

INS. CASE OWNER:

CC 4 / AXA170

23103

Kearif

LKK:

IDAC:

Surveyor:

DOI:

ASSIGNMENT

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 Of:

After call ltr to Of:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to Of:

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: 21/12/17

Sent By: HMK.

FINALIZATION

Date/Time:

Confirm with: PUEX

Confirm by: KSC

Repair Cost: P/P S\$ 3,463.20

( 3 days) Reduction: 3.5 %

Email ☒ Call ☐

FINAL SETTLEMENT

Date/Time: 2.5.18

Confirm with: MUX

Email ☒ Call ☐

Final Liability: % 100

(Agreed / Assessed) BOLA S/N No. : 15

If NO or B 28, Ass. Lia:

Repair Cost: 01/457 S\$ 4,240.80

ON CHANGED LANE.

Loss of Rental (LOR): S\$ - ( days)

Loss of Use (LOU): S\$ 600.00 (\$150 x 4 days)

Loss of Income (LOI): S\$ - (\$ x days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search: S\$ 2.00

Medical: S\$ -

Disbursement: S\$ -

Legal Cost: S\$ -

(e.g. Tow/ Independent)

Total: S\$ 4,842.80

Global Sum S\$:

FINAL PAYMENT

Date/Time: 2.5.18

Confirm with: PUEX

Email ☒ Call ☐

Payee 1: S\$ 4,842.80

Name 1: DINK AND PTE LTD

Payee 2: (Strike if N.A.) S\$

Name 2:

Payee 3: (Strike if N.A.) S\$

Name 3:

RECEIVED 22 MAR 2018

RECEIVED 17 MAY 2018

COPY SENT 12/5/18

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: 4560

## ASSIGNMENT

Date: 20.12.2017

1000


# DING AUTO PTE LTD

Blk 10, #01-20  
 Sin Ming Industrial Est. Sec C  
 Singapore 575645  
 Tel: 6452 1208  
 Fax: 6452 0614

Vehicle:	XE872P
Model:	TGS 35.360 8X4 BB
Chassis:	WMA375Z26FM669819

NO	DESCRIPTION	QTY	LIST	DISC	PRICE	SURVEYORS MARKING
1	MUDGUARDS STEPPWELL LEFT GRAY <i>CRJ</i>	1	\$ 1,133.34	10%	\$ 1,020.01	✓
2	STEAL BUMPER <i>Red 164</i>	1	\$ 1,437.50	10%	\$ 1,293.75	✓
3	OVAL-HEAD SELF-TAPING SCREW <i>3mm</i>	8	\$ 8.40	10%	\$ 60.48	X
4	FLASHER FRONT <i>mgcm</i>	1	\$ 250.10	10%	\$ 225.09	X
5	HEADLAMP LEFT SIDE <i>mgcm</i>	1	\$ 769.70	10%	\$ 692.73	X
6	REAR BUMPER END PANEL BRACKET LEFT <i>017</i>	1	\$ 124.20	10%	\$ 111.78	X
7	STEP PANEL METAL PLATE	2	\$ 256.70	10%	\$ 462.06	X
TOTAL:					\$ 3,865.90	

	LABOUR	PRICE	SURVEYOR MARKING
8	STRAIGHTEN & PANEL BEAT ACCIDENT AREAS	\$ 1,200.00	600
9	R & R FRONT BUMPER	\$ 400.00	X
10	R & R ELECTRICAL WIRINGS, CHECK LIGHTING AND RESET HEADLAMP FOCUSING	\$ 100.00	201
11	RESPRAY FRONT BUMPER & MUDGUARD STEPPWELL	\$ 500.00	X
TOTAL:		\$ 2,200.00	

PARTS	\$ 3,865.90
LABOUR	\$ 2,200.00
TOTAL	\$ 6,065.90
GST 7%	\$ 424.61
FINAL TOTAL	\$ 6,490.51

*Not Askered*  
*1.2.1*  
*Runway B4 paint*  
*3 days*

*3963.36*

LKK Auto Consultants hereby 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:

