

INS. CASE OWNER:

Saw Thuy

CC 4, ASM
AXA170

22745, RI RA39

LKK:

IDAC:

Sinter
S7m004ck

Surveyor:

Rasul

DOI:

ASSIGNMENT

1/12/17

Date / Time:

29/1/2017

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKJ 59834

Name of Insured:

CHAN SONG PEA

Insured Tel No.:

HP:

9739340

Excess Sec II :S\$

D.O.A.:

16-4-17

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:

S7m004ck

P1371980

V. Wolf.

Timphay Ave 10

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

Insured Liability: %

Final ? Yes / No

PC3022



INSRS:

WSP:

Tel:

Liability:

RMKS:

Connect 3

(K2C)



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

PC3022, MALINE 17071443/24 ; D.O.A. 16/4/17
SKJ59834, MALINE 17071443/24 ; D.O.A. 16/4/17

1/12/17 @ 4:21pm

Called OI, Mr Chan. Confirm accident.
Request video. To get from his wicsp.

14/3/18 @ 3:27pm

Called OI, Mr Chan. Not pickup.

14/11/18

File pass to Mr Chan to close

STAGE DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

A/Siaotong 1/12/17

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:

RECEIVED 19 NOV 2018

PRELIMINARY ADVICE		Date/Time:	Sent By:	Confirm with:	Confirm by:
FINALIZATION		Date/Time:	Confirm with:	Confirm by:	
Repair Cost:	S\$	() days	Reduction:	%	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT		Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Final Liability:	%	(Agreed / Assessed)	BOLA S/N No.:	If NO or B 28, Ass. Lia:	
Repair Cost:	S\$	() days			
Loss of Rental (LOR):	S\$	() 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	S\$				
Medical:	S\$				
Disbursement:	S\$	(e.g. Tow/ Independent)			
Legal Cost	S\$				
Total:	S\$	Global Sum S\$:			
FINAL PAYMENT		Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Payee 1:	S\$	Name 1:			
Payee 2: (Strike if N.A.)	S\$	Name 2:			
Payee 3: (Strike if N.A.)	S\$	Name 3:			

GPA 19/1/18

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

3360W

[illegible]



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/AXA17022745/pa3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 30-11-2017		
		Code : AXA2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKJ 5983Y	Veh. Inspected	PC 3022	
Policy No.		Coverage (\$)	0.00	
Claim No.	S7M004CK	Excess (\$)	0.00	
Assign From		Assign Date	30/11/2017	
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	16/11/2017	Inspection Date		
Survey held at	CONNECT3 7 OLD TOH TUCK ROAD SINGAPORE 597648			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

CONNECT 3

7 Old Toh Tuck Road Singapore 597648

Tel: (65) 9850-9666 Email: Connect3winnie@gmail.com

R o c : 5 3 3 6 0 0 6 1 L

QT17/PC302Z/TPC-096

AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower
Singapore 068811

QUOTATION

Dear Sir,

Cost of Repair to Vehicle PC302Z

With reference to the above-mentioned, we are pleased to quote as follows:-

No.	DESCRIPTION	QTY	U/PRICE (S\$)	AMOUNT (S\$)
1.	RH small compartment	1	1,350.00	1,350.00
2.	Excursion sticker	1	15.00	15.00
3.	Labour charges	1	700.00	700.00
4.	Spray painting	1	900.00	900.00
SUB-TOTAL				S\$2,965.00

Thank you.

