULTANTS PTE LTD (TP)

Target Date of Completion *

Days of work completion *



Assessment Details

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

Vehicle Registration#

SGG5843G

Registration State

Mileage

Purchase Date

mm/dd/yyyy

Registration Date *

mm/dd/yyyy

Age of Vehicle

11

Manufacturing Year

Make

TPVD TOYOTA

Driver Details

Driver Name

MUHAMMAD FAWZI BIN HASHIM

Date of Birth

mm/dd/yyyy

Age

0

Occupation

Unknown

Education Qualification

Other

Primary ▼

Driving Experience

Female ▼

Marital status

Unknown

Single ▼

Identification #

S8317481A



Assessment Details

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

Inspection Date *

mm/dd/yyyy

Total Loss

Towing Charges

Voluntary Excess

Compulsory Excess

Young/Inexperienced/Unnamed Driver Excess

Other Excess

Condition of Vehicle at time of survey

General condition

Excellent

Steering (Serviceable)



Assessment Details

- General & Workshop Details
- Vehicle & Driver Details
- Vehicle Condition
- Taxes & Ratio
- Parts & Labour
- Miscellaneous
- Summary
- Tax Eligibility & Additional Deduction for Parts

Depr./Bttr%

Discount%

Salvage%

Settlement%

Paint Labour/Material Ratio

Paint Labour Ratio

Paint Material Ratio

Cash Loss



Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Parts



1

1

REAR BUMPER

Deformed

356.3

25

267.23

Reviewing



Damaged

156.3

25

117.23

Reviewing



4

1

WEATHER STRIPE

Necessary

136.7

25

102.53

Damaged

48.9

25

36.68

Reviewing



7

1

BOOTLID LOCK

Repair

0

25

Reviewing



3

CHECKING OF WIRING.

20

0

0

Reviewing





Assessment Details

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



1

DAYS OF REPAIR

Reviewing

4



2

SET REVERSE SENSOR

Reviewing

200

SHORTED





Assessment Details

General & Workshop Details	Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio
Parts & Labour	Miscellaneous	Summary	Claim Amount \$1,995.87

Labour

\$1,070.00

\$1,070.00

Spare Parts

\$725.87

\$725.87

Miscellaneous

\$200.00

\$200.00

Submit for Review



Assessment Details

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



1

FINAL LUMP SUM

Reviewing

1600