# DING AUTO PTE LTD

Blk 10, #01-20

Sin Ming Industrial Est. Sec C

Singapore 575645

Tel: 6452 1208

Fax: 6452 0614

Vehicle:	XE872P
Model:	TGS 35.360 8X4 BB
Chassis:	WMA375ZZ6FM669819

NO	DESCRIPTION	QTY	LIST	DISC	PRICE	SURVEYORS MARKING
1	MUDGUARDS STEPPWELL LEFT GRAY <i>C.P.</i>	1	\$ 1,133.34	10%	\$ 1,020.01	✓
2	STEAL BUMPER <i>Not Paint</i>	1	\$ 1,437.50	10%	\$ 1,293.75	✓
3	OVAL-HEAD SELF-TAPING SCREW <i>3m</i>	8	\$ 8.40	10%	\$ 60.48	X
4	FLASHER FRONT	1	\$ 250.10	10%	\$ 225.09	?
5	HEADLAMP LEFT SIDE	1	\$ 769.70	10%	\$ 692.73	?
6	REAR BUMPER END PANEL BRACKET LEFT	1	\$ 124.20	10%	\$ 111.78	?
7	STEP PANEL METAL PLATE	2	\$ 256.70	10%	\$ 462.06	X
TOTAL:					\$ 3,865.90	

	LABOUR	PRICE	SURVEYOR MARKING
8	STRAIGHTEN & PANEL BEAT ACCIDENT AREAS	\$ 1,200.00	5001
9	R & R FRONT BUMPER	\$ 400.00	?
10	R & R ELECTRICAL WIRINGS, CHECK LIGHTING AND RESET HEADLAMP FOCUSING	\$ 100.00	201
11	RESPRAY FRONT BUMPER & MUDGUARD STEPPWELL <i>rr</i>	\$ 500.00	X
TOTAL:		\$ 2,200.00	

PARTS	\$ 3,865.90	
LABOUR	\$ 2,200.00	
TOTAL	\$ 6,065.90	
GST 7%	\$ 424.61	
FINAL TOTAL	\$ 6,490.51	

*Not authorized  
1-B-1  
Respray B4 paint  
3 days*

LKK Auto Consultants hereby 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:

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

Direct Settlement

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	05 Dec 2017		05 Dec 2017 17:21 Assign				<b>New Assignment</b> Cancel Case

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	CHOH THIAN JENG, ID: S17568453, Tel: +6596902152, Email: cellachan@yahoo.com.sg								
Main Claimant:	CHYE THIAM MAINTENANCE PTE LTD, Co. Reg. No.: 198801700E								
Vehicle Reg. No.:	XE872P	Date of Loss:	30/11/2017 00:00 - :59						
Claim Type:	TP / C0461368	Policy/Cover Note No.:	P1598221 (Comprehensive)						
Vehicle Reg. No. (Insured):	SKN9040X	Policy No. (Claimant):							
		Excess:	S\$0.00						
Repairer:	Ding Auto Pte Ltd (HQ) Blk 10, #01-20, Sin Ming Industrial Estate Sector C, 575645 Sin Ming - Tel: 64521208								
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Tan Wancong - 68804832]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 14/12/2017]								
Driver/Custodian (Insured):	CHOH THIAN JENG (), NRIC: S17568453, Tel: +6596902152								
Adj Asg. Remarks:	ARC								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;">View All   Compose Case Mail</span>									
• AXA_SG (05/12/2017): New TP Assignment - C0461368/P1598221									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;">View All   Search Tasks   Create New Task   Complete</span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

05-12-2017 @ 5:45pm  
Alex veh not in

## Asher Sng (LKKAuto)

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Tuesday, 12 December, 2017 12:38 PM  
**To:** 'Ding Auto Admin'  
**Cc:** ding@dingauto.sg; sales@dingauto.sg; Vic (LKKAuto); Admin A; assignments; Mei Kwan (LKKAuto)  
**Subject:** RE: Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest \*\*\* LKK REF: CC4/AXA17023103/ea3

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Ding Auto Admin [mailto:admin@dingauto.sg]  
**Sent:** Tuesday, 12 December, 2017 12:05 PM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** ding@dingauto.sg; sales@dingauto.sg; Vic (LKKAuto) <vic@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** RE: Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest \*\*\* LKK REF: CC4/AXA17023103/ea3

Dear Asher,

Please Advise liability?