Yours faithfully,


Winnie Chai
HP: 9850-9666



Rosau

Hp 90010068

4 days

4/3

01/17 @ 1030

Resay after repair

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 to confirmation
- Third party survey is on a "Without Prejudice" basis
- 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:



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: S7M004CK
Our ref: CC4/AXA17022745/R1pa3

Date: 04.12.2017

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

PC 302Z

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 01.12.2017 at the premises of M/s Connect3 and have the following to report:-

Workshop Estimate Amount	: S\$	2,965.00
Revised Estimate Amount	: S\$	815.00
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
O/S Front portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 4.0 days

Yours faithfully,

MOHD. RASUL
Licensed Appraiser

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 1 December, 2017 4:29 PM
To: 'enquiry@revol.com.sg'
Cc: 'FEI03@YAHOO.COM'
Subject: <Request for Video> ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

Our Ref: **CC4/AXA17022745/pa3**

Dear Sirs/Madam,

ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

We refer to the above accident where we are acting AXA Insurance Pte Ltd to resolve a third party claim against our insured vehicle **SKJ 5983Y (Mr Chan Siong Fea)**.

We were informed by our insured Mr Chan Siong Fea that he has submitted a copy of his car video footage to your good office.

We would like to request a copy of the video footage for our necessary action.

Thank you for your kind and early reply.

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)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 19 March 2018 3:24 PM
To: 'enquiry@revol.com.sg'
Cc: 'FEI03@YAHOO.COM'
Subject: RE: <Request for Video> ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

Hi Sirs,

We refer to the above matter and our email dated 01/12/2017.

We are appointed by AXA Insurance Pte Ltd to handle third party claim against our insured(SKJ 5983Y) policy.

We have received a claim from PC 302Z. The driver of PC 302Z reported that our insured cut into his lane and collided onto PC 302Z

We would like to request a copy of SKJ 5983Y's video footage in order for us to look into the matter.

Appreciate an early reply.

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: Friday, 22 December 2017 9:10 AM
To: enquiry@revol.com.sg
Cc: FEI03@YAHOO.COM
Subject: RE: <Request for Video> ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

Hi,

We refer to our email dated 01/12/2017.

Kindly let us have a copy of your video footage for our necessary action.

"Wishes you a Merry Christmas & Happy New Year 2018"

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: Friday, 1 December, 2017 4:29 PM

To: 'enquiry@revol.com.sg' <enquiry@revol.com.sg>

Cc: 'FEI03@YAHOO.COM' <FEI03@YAHOO.COM>

Subject: <Request for Video> ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

Our Ref: **CC4/AXA17022745/pa3**

Dear Sirs/Madam,

ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017

We refer to the above accident where we are acting AXA Insurance Pte Ltd to resolve a third party claim against our insured vehicle **SKJ 5983Y (Mr Chan Siong Fea)**.

We were informed by our insured Mr Chan Siong Fea that he has submitted a copy of his car video footage to your good office.

We would like to request a copy of the video footage for our necessary action.

Thank you for your kind and early reply.

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)

Hsiao Tong (LKKAUTO)

From: gavin@revol.com.sg
Sent: Monday, 19 March 2018 3:58 PM
To: Hsiao Tong (LKKAUTO)
Cc: fei03@yahoo.com
Subject: RE: <Request for Video> ACCIDENT INVOLVING SKJ 5983Y(AXA) & PC 302Z ON 16/11/2017
Attachments: SKJ5983Y Video for email.mp4

Hi Hsiao Tong, Chew,

Please kindly see the attached file which clearly show SKJ5983Y is in its lane which PC302Z knocked into the side of SKJ5983Y.

Thanks.

Best Regards,
Gavin Tan

<< <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

Type

🔍 Question

Message

Hi Saw Theng, we have uploaded a copy of insured's video footage in SMART CLAIM. The video shows that our insured was driving within his own lane, suddenly there was an impact/ jerk on his vehicle. We are of the opinion that our insured's version is more credible. As such, we are intending to reject third party claim. For your approval/ comments please. Thank you. Hsiao Tong - 19/03/2018

Reply



RE: <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

Type

 Question

Message

Hi, we refer to the E-mail below, we appreciate if you could let us have your approval/ instruction. Thank you.