Thank you.

Best regards,

Alex Loh

Claim Executive

DingAuto Pte Ltd

10 Sin Ming Industrial Estate | #01-20 | Singapore 575645

Tel: (+65) 6452 1208 | Fax: 6452 0614 | HP: (+65) 9181 6257

Email: [admin@dingauto.sg](mailto:admin@dingauto.sg)

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 12 December 2017 11:13 AM

**To:** Ding Auto Admin <[admin@dingauto.sg](mailto:admin@dingauto.sg)>

**Cc:** [ding@dingauto.sg](mailto:ding@dingauto.sg); [sales@dingauto.sg](mailto:sales@dingauto.sg); Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest \*\*\* LKK REF: CC4/AXA17023103/ea3

Dear Alex,

We refer to the above matter.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

***Meanwhile, please arrange appointment for survey.***

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Ding Auto Admin <admin@dingauto.sg>  
**Sent:** Monday, December 04, 2017 7:27 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey; 'Edy Tan'; 'JO LIM'; 'Poh Rong Bao'; 'Choo Kian Wee'  
**Cc:** ding@dingauto.sg; sales@dingauto.sg; 'HELEN WU'  
**Subject:** Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest  
**Attachments:** SAS2318138.pdf; Estimate.pdf  
**Categories:** Santosh

Dear Claim Officers,

kindly refer to above attachment if possible do arrange surveyor & let us know whose is the claim handler.

Thank you .

Best regards,

**Alex Loh**  
**Claim Executive**  
DingAuto Pte Ltd  
10 Sin Ming Industrial Estate | #01-20 | Singapore 575645

Tel: (+65) 6452 1208 | Fax: 6452 0614 | HP: (+65) 9181 6257  
Email: [admin@dingauto.sg](mailto:admin@dingauto.sg)



## Print Sent Message

This mail is associated with :

**\*XE872P (C0461368)**  
**[SKN9040X]**

TP

CHYE THIAM MAINTENANCE PTE LTD  
Nov 30 2017 12:00AM  
[CHOH THIAN JENG]  
Ding Auto Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 13/04/2018 12:32 PM.  
**To** cynthia.loh@axa.com.sg  
**CC** AXA\_SG; ashersng@lkkauto.com; vicalpeh@lkkauto.com  
**Subject** Re: New TP Assignment - C0461368/P1598221

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured changed lane and collided with third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **DING AUTO PTE LTD**" at **\$ 4,842.80 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs w/GST	\$ 6,490.51	\$ 4,240.80
2. Loss of Use (4days x \$600)	\$ 2,400.00	\$ 600.00 (4days x \$150)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,892.51	\$ 4,842.80

**For your approval in merimen please.**

Thank You,

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants**

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ;sur@lkkauto.com;assignments@lkkauto.com

CC: AXA\_SG

Sent On: 05/12/2017 05:21 PM

Subject: New TP Assignment - C0461368/P1598221

Dear LKK Auto Consultants Pte Ltd,

Please survey the vehicle and proceed for direct settlement if damages consistent.

Workshop Name: Ding Auto Pte Ltd

Policy Number: P1598221

Vehicle Number: XE872P

Date of Accident:30/11/2017

Estimated Claim Amount:

## Print Received Message

This mail is associated with :

**\*XE872P (C0461368)**

**[SKN9040X]**

TP

CHYE THIAM MAINTENANCE PTE LTD

Nov 30 2017 12:00AM

[CHOH THIAN JENG]

Ding Auto Pte Ltd

**From** AXA Insurance Pte Ltd (HQ) (AXA\_SG), sent on 13/04/2018 13:32 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$4842.80) - XE872P - Claim Handler: Tan Wancong

Approved:4842.80.

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Thursday, 19 April 2018 10:26 AM  
**To:** 'Ding Auto Admin'  
**Cc:** ding@dingauto.sg; sales@dingauto.sg; Vic (LKKAUTO); Admin A  
**Subject:** RE: Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest \*\*\* LKK REF: CC4/AXA17023103/ea3

Without Prejudice

Hi Sir,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 4,240.80
2. Loss of Use (4 days x \$150)	\$ 600.00
3. LTA/GIA search fee	\$ 2.00
<b>TOTAL</b>	<b><u>\$ 4,842.80</u></b>

Kindly let us have your acceptance.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Ding Auto Admin [mailto:admin@dingauto.sg]

**Sent:** Wednesday, 11 April 2018 5:03 PM

**To:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Cc:** ding@dingauto.sg; sales@dingauto.sg; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: Accident involving XE872P ON 30/11/2017 Along Ang Mo Kio Ave 1 Off Tai Hwan Crest \*\*\* LKK REF: CC4/AXA17023103/ea3

Dear Claim Officers,

Please Expedite payment asap if possible.

Thank you & have a nice day ahead.

Best regards,

# Ding Auto Pte Ltd

Blk 10 Sin Ming Industrial Est. Sector C, #01-20, Singapore 575645

Tel: 6458 9523, Fax: 6453 4227

## DISCHARGE VOUCHER

This is to certify the vehicle Number: XE872P has repaired in DING AUTO PTE LTD to my satisfaction and I had taken the delivery at 12:00 a/h/pm on this date 17/01/2018



Signature & Co. Stamp (if applicable)

We DING AUTO PTE LTD hereby warranty the workmanship of the repairs carried out on the accident portion of your vehicle. The warranty is valid for a period of 6 months from the date of the discharge and it is non-transferable. We will promptly carry out any necessary rectification work.



Ding Auto Pte Ltd

### Third Party Claim

Date: 12/03/2018

Your Ref: **CC4/AXA17023103/EA3**

Name & Address of Claimant: **CHYE THIAM MAINTENANCE PTE LTD**

C/O: Blk 10 Sin Ming Industrial Estate Sector C #01-20 Singapore 575645

Name & Address of Third Party Insured: **SOH CHIANG TENG**

Dear Sir/Madam,

Accident Involving Vehicle **XE872P** & **SKN9040X** on **30/11/2017** Along **ANG MO KIO AVE 1 OFF TAI HWAN CREST** I am the owner of vehicle registration No: **XE872P** Which was involved in the above-mentioned vehicle registration No: **SKN9040X** Which I understand is insured with you.

The accident was clearly caused by your insured's negligence and I am before claiming compensation from you for all financial losses as itemized below:

1. Repair Costs
2. Miscellaneous Items
3. Surveyor Fee
4. LTA/GIA Search Fee
5. Loss of Use/Rental For 4 Days @ \$ 600.00 Per Day
6. Medical Fee

\$ 4,240.80
-------------

\$
----

\$
----

\$ 2.00
---------

\$ 2400.00
------------

\$
----

\$ 6,642.80
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I enclosed the Revenant copies of documents in support of my claims. Your prompt settlement of my claim would be much appreciated. If you require any other information, please contact my workshop at DING AUTO PTE LTD, Blk 10 Sin Ming Industrial Estate Sector C #01-20 Singapore 575645. Tel: 64521208 Fax: 64520614. I have authorized the said workshop to deal with my repairs & accept payment in relation to the claim for repairs/loss of use & execute documents on my behalf for the purpose of my convenience.

Thank you.

Yours faithfully

**Asher Sng (LKKAUTO)**

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Thursday, 14 December, 2017 3:23 PM  
**To:** 'celiachan@yahoo.com.sg'  
**Subject:** ACCIDENT INVOLVING SKN 9040X AND XE 872P ALONG OI AL ON 30/11/2017



Auto  
Consultants  
Pte Ltd

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

14 DEC 2017

**CHOH THIAN JENG**

Dear Sir/ Mdm

**OUR REF : CC4/AXA17023103/ea3**  
**YOUR REF : SKN 9040X**  
**ACCIDENT INVOLVING SKN 9040X AND XE 872P ALONG OI AL ON 30/11/2017**

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 M/s DING AUTO PTE LTD acting on behalf of the owner of XE 872P against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided Third Party vehicle XE 872P. As such, liability is down against us.

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 7 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 [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) within 7 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 6256 3561 or email us at [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com).