Poh Kin. 18/05/2018

and 4/6/2018

Reply



RE: <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

Type

🔗 Question

Message

URGENT REMINDER Hi. we refer to our email dated 19/03/2018. We have uploaded a copy of insured's video footage in SMART CLAIM. The video shows that our insured was driving within his own lane, suddenly there was an impact/ jerk on his vehicle. We are of the opinion that our insured's version is more credible. As such, we are intending to reject third party claim. For your approval/ comments please. **Third party is chasing for update. Otherwise, they would like to escalate the matter to GIA. Thank you. Hsiao Tong - 31 Aug 2018

Reply

Service Request Details

Claim

S7M004CK ✓

Reference

CC4/ASM17022745/R1pa3 ✎

Loss Date

16 November 2017

Request Date

29 November 2017

Due Date

31 August 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

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 #

PC302Z

Make

TPVD GOLDEN DRAGON

Model

XML6118E1A

Service Address

...

Primary Contact/Insured

CHAN SIONG FEA

BLK 624B PUNGGOL CENTRAL, 820624, Singapore

97393110

FEI03@YAHOO.COM

Claim Handler

KHOR Saw Theng

6568804754

sawtheng.khor@axa.com.sg

Additional Instructions

TP IS ARC WORKSHOP

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

TYPE



SENT

1/9/18 12:14 PM

FROM

OH Vale

SUBJECT

Re:RE: <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING
SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY

Hi Pls proceed to reject TP's claim VO



TYPE



SENT

31/8/18 8:13 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT RE: <Seek Instruction> - 57M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY URGENT REMINDER Hi, we refer to our email dated 19...



TYPE ?

SENT 30/7/18 12:40 PM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT RE: <Seek Instruction> - 57M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY REMINDER Hi, we refer to our email dated 19/03/201...



TYPE ?

SENT 7/7/18 10:35 AM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT RE: <Seek Instruction> - 57M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY Hi Saw Theng, we refer to our email dated 19/03/20...



TYPE ?

SENT 19/6/18 9:14 AM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT RE: <Seek Instruction> - 57M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY

Hi Saw Theng, we refer to our email dated 19/03/20...



TYPE



SENT

4/6/18 1:23 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY

Hi, we refer to the E-mail below, we appreciate if...



TYPE



SENT

18/5/18 1:06 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: <Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY

Hi, we refer to the E-mail below, we appreciate if...



TYPE



SENT

19/3/18 5:40 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

<Seek Instruction> - S7M004CK [ACCIDENT INVOLVING SKJ 5983Y(OI) & PC 302Z(TP) ON 16/11/2017]

BODY

Hi Saw Theng, we have uploaded a copy of insured's...



TYPE



SENT

4/12/17 10:44 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

Direct Settlement - Accident Involving SKJ5983Y (OI : AXA -
S7M004C1Q) and PC302Z(TP : LKK REF -
CC4/AXA17022745/R1pa3) on 16/11/2017

BODY

Dear Saw Theng, We refer to the above matter. As ...



TYPE



SENT

4/12/17 10:41 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

ia (Immdiate Advise)

BODY

ia (Immdiate Advise) Repairer Estimate \$...



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 10 September 2018 3:00 PM
To: 'Winnie Chai'
Cc: Admin A
Subject: RE: LAST & FINAL REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17
Attachments: SKJ5983Y OI Video.mp4; STATEMENT OF SKJ 5983Y.PDF

Without Prejudice

Hi Winnie,

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Our insured driver was driving within his own lane, suddenly there was a jerk/impact on his vehicle. We are of the view that our insured's version is more credible. Attached here with a copy of our insured accident video footage for your easy reference.

In view of this, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

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: Winnie Chai <connect3winnie@gmail.com>
Sent: Friday, 7 September 2018 4:54 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: LAST & FINAL REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17

Hi Hsiao Tong

Pls kindly check with AXA officer are they agreeable to escalate this case to GIA for settlement instead.

Thanks

On Fri, Aug 31, 2018 at 8:14 AM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Winnie,

We have convey your message to our principal and pending for further instruction from them.

We will get back to you once we receive instruction.

Thank you.