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

Yours sincerely,

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. AXA Insurance Pte Ltd (AXA)  
(Motor Claims Dept)

## LETTER OF AUTHORIZATION

To: Ding Auto Pte Ltd  
Blk 10 #01-20  
Sin Ming Industrial Estate Sector C  
Singapore 575845

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLE NO: XE872P & SKN9090X ON  
30/11/2017 AT/ALONG ANY NO KIO AVE 1 off TAI HWAN CREST

In consideration of my motor accident claim against the third party resulting from the above accident, I

CHYE THIAN MAINTENANCE PTE LTD ("the third party claimant") of  
32 JALAN KELUKUT SELATAN HILLS ESTATE S809049 (address), owner of XE872P (vehicle no.)

hereby authorize Ding Auto Pte Ltd ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim").

I further authorize the workshops to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque being made in favour of the workshop.

I further understand the Ding Auto's does not guarantee and never represented that the Insurer/Third Party will fully indemnify me for the Damage and/or the Repair's cost AND that I shall be and continued to be liable to Ding Auto Pte Ltd for the whole of Repair's cost if the claim is unsuccessful.

Date this 30 day of 11 (month) 20 17 (year)

Signed by "the third party claimant"



Signed by "the workshop"







redefining / insurance

CLAIM REF : C0461368  
INSURED : CHOH THIAN JENG

DISCHARGE VOUCHER

We/I [CHYE THIAM MAINTENANCE PTE LTD, NRIC NO. 198801700E] hereby agree to accept the sum of dollars [FOUR THOUSAND EIGHT HUNDRED FORTY TWO AND CENTS EIGHTY ONLY.] [S\$4,842.80] paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. [SKN 9040X] as a result of an accident along [ANG MO KIO AVE 1 OFF TAI HWAN CREST] on [30/11/2017] of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. [XE 872P1].

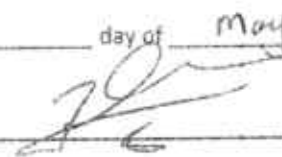

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. [SKN 9040X] in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I am/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said Insurer, owner and/or driver of vehicle no. [SKN 9040X].

Dated this 14 day of May 2018

Claimant's Signature :

NRIC no./ Company Stamp :

Chye Thiam Maintenance Pte Ltd

Occupation/ Business :

Cleaning Services

Address :

32 Jalan Kelulut S(809049)

Telephone No. :

64819588

Witness's Name :

Lim Wei Liang Alex

Witness's Signature :



Witness's NRIC No. :

S9406568B



**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-17-180990  
Date of Request: 04/12/2017

Your Ref No: Online Purchase

Ding Auto Pte Ltd  
Blk 10, #01-20  
Sin Ming Industrial Estate Sector C  
Singapore 575645

Dear Sir/Madam,

Enquiry Date: 04/12/2017  
Enquiry By: Loh Wei Liang Alex  
Vehicle No.: SKN9040X  
Accident Date: 30/11/2017

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKN9040X	AXA Insurance Pte Ltd	29/07/2017-28/07/2018	6338 7288

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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**TAX INVOICE**

Our Ref No: GR-17-180990  
Date of Request: 04/12/2017

Your Ref No: Online Purchase

Ding Auto Pte Ltd  
Blk 10, #01-20  
Sin Ming Industrial Estate Sector C  
Singapore 575645

Dear Sir/Madam,

Enquiry Date: 04/12/2017  
Enquiry By: Loh Wei Liang Alex  
Vehicle No.: SKN9040X  
Accident Date: 30/11/2017

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:  
Date:  
☒ GIRO ☐ Cash ☐ Cheque

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	05 Dec 2017		05 Dec 2017 17:21 <a href="#">Edit Adj Rpt</a>	<b>S\$3,963.36</b> <a href="#">Edit Estimates</a>	<b>S\$3,963.36</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by Insurer]</span>									
Insured: <b>CHOH THIAN JENG</b> , ID: S1756845J, Tel: +6596902152, Email: celiachian@yahoo.com.sg									
Main Claimant: <b>CHYE THIAM MAINTENANCE PTE LTD</b> , Co. Reg. No.: 198801700E									
Vehicle Reg. No.: <b>XE872P</b>		Date of Loss: 30/11/2017 00:00 - :59 [27 Months and 18 Days From LTA Reg Date (Man Yr)]							
Claim Type: <b>TP / C0461368</b>		Policy/Cover Note No.: P1598221 (Comprehensive)							
Vehicle Reg. No. (Insured): <b>SKN9040X</b>		Policy No. (Claimant): 5071086573-02							
		Excess: S\$0.00							
Repairer: <b>Ding Auto Pte Ltd (HQ)</b> Blk 10, #01-20, Sin Ming Industrial Estate Sector C, 575645 Sin Ming - Tel: 64521208									
Handling Insurer: <b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288 ... [Handled by <b>Tan Wancong</b> - 68804832]									
Claimant's Insurer: <b>NTUC Income Insurance Co-operative Ltd (HQ)</b> - Tel:									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... [Final Rpt due 14/12/2017]									
Driver/Custodian (Insured): <b>CHOH THIAN JENG</b> (), NRIC: S1756845J, Tel: +6596902152									
Adj Asg. Remarks: <b>ARC</b>									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AXA_SG (13/04/2018): <b>Alert - Adj Mandate Approved (S\$4842.80) - XE872P - Claim Handler: Tan Wancong</b></li> <li>AXA_SG (05/12/2017): <b>New TP Assignment - C0461368/P1598221</b></li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*XE872P (C0461368)  
[SKN9040X]  
TP  
CHYE THIAM MAINTENANCE PTE LTD  
Nov 30 2017 12:00AM  
[CHOH THIAN JENG]  
Ding Auto Pte Ltd

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Letters/Correspondences</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown	Edit	
<b>Assessment Reports</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/12/17 15:20	Adjuster Immediate Advice	Load HTML	
<b>Photos/Images</b>				
			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	22/03/18 15:27	LKK Survey Photo	Load PDF	
2	22/03/18 15:27	LKK Resurvey Photo	Load PDF	
<b>Documentation</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	05/12/17 10:22	EMAIL_ABS	Load PDF	
2	05/12/17 10:22	Estimate_ABS	Load PDF	
3	05/12/17 10:22	SKN9040X INSD GIA_ABS	Load PDF	
4	05/12/17 10:22	XE872P TP NTUC GIA_ABS	Load PDF	
5	05/12/17 17:11	POI Schedule	Load PDF	
6	05/12/17 17:11	CI	Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	14/12/17 15:25	LETTER TO OI	Load PDF	
2	21/12/17 17:55	TP ESTIMATE - MARKED	Load PDF	
3	03/04/18 17:31	GIA SEARCH	Load PDF	
4	22/05/18 08:59	WORKSHOP INVOICE	Load PDF	
5	22/05/18 08:59	AUTHORISATION TO ACT FORM	Load PDF	
6	22/05/18 08:59	DISCHARGE VOUCHER	Load PDF	
7	22/05/18 08:59	LOD	Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>		<a href="#">Reset</a>   <a href="#">Save</a>   <a href="#">Print</a>
There are no document checklists configured.		
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>		
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>		

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SKN9040X (Insd veh)	Model:	MAN TGS 35.360 10.5 D 8X4
	XE872P (TP veh)		BB (M)
Date of Accident:	30/11/2017		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	: \$	6,490.51	
Final Repair Cost	: \$	4,240.80	
Loss of Use	: \$	600.00	4.00 days at \$150.00 per day
Rental (if any)	: \$	0.00	days
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$	0.00	
	: \$		
Final Settlement Sum	: \$	4,842.80	

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability \_\_\_\_ 100 \_\_\_\_ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: \_\_\_\_

BOLA Liability: \_\_\_\_ (%) Assessed Liability (\*): \_\_\_\_ (%)

\* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks \_\_\_\_\_

Payment Instruction: Payee's Breakdown			
1)	Ding Auto Pte Ltd	: \$	4,842.80
2)		: \$	
3)		: \$	

JOANNE LEE KHANG MIN

22 May  
2018

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.  
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

# LKK Auto Consultants Pte Ltd

(Co. Reg No: 199607198R)