"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: Winnie Chai <connect3winnie@gmail.com>

Sent: Thursday, 30 August 2018 11:52 AM

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

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

Subject: Re: LAST & FINAL REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17

Hi Hsiao Tong

Pls kindly advise on the offer for this case as this case has been pending for too long without any updates from the third party insurer.

Alternatively pls kindly advise is AXA agreeable to escalate this case to GIA for settlement instead.

Thanks & Regards

On Sat, Aug 18, 2018 at 9:29 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Morning Hsiao Tong,

Pls kindly advise on the offer for this case.

Thanks

On Tue, Jul 31, 2018 at 7:56 AM, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Winnie,

We are still pending further instruction from AXA.

Reminder had been sent to them.

We will get back to you once we receive instruction.

"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: Winnie Chai <connect3winnie@gmail.com>

Sent: Thursday, 26 July 2018 2:28 PM

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

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

Subject: Re: LAST & FINAL REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17

Hi Hsiao Tong

Pls kindly advise offer for this case urgently.

Thanks

On Tue, Jul 17, 2018 at 10:41 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Morning Hsiao Tong

Pls kindly advise on the offer for this case.

Thanks

On Tue, Jul 3, 2018 at 1:55 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Afternoon Hsiao Tong

Pls kindly advise on the offer for this case.

Thanks

On Sat, Jun 2, 2018 at 10:11 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Any updates for this case?

Pls kindly advise.

Thanks

On Wed, Mar 21, 2018 at 2:38 PM, Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Winnie,

We just received video from our insured.

We are seeking instruction from AXA and will get back to you soon.

"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: Winnie Chai [<mailto:connect3winnie@gmail.com>]

Sent: Wednesday, 21 March 2018 2:18 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: FINAL REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17

Hi Hsiao Tong,

Pls kindly advise on the liability & offer for this case.

Thanks & regards

On Thu, Mar 1, 2018 at 9:24 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Pls kindly advise on the liability & offer for this case.

Thanks & regards

On Sat, Feb 24, 2018 at 9:25 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Pls kindly advise on the liability for this case.

Thanks & regards

On Tue, Feb 13, 2018 at 8:52 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Any updates for this case?

Pls kindly advise.

Thanks & regards



On Wed, Jan 31, 2018 at 10:32 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Any updates for this case?

Pls kindly advise.

Thanks & regards

On Thu, Jan 25, 2018 at 11:07 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Pls kindly advise on the liability for this case.

Thanks & regards

On Fri, Jan 19, 2018 at 1:44 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Pls kindly advise on the liability for this case.

Thanks & regards

On Tue, Jan 16, 2018 at 1:50 PM, Winnie Chai <connect3winnie@gmail.com> wrote:

Hi Hsiao Tong,

Pls kindly advise on the liability for this case.

Thanks & regards

On Wed, Jan 10, 2018 at 4:52 PM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Hi Winnie,

We refer to your below email.

Liability unclear. Kindly refer to our insured accident report for your easy reference.

We are currently pending for our insured car video footage for our necessary action.

"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."

"Wishes you a Merry Christmas & Happy New Year 2018"

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: Winnie Chai [mailto:connect3winnie@gmail.com]

Sent: Tuesday, 9 January 2018 3:50 PM

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

Subject: 2ND REMINDER: Accident involving PC302Z & SKJ5983Y (AXA Insured) on 16/11/17

Afternoon Hsiao Tong,

We ref to the mentioned accident.

Pls kindly advise liability for this case.

Thanks & regards

On Tue, Dec 26, 2017 at 11:10 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Morning Hsiao Tong,

We ref to the mentioned accident.

Pls kindly advise liability for this case.

Thanks & regards

On Thu, Dec 7, 2017 at 10:43 AM, Winnie Chai <connect3winnie@gmail.com> wrote:

Morning Hsiao Tong,

We ref to the mentioned accident.

Pls kindly advise liability for this case.

Thanks & regards

Winnie Chai
Connect3
HP:9850-9666

Winnie Chai
Connect3
HP:9850-9666

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**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/ASM17022745/R1pa3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN:KHOR SAW THENG

Date : 26-11-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKJ 5983Y	Veh. Inspected	PC 302Z
Policy No.	P1371980	Coverage (\$)	0.00
Claim No.	S7M004CK	Excess (\$)	0.00
Assign From		Assign Date	29/11/2017

2. Vehicle Particulars & Condition

Make & Model	GOLDEN DRAGON	c.c	8849
Engine No.	HIDDEN	Year of Reg.	2011
Chassis No.	LFZBHCDK0AA003658	Colour	MULTI COLOUR
Odometer	276701	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	11 R22.5	WEST LAKE	8 mm
L/H Front Tyre	11 R22.5	WEST LAKE	8 mm
R/H Rear Tyre	11 R22.5 (D)	WEST LAKE	8/8 mm
L/H Rear Tyre	11 R22.5(D)	WEST LAKE	8/8 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.

5. General Information

Accident Date	16/11/2017	Inspection Date	01/12/2017
Survey held at	566 WOODLANDS RD		
Repairer	CONNECT3		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	4 Working Days
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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

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. PC 302Z

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	RH SMALL COMPARTMENT (CONSISTENT)	TO REPAIR SEE LABOUR NECESSARY	1,350.00	-
1	EXCURSION STICKER (CONSISTENT)		15.00	15.00
			1,365.00	15.00
<u>LABOUR</u>				
	LABOUR CHARGES.INCLUSIVE OF THE REPAIR OF RH SMALL COMPARTMENT		700.00	300.00
	SPRAY PAINTING	900.00	500.00	
		1,600.00	800.00	
GRAND TOTAL			2,965.00	815.00
RECOMMENDED COST OF REPAIRS				815.00

Report Ref No. CC4/ASM17022745/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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 relying on this Report, in whole or in part, does so at his or her own risk.

Service Request Details

Claim

57N004CK

Reference

CCA/ASH17022745/R1pa3q2

Loss Date

16 November 2017

Request Date

29 November 2017

Due Date

Vendor Name

LKX AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Direct settlement

Vehicle Information

Incident Vehicle Registration #

PC302Z

Make

TPVD GOLDEN DRAGON

Model

XML611BE1A

Service Address

...

Primary Contact/Insured

CHAN SIONG FEA

BLK 624B PUNGGOL CENTRAL, 820624, Singapore

97393110

FE03@VAHOO.COM

Claim Handler

KH-HOR Saw Theng

6568804754

sawtheng.khor@aia.com.sg

Actions

Next Step

Wait for Approve Invoice

Add Invoice

Additional Instructions

TP IS ARC WORKSHOP

Messages

Invoices

History

Documents

Assessment

Metrics














Notes

Document Type

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Accident Statement	Reports & Statement		Mertman	
LKXInvoice1 (11).pdf	Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TP)	30 November 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKAdjustment1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 November 2018
 LKKInspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 November 2018
 Email to TP_Reject old 100918.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	18 November 2018
 LKK_Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	18 November 2018
 SKJ5983Y 01 Video.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	19 March 2018
 TP ESTIMATE - MARKED.pdf	Forms / Claim Documents	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2017
 Preliminary Advice.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2017
 ESTIMATE & GIA REPORT.pdf	Reports & Statement	Others	KADRI Matzen	28 November 2017
 EMAIL.pdf	Letters and Correspondence	Others	KADRI Matzen	28 November 2017
 SKJ5983Y INSD GIA.PDF	Forms / Claim Documents	Claim Form	PATEL Anil	27 November 2017
 PC2022 TP GIA.PDF	Forms / Claim Documents	Claim Form	PATEL Anil	27 November 2017
 ESTIMATE & TP GIA.pdf	Letters and Correspondence	Others	PATEL Anil	27 November 2017
 EMAIL.pdf	Letters and Correspondence	Others	PATEL Anil	27 November 2017