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/AXA17023103/KEA3Q2

Date: 22/05/2018

### REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

P1598221

Claimant Vehicle No : XE872P

Insured Vehicle No :

SKN9040X

Date of Loss: 30/11/2017

Nature of Claim:

TP

Claim No: C0461368

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: XE872P

Make &amp; Model: MAN TGS 35.360, 10.5 D 8X4 BB (M)

Engine No: 50540280524030

Reg. Date: 12/08/2015 (Man. Year: 2014)

Chassis No: WMA37SZZ6FM669819

Colour: Yellow

Odometer: 33840 km

Engine Capacity: 10518 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: 315/80 R22.5

Rear Tyre Size:

315/80 R22.5 (D)

Front Left Side: Continental 6 mm

Rear Left Side:

Continental 6 mm

Front Right Side: Continental 6 mm

Rear Right Side:

Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,865.90	3,343.36	522.54	13.52
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,200.00	620.00	1,580.00	71.82
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>6,065.90</b>	<b>3,963.36</b>	<b>2,102.54</b>	<b>34.66</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>424.61</b>	<b>277.44</b>	<b>147.17</b>	<b>34.66</b>
<b>Nett Amount (S\$)</b>	<b>6,490.51</b>	<b>4,240.80</b>	<b>2,249.71</b>	<b>34.66</b>
<b>+ Loss of Use (4.0 x S\$150.00/day) (S\$)</b>		600.00		
<b>+ Doc/Search Fee (S\$)</b>		2.00		
<b>Nett Liability (S\$)</b>		<b>4,842.80</b>		

### INSPECTION

Date of Assignment: 05/12/2017

Date Inspected: 20/12/2017 Inspected At:

Ding Auto Pte Ltd (HQ)  
Blk 10, #01-20, Sin Ming Industrial Estate  
Sector C  
Singapore 575645

Estimated Period of Repair: 3.0 days



---

**Adjuster:** KENNETH KONG**Manager:** Asher Sng Rong Yi

*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

<b>Reference</b>		
<b>Part Source:</b>	(Last Synchronised: 03 Apr 2018)	
<b>Parts:</b>	N/A	MAN TGS 35.360 10.5 D 8X4 BB (M) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for XE872P)	
<b>Validity:</b>	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.	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*MUDGUARDS STEPWELL LEFT GRAY (CONSISTENT)	Cracked	1,133.34 FL	*1,133.34 FL
2	1		*STEAL BUMPER (CONSISTENT)	Dented / Cut	1,437.50 FL	*1,437.50 FL
3	8		*OVAL-HEAD SELF-TAPING SCREW (CONSISTENT)	Serviceable	67.20 FL	*- FL
4	1		*FLASHER FRONT (CONSISTENT)	Mtg Cracked	250.10 FL	*250.10 FL
5	1		*HEADLAMP LEFT SIDE (CONSISTENT)	Mtg Cracked	769.70 FL	*769.70 FL
6	1		*REAR BUMPER END PANEL BRACKET LEFT (CONSISTENT)	Distorted	124.20 FL	*124.20 FL
7	2		*STEP PANEL METAL PLATE (CONSISTENT)	Repair	513.40 FL	*- FL
				<b>Sub Total (\$\$)</b>	<b>4,295.44</b>	<b>3,714.84</b>
				<b>- List Item Discount on L Items 10.00/10.00% (\$\$)</b>	<b>429.54</b>	<b>371.48</b>
				<b>Total Parts (\$\$)</b>	<b>3,865.90</b>	<b>3,343.36</b>

F=Franchise part. 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
<b>Labour Items</b>				
1	STRAIGHTEN & PANEL BEAT ACCIDENT AREAS }	New	1,200.00	600.00
2	R&R FRONT BUMPER }	New	400.00	0.00
3	R&R ELECTRICAL WIRINGS ,CHECK LIGHTING AND RESET HEADLAMP FOCUSING	New	100.00	20.00
4	RESPRAY FRONT BUMPER & MUDGUARD STEPPWELL	New	500.00	0.00
Gross Labour Cost (\$\$)			<b>2,200.00</b>	<b>620.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >