

Ernest

CC3/AXA0023343/HIP33-1

b30

b30

INS. CASE OWNER

Jeffrey Ng

ASSIGNMENT

DOI 03/12/12

Assg Date

03/12/12

Source

Henry

Re-assign / CCU / FTE

Insured Vehicle No.

GU 4408 M

Claim No.

CO255068 MC/TE

Name of Insured

EDMUND KAHAE RENTAL

Policy No.

P 06 99076

Insured Tel No.

HP:

Make / Model

MSSAN

Excess Sec II :SS

\$ 1000

D.O.A.

30/11/12

Place of Accident

AT SOON LEE RD

Is driver the owner? (YES / NO)

Nature of Accident

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

If NO, Driver Name / Age: CHAN CHENG FU

Driver Tel No.: 93709992

(V/L: YES/NO Insured Liability)

URGENT

SHB 6606H

INSRS:

WSP:

Tel:

Liability:

RMKS:

FCI

CDGE Loyang

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

FOR CSO ONLY:

Is driver the owner? (YES / NO)

If NO, Driver Name / Age:

Driver's Own Vehicle Number:

Insurance Company:

SHB 6606H - 005/FCI/10/0425/116K3

005/FCI/05024190/1

005/FCI/05024190/1

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005/FCI/05024190/1

STAGE

DATE / PIC

Finalisation:

Email AIG for OI GIA:

Apt letter to OI:

Call OI:

After call hr to OI:

Type Report

Prepare invoice:

Others:

Documentation Check List:

Handler

Typist

OI Apt Ltr:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

LTA / GIA

Medical Bill:

Approval Email:

Payment Breakdown Form:

Others:

LTD

20/12/12

2:17

called OI. Mr Chen. Informed about the claim. Confirmed the accident. OI said he parked his car TP outside his car from behind and collected into his vehicle. no proof.

Agreed to settle. Swore of no issue.

Letter sent out.

27.12.12

OI wish to take over conduct of the claim.

1/2/13

Ruby #5772.13 - (Comfud Belgw Engineering Pte Ltd)

26/2/13

As per video scene, if OI reversed and hit TP.

Reminder email to Jeffrey.

FINAL SETTLEMENT

Repair Cost: 9630 @ 50%

Loss of Rental: 1353.55 @ 50%

Loss of Use: 550 @ 50%

Disbursement:

Legal Cost:

Date: 22/11/14

Confirm with Aileen

Final Liability: 50

(11 days) x \$123.45

(\$50 x 11 days)

%(Agreed / Assessed)

BOLA S/N No.: NIL

If NO or B 28, Ass. Lia:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey \$350 - \$250 = \$100.00

fee:

SS 5772.13

Global Sum:

SS

COPY SENT 26/12/17

Notes / Instructions

called insured's law firm, spoke to Ruby.  
Mentioned initial first cap offer 50% but DI wanted 80%  
which then counter propose to first cap. Now case was being rejected  
by first cap being on video clip. DIP reversed.  
File under reviewed.

AKA: 50/50 case. To hold the case and wait to see how TP settled  
insured case.

DI's lawyer, MIN TAI AMALUING, RUBY UPDATED  
CLAIM STILL PENDING. FCI GET TO REPORT 50%.

26/11/12 - Keep pass to Shing to close.

(25/06/09)

RT F.

ASS. REC. BY:

Henry

A x A

Date:

From:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value:

IDAC Accident Report:

Consistent? : Yes or No

GIA / FR Seen:

Consistent? : Yes or No

Est. Repairs:

9

days

Res.: Yes or No

Lum Sum:

70

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted

## ASSIGNMENT

Veh No: SHB6606H Yr Regn: 12, 2005

Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Mercedes Benzc.c. 1991

Colour:

White

A/C: Insured / Std / NI / NA

Sp. Reading:

517746

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WDB 2110062A889078

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nit / S/Rim / STD A/Rim or

Tyre Size: F:

215 160 R16

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Westlake

Front

R/Bal:

6

mm

Rear

R/Bal:

5

mm

L/Bal:

6

mm

L/Bal:

5

mm

D.O.A.

30/11/12

D.O.I.

3/12/12

Survey held at

CDEE looking

Des. of Damages: Fit / Rear / O/S / N/S / U/C / Rooftop or

N/S Rear

The U/C / Chassis frame / Body Structure affected due to cr

Date / Time

Action / Instruction

13/12/12 US survey & after repair photo uploaded  
Finalized amt US\$ 9000.00 with 9 working day with limits

(Ref # 5157-30/374)

Date/Time, File Pass to?

Date/Time, File Return to?

1)

2)

3)

4)

5)

6)

Pass Report

Final Report

Part Prices Check:

IN

OUT

Survey Fee:

Basic &amp; Add

S + RS, SI

Photos

Others

TOTAL

Date:

# COMFORTDELGRO ENGINEERING

Member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd  
255 Buxtehde Road Singapore 121221  
Tel: 65 6383 8250 Fax: 65 6383 8192

Workshops  
12 Laval Drive Singapore 300001  
283 Sin Ming Drive Singapore 570517  
35 Pongat Road Singapore 600006  
223 Ubi Road 2 Singapore 408641  
7 Sengkang Avenue Singapore 757071  
6 Defu Avenue 1 Singapore 759071

Date/Time: 03.12.2012 08:51

Page : 1

## JOB CARD

Sales Order:

JG NO: 304231690

Order IN ARC REPORT TP(CLSO))  
AER

COMFORT TRANSPORTATION PTE LTD

14646

383 SIN MING DRIVE  
SINGAPORE SINGAPORE 575717  
65838568 (C)

REGN NO: SHB55UH

MAKE: MERCEDES BENZ

MODEL: K220CDI (K4)

YR OF MANU: 09.12.2005

CHASSIS CODE: WDB2110062A889078

MILEAGE

FUEL

E 1/2

DATE/TIME IN

30.11.2012 14:54

TARGET DATE

COMPLETION DATE/TIME

INT CARD NO:

JOB DESCRIPTION

Accident Date: 30.11.2012  
ATURE: ACC.30.11.2012/HO/TP/B

DESCRIPTION

/NO LABOR CODE

X Tan

48sum

AXA → Gu 4408M  
(LHf -  
Henny)  
LHS

ED & PASSED OUT BY:

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

gement Slip

Exit Pass

Vehicle No.:

SHB55UH

SHB55UH

LIMITS

Signature/Date

Name of Service Advisor

Date

To be kept by Security Guard

Service Advisor

Send to Service Reception upon collection

## REPAIR ESTIMATE\*

DATE : 3.12.2012

MAKE :

MODEL : MERCEDES BENZ

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper Assy <i>deform</i>			\$ 1,234.79
	Rear Fender (LH) <i>buc</i>			\$ 1,594.68
	Rear Fender Splash Shield (LH) <i>deform</i>			\$ 123.02
	Rear Windscreen Glass C/W Moulding <i>rec</i>			\$ 1,067.93
	Rear Door (LH) <i>dented</i>			\$ 1,334.99
	Rear Door Outer Handle(LH) <i>cra</i>			\$ 88.16
	Rear Tyre Rim(LH) <i>dented</i>			\$ 552.47
	Rear Shaft Bearing & Con (1 Set)(LH) <i>svc</i>			\$ 260.00
	Rear Control Arm Long (LH) <i>svc</i>			\$ 439.59
	Rear Control Arm Lower (LH) <i>svc</i>			\$ 439.59
	Rear Knuckle Assy. (LH) <i>distorted</i>			\$ 1,453.05
	Control Arm RR/Thrust Rod <i>distorted</i>			\$ 526.03
	Control Arm RR/Thrust Arm <i>distorted</i>			\$ 397.70
	<b>SUB TOTAL</b>			\$ 9,512.00
	<b>LESS 20%</b>			\$ 1,902.40
	<b>DISCOUNTED TOTAL</b>			\$ 7,609.60
	Rear Windscreen Sealant <i>rec</i>			\$ 40.00
	Rear Door Comfort,LimoCab Logo(LH) <i>rec</i>			\$ 80.00
				\$ 120.00
	<b>Labour Charge</b>			
	Panel Beating			\$ 1,450.00
	Spray Painting Charge			\$ 750.00
	Wiring Charge			\$ 50.00
	Towing Charges			\$ 50.00
	Tuff Kote			\$ 150.00
	Remove/Refix cushion & Upholstery Rear			\$ 150.00
	Remove/Refix Rear Windscreen Glass (sealant)			\$ 120.00
	Remove/Refix Undercarriage (RR)			\$ 150.00
	Transfer Of Door			\$ 80.00
	Rear Wheel Alignment			\$ 80.00
	<b>TOTAL LABOUR</b>			\$ 3,030.00
	<b>ESTIMATE TOTAL</b>			\$ 10,759.60
This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.				

COMFORTDELGRO  
ENGINEERING

VEHICLE	SHB6606H	TYPE OF CLAIM	AGAINST AXA
MODEL	MERC E220	SURVEY BY	LKK - HENRY NG
JOB NO	304231690	DATE	03/12/12

### SUPPLEMENTARY OF PARTS AND LABOUR COSTS

[illegible]

1425830

## Jet Ting (Admin-B)

---

**From:** Jeffrey Ng Say Kiat [JEFFREY.NG@axa.com.sg]  
**Sent:** Friday, 7 December, 2012 11:42 AM  
**To:** Team B  
**Subject:** DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** DS email

Dear Jet Ting,

Please proceed on direct settlement, thanks.

---

**Jeffrey Ng**  
Executive - Motor Claim  
AXA Insurance Singapore Pte Ltd  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[jeffrey.ng@axa.com.sg](mailto:jeffrey.ng@axa.com.sg)  
DiD: (65) 6880 4843 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Winnie Ho Ping Ping  
**Sent:** Thursday, December 06, 2012 10:48 AM  
**To:** 'Team B'  
**Cc:** Jeffrey Ng Say Kiat  
**Subject:** WP / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN

RISK 126 - P0699076  
CLAIM RECEIVE : 04.12.2012  
GU4408M (INSD) ENTER FACTORY & C/W SHB6606H OVERTAKE INSD  
(CDGE-\$10,759.60 EST)  
IMP HOV  
VTP  
LKK : 06.12.2012  
NCD : Y  
CH : JN

Thanks & Regards

---

**Winnie Ho**  
Claims Assistant - Motor Claims  
AXA Insurance Singapore Pte Ltd  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)



## Jet Ting (Admin-B)

---

**From:** Winnie Ho Ping Ping [winnie.ho@axa.com.sg]  
**Sent:** Thursday, 6 December, 2012 10:48 AM  
**To:** 'Team B'  
**Cc:** Jeffrey Ng Say Kiat  
**Subject:** WP / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN  
**Attachments:** Estimated..pdf, Preliminary Advice.pdf, SHB 6606H -- TP GIA REPORT..pdf, GU4408M - 301112.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** WP email

RISK 126 - P0699076  
CLAIM RECEIVE : 04.12.2012  
GU4408M (INSD) ENTER FACTORY & C/W SHB6606H OVERTAKE INSD  
(CDGE-\$10,759.60 EST)  
IMP HOV  
VTP  
LKK : 06.12.2012  
NCD : Y  
CH : JN

Thanks & Regards

---

Winnie Ho  
Claims Assistant - Motor Claims  
AXA Insurance Singapore Pte Ltd  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)  
DID: (65) 6880 4833 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Jet Ting (Admin-B) [<mailto:admin-b@lkkauto.com>]  
**Sent:** Tuesday, December 04, 2012 2:31 PM  
**To:** Winnie Ho Ping Ping; Tan Tiong Beng; Kitty Teo Poh Guek  
**Cc:** 'Jesslyn Soh'  
**Subject:** Direct Settlement - Acc Invl GU 4408M (OI) & SHB 6606H (TP) ON 30/11/2012 (LKK Ref : CC3/AXA12023343/H1v1f3)

Dear Sir/Madam,

We refer to the above matter.



**Jet Ting (Admin-B)**

---

**From:** Jet Ting (Admin-B) [admin-b@lkkauto.com]  
**Sent:** Tuesday, 4 December, 2012 2:31 PM  
**To:** 'Winnie Ho Ping Ping'; 'Tan Tiong Beng'; 'Kitty Teo Poh Guek'  
**Cc:** 'Jesslyn Soh'  
**Subject:** Direct Settlement - Acc Invl GU 4408M (OI) & SHB 6606H (TP) ON 30/11/2012 (LKK Ref CC3/AXA12023343/H1v1f3)  
**Attachments:** Estimated..pdf; Preliminary Advice.pdf; SHB 6606H - - TP GIA REPORT .pdf

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 6606H AT M/s CDGE (Loyang).

Enclosed herewith a copy of TP's GIA report, estimated cost of repair and preliminary advice for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

Thanks & Regards,

*Jet Ting*

LKK Auto Consultants  
DID: 6841 1972  
FAX: 6741 4108



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408935 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AXA12023343/H1v1f3

20 December 2012

**EDMUND VEHICLE RENTAL**

279 Balestier Road  
#02-27 Balestier Point  
Singapore 329727

Dear Sir/Madam,

**ACCIDENT INVOLVING GU 4408M & SHB 6606H ON 30/11/2012**

We refer to the above accident where we are acting for AXA Insurance Singapore Pte Ltd (AXA) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 30/12/2012, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Accordingly your No Claim Discount (NCD - if applicable) may not be preserved. However, if you are making a claim against third party and successful with 80% in your favor, our principal will re-instate your NCD.

As your policy carries an excess of \$1,000.00 under third party claim and the third party vehicle has lodged a claim against your vehicle, you are advice to issue a cheque of **\$1,000.00** in favour of our principal **AXA Insurance Singapore Pte Ltd** to enable us to handle third party claim.

Please call us if you have further queries.

Yours faithfully,

Zayer  
Case Handler  
DID: 6749 9635  
FAX: 6741 4108  
Email: [zayer@lkkauto.com](mailto:zayer@lkkauto.com)

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

## Jesslyn Soh

---

**From:** Team B  
**Sent:** Thursday, 27 December, 2012 4:55 PM  
**To:** Jesslyn Soh; Zayyer  
**Subject:** FW: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN  
**Attachments:** Letter of Undertaking - 2011.pdf, GU4408M - 301112.pdf

CC3/AXA12023343/H1v1f3

---

**From:** Jeffrey Ng Say Kiat [mailto:JEFFREY.NG@axa.com.sg]  
**Sent:** Thursday, 27 December, 2012 4:42 PM  
**To:** Team B; Edmund Loo  
**Subject:** RE: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN

Dear Mr Edmund,

I refer to our earlier conversation. As spoken, you inform that you wish to take over conduct of the claim. Attached the letter of undertaking and indemnity for your perusal.

Dear LKK,

Kindly follow up with insured, thank you.

---

**Jeffrey Ng**  
Executive - Motor Claim  
AXA Insurance Singapore Pte Ltd  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[jeffrey.ng@axa.com.sg](mailto:jeffrey.ng@axa.com.sg)  
DID: (65) 6880 4843 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Jeffrey Ng Say Kiat  
**Sent:** Friday, December 07, 2012 11:42 AM  
**To:** 'Team B'  
**Subject:** DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN

Dear Jet Ting,

Please proceed on direct settlement, thanks.

---

**Jeffrey Ng**  
Executive - Motor Claim  
AXA Insurance Singapore Pte Ltd  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[jeffrey.ng@axa.com.sg](mailto:jeffrey.ng@axa.com.sg)

**Jesslyn Soh**

---

**From:** Jeffrey Ng Say Kiat [JEFFREY.NG@axa.com.sg]  
**Sent:** Monday, 4 March 2013 11:44 AM  
**To:** Jesslyn Soh  
**Cc:** Khai Xin  
**Subject:** RE: DIRECT SETTLEMENT / CDSE LOYANG / PDB: 15 / OD- GU4408M / TP-SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN  
**Attachments:** Fwd:

Dear Jesslyn,

Please refer attached email from our Insured.

Although our insured was reversing out from the drive way, the taxi did not slow down and instead overtake our insured against the flow of traffic.

Please proceed to offer 50/50, thank you.

**Jeffrey Ng**

Executive - Motor Claim

**AXA Insurance Singapore Pte Ltd**

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

[jeffrey.ng@axa.com.sg](mailto:jeffrey.ng@axa.com.sg)

Did: (65) 6880 4843 Fax: (65) 6880 4838

Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Jesslyn Soh [mailto:[jesslynsoh@lkkauto.com](mailto:jesslynsoh@lkkauto.com)]

**Sent:** Wednesday, February 20, 2013 11:08 AM

**To:** Jeffrey Ng Say Kiat

**Cc:** Khai Xin

**Subject:** RE: DIRECT SETTLEMENT / CDSE LOYANG / PDB: 15 / OD- GU4408M / TP-SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / JN

Dear Jeffrey,

Kindly advise of liability.

Thank you.

Best Regards,

Jesslyn Soh

LKK Auto Consultants Pte Ltd

Did: 6841 6051

Fax: 6741 4108

Email: [jesslynsoh@lkkauto.com](mailto:jesslynsoh@lkkauto.com)



義龍汽車出租

EDMUND VEHICLE RENTAL

279, Balestier Road, Balestier Point #01-27, Singapore 329727. Tel: 6259 2337 / 6250 3339 Fax: 6250 1937

27 Dec 2012

LKK AUTO CONSULTANTS PTE LTD  
51 UBI AVE 1 #01-25  
PAYA UBI INDUSTRIAL PARK  
SINGAPORE 408933

Attn: Zayer

ACCIDENT INVOLVING GU 4408M & SHB 6606H 30.11.2012

Reference: CC3/AXA12023343/H1v1F3 dated 20 Dec 2012

Please do not settle this case as we are claiming against vehicle no: SHB 6606H

Yours sincerely

EDMUND LOO

EDMUND VEHICLE RENTAL

CC.AXA INSURANCE SINGAPORE PTE LTD  
MOTOR CLAIMS DEPT  
MR JEFFREY NG

Our Ref : T 1112 / SHB 6606H / WT (J)

Date : 20-Dec-12

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

CDGE Taxi Claims Department

59 Loyang Drive

4th floor

Singapore 508969

Fax : 6214 1843

COMFORTDELGRO  
ENGINEERING

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline : +65 6362 6260  
Facsimile : +65 6286 9755

www.cdge.com.sg

Company Registration No: 199506449P

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI

SHB 6606H

YOUR INSURED

GU 4408M

OTHER

ON

30.11.12

Workshops

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : **SHB 6606H** which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving :  
we are submitting this claim for your consideration on behalf of the claimants.

GU 4408M

**TAXI OWNER'S CLAIM**

- 1 Cost of Repair
- 2 12 days Loss of Rental @\$ 123.05 per day
- 3 Survey Report Fees (Surveyed by M/s LKK)
- 4 LTA Search Fees
- 5 GIA / Police Report Fees
- 6 Towing / Medical / Transportation Fees

S\$ 9630.00

S\$ 1476.60

S\$ -

S\$ 5.35

S\$ -

S\$ -

Sub Total : S\$ 11,111.95

**TAXI DRIVER'S CLAIM**

- 1 12 days Loss of Income @\$ 80.00 per days

S\$ 960.00

Total Claims S\$ 12,071.95

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

- a) Original repair bill : \_\_\_\_\_ pcs
- b) LTA search slip/s of : **GU 4408M**
- c) GIA / Police report/s of : **SHB 6606H**
- d) Letter of authority from owner / hirer / operator  
( ) Photocopie/s of Accident Scene Photo/s ( ) Certificate of Insurance  
( ) Witness statement/s (x) Rental Rate letter (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver. This condition shall apply even if medical expenses are claimed herewith and part of the settlement reached.

Please note that, for the time being, we are not making this claim via solicitors provided you treat this letter as our intention to file a claim in court according to the provisions of the Non-Injury Motor Accident Litigation ("NIMA") protocol and further, you agree that if negotiations should breakdown and this claim is referred to solicitors you shall not raise any objection that the NIMA protocol has not been complied with. If you disagree with this condition please reply in writing within the next 2 working days failing which we shall proceed to negotiate with you on the basis that you have acquiesced to the said condition by your conduct.

Yours faithfully

William Tan

Deputy Manager

CDGE Claims Department

Tel : 6214 8737 Fax : 6214 1843 Email : williamtan@cdge.com.sg

A member of

COMFORTDELGRO



# COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701  
Mobile: +65 6343 6380 Fax: +65 6343 6382

## Workshops

58 Loyang Drive Singapore 508655  
345 Geylang Drive Singapore 575711  
41 Havelock Road Singapore 060026  
520 Lta Road 5 Singapore 401482

24 Serangoon Road Singapore 554144  
7 Serangoon Road Singapore 554144  
8 Delfi Avenue Singapore 110001

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 1995060481  
Page: 1

8010010

AXA INSURANCE SINGAPORE PTE LTD

8 #27-01 SHERNTON WAY AXA TOWER  
SINGAPORE 068811

CONTACT NO: 63387288

VEHICLE NO  
SHB6606H

MAKE  
MERCEDES BENZ

MODEL  
K220CDI (K4)

DATE OF REG  
09.12.2005

CHASSIS CODE  
WDB2110062A889078

INV. NO/DATE  
90983207 17.12.2012

JOB NO.  
304231690

ODOMETER READING

Description : ACC.30.11.2012/HO/TP/B

### Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		9,000.00
Add GST @ 7.000 %		630.00
Total Invoice amount		9,630.00

Issued by : KATHIRINNETAN 17.12.2012 10:31:56  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

ComfortDelGro Engineering Pte Ltd  
A member of ComfortDelGro

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHO No.



Our Ref: CT12111084

Date: 05 December 2012



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON 30/11/2012 @ 12:30 hrs  
ALONG SOON LEE RD /CAR PARK DRIVEWAY EX  
INVOLVING GU4408M

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHB6606H** (the "Taxi"). The Taxi was hired to **THIYAGARAJAN S/O K M IC NO S2174432H** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$123.05** per day (inclusive of GST).

Please be advised that the Taxi was insured with **First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay  
Executive, Fleet Safety

This is a computer generated letter. No signature is required.

MILEAGE READING	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
		FROM	TO
1970	363	0530	1830
2649	681	2030	0430
2916	266	0530	1415
3240	323	1630	0115
3536	295	0530	1610
3810	273	1635	0030
3994	184	0530	1520
4299	304	1544	0230
4478	179	0440	1740
4725	232	1130	2020
4992	269	1630	0130

DATE	NAME OF DRIVER	MILEAGE READING		MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
		5115	675		FROM	TO
24/11/12	Resman	5115	675	702	1200	0101
26/11/12	Resman	5116	103	405	0530	2030
27/11/12	Resman	5116	463	351	2600	1945
28/11/12	Resman	5116	846	383	0600	2015
29/11/12	Resman	5117	242	345	0430	1818
30/11	Accident repair	5117	498	260	1520	0215
15/12		5117		In	1454	1100

Nov\_A207

COMFORTDELGRO

B

LETTER OF AUTHORISATION  
(NAF / PAF)

ACCIDENT INVOLVING Mercedes  
SHB6606H GU4408M ON 30-Nov-12  
12:30

ALONG SOON LEE RD. X DRIVEWAY FROM FACTORY OPPOSITE BUILDING NO 14

I / We THIYAGARAJAN S/O KM (Hirer) NRIC No. S2174432H

and/or 0 (Relief) NRIC No. 0

Taxi number SHB6606H hereby authorise ComfortDelGro Engineering Pte Ltd (CDGE) :

1. To submit my/our claims for damages, costs and expense, including loss of income, loss or rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favor of "ComfortDelGro Engineering Pte Ltd".

Date : 30-Nov-2012

Name of Hirer : THIYAGARAJAN S/O KM

Hirer NRIC : S2174432H

Address : BLK 213 PETIR RD #06-503  
SPORE 670213

Contact No. : 91916151

Name of Relief : \_\_\_\_\_

Relief NRIC : \_\_\_\_\_

Address : \_\_\_\_\_

Contact No. : \_\_\_\_\_

Signature :  \_\_\_\_\_

Signature : \_\_\_\_\_

External Copy

## Insurance Particulars Enquiry By Agents Detail

## Enquire Vehicle Insurance Particulars

Vehicle No.	Search Date/Time	Search Status	Insurance Company Code	Insurance Company Name
GU4408M	30 Nov 2012 / 12:30:00	Successful	A12	AXA INSURANCE SINGAPORE PTE LTD

Previous

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SHB6606 H

**Jesslyn Soh**

---

**From:** Jesslyn Soh  
**Sent:** Friday, 28 March, 2014 4:49 PM  
**To:** 'Khor Saw Theng'  
**Subject:** RE: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP-SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / SAW

Dear Saw Theng,

Please be informed that TP claimant has already passed over this case to their solicitor for handling.

In view of above, we will submit w/p report to your office.

FYI, OI's lawyer did not revert on the outcome of case neither did OI.

Thank you.

*Best Regards,*

*Jesslyn Soh*

LKK Auto Consultants Pte Ltd

DID : 6841 6051

Fax : 6741 4108

Email : [jesslynsoh@lkkauto.com](mailto:jesslynsoh@lkkauto.com)

---

**From:** Khor Saw Theng [<mailto:sawtheng.khor@axa.com.sg>]  
**Sent:** Wednesday, 5 June, 2013 4:17 PM  
**To:** Jesslyn Soh  
**Cc:** Khai Xin  
**Subject:** RE: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / SAW

Dear Jesslyn

50/50 case. However, please hold the case & wait to see how third party settle our insured's case.

---

**KHOR Saw Theng (Ms)**  
Assistant Manager - Motor Claims  
**AXA Insurance Singapore Pte Ltd**  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)  
DID: (65) 6880 4754 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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## Jesslyn Soh

---

**From:** Khor Saw Theng [sawtheng.khor@axa.com.sg]  
**Sent:** Wednesday, 5 June, 2013 4:17 PM  
**To:** Jesslyn Soh  
**Cc:** Khai Xin  
**Subject:** RE: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP-SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / SAW

Dear Jesslyn

50/50 case. However, please hold the case & wait to see how third party settle our insured's case.

---

**KHOR Saw Theng (Ms)**  
Assistant Manager - Motor Claims  
**AXA Insurance Singapore Pte Ltd**  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)  
DID: (65) 6880 4754 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Jeffrey Ng Say Kiat  
**Sent:** Wednesday, June 05, 2013 1:13 PM  
**To:** Khor Saw Theng  
**Cc:** Khai Xin; Jesslyn Soh  
**Subject:** RE: DIRECT SETTLEMENT / CDGE-LOYANG / P0699076 / OD- GU4408M / TP- SHB6606H / DOA: 30/11/2012 / EST: 10,759.60 / XS- 1000 / SAW

Dear Saw Theng,

Case has been re-assigned to you. Fya, thank you.

---

**Jeffrey Ng**  
Executive - Motor Claim  
**AXA Insurance Singapore Pte Ltd**  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[jeffrey.ng@axa.com.sg](mailto:jeffrey.ng@axa.com.sg)  
DID: (65) 6880 4843 Fax: (65) 6880 4838  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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## Hsiao Tong (LKKAuto)

---

**From:** TAY Ernest <ernest.tay@axa.com.sg>  
**Sent:** Thursday, 21 December, 2017 3:15 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: P0699076: TP Direct Settlement - Accident Involving GU 4408M (OI) And SHB 6606H (TP) on 30/11/2012 | Our Ref:C0255068MC/TE  
**Attachments:** RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCLJLro.50929.12.nnm | Our Ref: C0255068MC/TE  
**Importance:** High

### URGENT

Dear Hsiao Tong,

As spoken, please contact Aileen Tan from CDGE to wrap this matter.

Insured's lawyer had settled their counterclaim at 50% with TP insurer, First Capital (see attached).

As such, kindly assist to offer TP at 50%.

Thank you.

*\*Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg). For other correspondences, please send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg).*

With Regards,

**Ernest Tay** | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



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---

**From:** Jas Tan Siok Thiew  
**Sent:** Thursday, April 03, 2014 4:31 PM  
**To:** Jim Zheng <zhengxin.jim@axa.com.sg>  
**Cc:** report@lkkauto.com  
**Subject:** FW: P0699076: TP Direct Settlement - Accident Involving GU 4408M (OI) And SHB 6606H (TP) on 30/11/2012

Hi Jim,

Fya C0255068



Thanks & regards

---

**Jas Tan**

Executive - Motor Claims

**AXA Insurance Singapore Pte Ltd**

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

DID: (65) 6880 4844 Fax: (65) 6880 4838

Website: [www.axa.com.sg](http://www.axa.com.sg)



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---

**From:** Cindy (Report) [<mailto:report@lkkauto.com>]

**Sent:** 03 April, 2014 10:02 AM

**To:** Jas Tan Siok Thiew

**Subject:** P0699076: TP Direct Settlement - Accident Involving GU 4408M (OI) And SHB 6606H (TP) on 30/11/2012

Dear Sir/Madam,

We refer to our email dated 28.03.2014, which is self-explanatory.

Please be informed that TP claimant have passed the case to their lawyer for handling. (see attached)

In view of above, we enclose herewith our without prejudice report and relevant documents for your necessary action please.

**Best Regards,**

*Cindy Tan*

LKK Auto Consultants Pte Ltd

-----Disclaimer-----

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## Hsiao Tong (LKKAuto)

---

**From:** Ruby Ong <ruby@htapartners.com.sg>  
**Sent:** Wednesday, 20 September, 2017 5:46 PM  
**To:** TAY Ernest  
**Subject:** RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCLJL.ro.50929.12.nnm | Our Ref: C0255068MC/TE  
**Attachments:** 1878\_001.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Ernest

Enclosed please find the relevant documents for your kind attention.

Kindly advise if the documents sufficient, otherwise we shall be send the file back to the warehouse.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 257

Fax : 6533 0313 / 6338 3536

[www.htapartners.com.sg](http://www.htapartners.com.sg)

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---

**From:** Ruby Ong [mailto:ruby@htapartners.com.sg]

**Sent:** Tuesday, September 19, 2017 8:52 AM

**To:** 'TAY Ernest' <ernest.tay@axa.com.sg>

**Subject:** RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCLJL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ernest

Apologies for the late reply.

We are in the midst of recalling the file from the warehouse. There will be no charges...goodwill.

Once we have the file, we shall let you know.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 257

Fax : 6533 0313 / 6338 3536

[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** TAY Ernest [<mailto:ernest.tay@axa.com.sg>]

**Sent:** Monday, September 04, 2017 9:14 AM

**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Subject:** RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ruby,

We refer to your email below.

Yes, we wish to know the result of that claim. Is there any fee chargeable for doing so?

Thank you.

*\*Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg). For other correspondences, please send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg).*

With Regards,

**Ernest Tay** | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



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**From:** Ruby Ong [<mailto:ruby@htapartners.com.sg>]

**Sent:** Monday, September 04, 2017 9:05 AM

**To:** TAY Ernest <[ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)>

**Subject:** RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ernest

The matter was handled by me however, the matter has long been settled and the file has been archived and sent to the warehouse in April 2015.

Unfortunately, I don't have the soft copy as my computer was attacked by some virus and all my documents have been wiped out.

Do you need us to recall the file?

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
Tel : 6533 0212 ext 257  
Fax : 6533 0313 / 6338 3536

[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** TAY Ernest [<mailto:ernest.tay@axa.com.sg>]

**Sent:** Friday, September 01, 2017 7:43 PM

**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Subject:** Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCLJL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ruby,

We refer to the subject matter.

Based on our record, we understand that your mutual client (our insured) had appointed your office to handle his claim against third party insurer, First Capital Insurance. The matter was handled by your colleague, Jerny Loh.

We are aware that your client had rejected 50% offer by First Capital Insurance, and eventually seeking 80% for settlement instead. Please assist to confirm if this is true, and also to share with us on the outcome of the matter.

At this juncture, third party claimant has returned to seek claim from us, and this is why we are requesting your office for the above information.

If this matter is not under your care; please assist to forward this email to your colleague who is in charge of it.

We seek your cooperation and hope to hear from you soon.

Thank you.

*\*Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg). For other correspondences, please send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg).*

With Regards,

**Ernest Tay** | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



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**First Capital Insurance Limited**  
A FAIRFAX Company

Company Reg. No. 195000106C  
GST Reg. No. M2-0001676-9

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D12014548MFSH  
ACCIDENT DATE : 30/11/2012  
ACCIDENT LOCATION : SOON LEE RD /CAR PARK DRIVEWAY EX  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : THIYAGARAJAN S/O K M  
INSURED VEHICLE : SHB6606H  
INVOLVED PARTY : GU4408M  
SETTLEMENT SUM : SGD 2,260.00

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

2. is accepted by me/us to the intent that the said First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : EDMUND VEHICLE RENTAL

Signature and Date :



26/11/14.

WITNESS : ONG SAW KHIM

Signature and Date :



26/11/14

**Edmund Vehicle Rental**  
279 Balestier Road  
Balestier Point #02-26/27  
Tel: 62563339 Fax: 62501937

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## Ruby Ong

---

**From:** Eileen Lee <EileenLee@first-insurance.com.sg>  
**Sent:** Tuesday, June 25, 2013 5:26 PM  
**To:** ruby@htapartners.com.sg  
**Subject:** RE: SHB6606H (D12/14548/CTPL/EE) & YREF: GU4408M (TCLJL.ro.50939.12.nnm) ON 03NOV12

### WITHOUT PREJUDICE

Dear Ruby

We refer to the above matter & append herein our offer for your consideration.

Without any admission of liability, we agree to the sum of \$ 2,058.00, all-in, in full settlement per your proposal below.

Cost of repairs	\$2,300.00
Loss of Rental / Use	\$360.00
50%	\$1,330.00
Survey Fee	\$328.00
Costs Including Disbursements	\$400.00
<b>TOTAL</b>	<b>\$2,058.00</b>

Please note there was a typo error in your computation per your email below.

50%                      \$1,730.00 (should be \$1330.00)

Please advise your acceptance via email.

*kindly continue to quote our reference in your reply.*

Please correspond preferably via email.

Thank You.

*Regards,*

*Eileen Lee*

Motor Claims Dept.

**First Capital Insurance Limited**

36 Robinson Road,

#16-01 City House,

Singapore 068877

E-mail : [eileenlee@first-insurance.com.sg](mailto:eileenlee@first-insurance.com.sg)

Tel : 6507 3848 (Ext. 112)

Fax : 6507 3849



**From:** Ruby Ong [mailto:ruby@htapartners.com.sg]

**Sent:** 25 June 2013 17:01

**To:** Eileen Lee

**Subject:** RE: SHB6606H (D12/14548/CTPL/EE) & YREF: GU4408M (TCL.JL.ro.50939.12.nnm) ON 03NOV12

WITHOUT PREJUDICE

Dear Eileen,

We refer to your email dated 24 June 2013.

Our client is not agreeable to your offer and we counter offer as follows :

Cost of Repairs	\$2,300.00
Loss of Use	<u>\$ 360.00</u>
	\$3,460.00
50%	\$1,730.00 (should be \$1330.00)
Survey Report Fees	\$ 328.00
Costs	<u>\$ 400.00</u>
Total	<u>\$2,458.00</u>

Kindly reply on the above.

Warmest regards,

Ruby Ong

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 257

Fax : 6533 0313 / 6338 3536

[www.htapartners.com.sg](http://www.htapartners.com.sg)

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

**From:** Ruby Ong [mailto:ruby@htapartners.com.sg]

**Sent:** Monday, June 24, 2013 6:00 PM

**To:** 'Eileen Lee'

**Subject:** RE: SHB6606H (D12/14548/CTPL/EE) & YREF: GU4408M (TCL.JL.ro.50939.12.nnm) ON 03NOV12

**Importance:** High

WITHOUT PREJUDICE

Dear Eileen,

We refer to the above and your email dated 11 March 2011.

Our clients have viewed the video clip and are not agreeable to your email therein.

## Hsiao Tong (LKKAuto)

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**From:** Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
**Sent:** Thursday, 21 December, 2017 5:10 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; CS A Team; KKLau  
**Subject:** Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE  
CDGE Ref: T1112/SHB6606H/AT  
**Attachments:** img-Z21162851-0001.pdf

WITHOUT PREJUDICE

Ms Chew Hsiao Tong  
M/s LKK Auto Consultants Pte Ltd

Your email dated 21 December 2017 refers.

Copies of demand letter with relevant supporting documents and some exchange of correspondences are attached below for your attention.

Please let us have your Principal's discharge voucher of S\$5,772.13 for early execution. Thank you.

Best Regards  
Aileen Tan  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8735 | Fax: 6214 1843

From: "Hsiao Tong (LKKAuto)" <chewht@lkkauto.com>  
To: Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
Cc: KKLau <kklau@lkkauto.com>, CS A Team <cs-a@lkkauto.com>, Admin A <admin-a@lkkauto.com>  
Date: 21/12/2017 04:16 PM  
Subject: RE: Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

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Without Prejudice

Hi Aileen,

Thank you for your email.

As spoken, we are looking into the matter. Kindly let us have a copy of your LOD with all the relevant documents 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](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Aileen Tan Lee Noi [mailto:aileentan@cdge.com.sg]

**Sent:** Thursday, 21 December, 2017 3:42 PM

**To:** CS A Team <cs-a@lkkauto.com>

**Cc:** KKLau <kklau@lkkauto.com>

**Subject:** Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

WITHOUT PREJUDICE

The Officer-in-charge  
M/s LKK Auto Consultants Pte Ltd

We refer to subject matter resting with AXA's email dated 21 December 2017.

Please let us know whom we can liaise with in LKK Auto to wrap up this long outstanding case?

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

**From:** TAY Ernest <ernest.tay@axa.com.sg>

**To:** Aileen Tan Lee Noi <aileentan@cdge.com.sg>

**Date:** 21/12/2017 02:58 PM

**Subject:** RE: Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

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**WITHOUT PREJUDICE**

Dear Aileen,

We refer to your email below.

We noted that there is no letter of demand submitted to us. As such, we shall inform LKK Auto Consultants to contact you and wrap up this matter.

Thank you.

*\*Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg). For other correspondences, please send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg).*

With Regards,

**Ernest Tay** | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



**redefining / insurance**

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**From:** Aileen Tan Lee Noi [mailto:aileentan@cdge.com.sg]

**Sent:** Thursday, December 21, 2017 2:46 PM

**To:** TAY Ernest <ernest.tay@axa.com.sg>

**Subject:** Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

**IMMEDIATE ATTENTION**

Mr Tay Ernest  
M/s AXA Insurance Pte Ltd

This case is approaching time-bar soon and we are unable to hold any longer.

Can we meet up at your office to discuss and wrap up this case?

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

From: Aileen Tan Lee Noi/cdge/delgronotes

To: TAY Ernest <ernest.tay@axa.com.sg>

Date: 11/12/2017 09:51 AM

Subject: Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA)

AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

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**WITHOUT PREJUDICE**

Mr Tay Ernest  
M/s AXA Insurance Pte Ltd

We refer to subject matter resting with your email dated 31 October 2017.

Please let us know your position in order to enable us to move this long outstanding claim.

Your urgent reply is await. Thank you.

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

From: TAY Ernest <ernest.tay@axa.com.sg>

To: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Date: 31/10/2017 09:46 AM

Subject: RE: Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

**WITHOUT PREJUDICE**

Dear Aileen,

We refer to your email below.

We seek your agreement in allowing us to reply to you latest by this Friday, 03 Nov 2017; once we have obtain the final instruction from our insured.

Thank you.

*\*Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg). For other correspondences, please send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg).*

With Regards,

**Ernest Tay** | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



**redefining / insurance**

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**From:** Aileen Tan Lee Noi [<mailto:aileentan@cdge.com.sg>]

**Sent:** Tuesday, October 31, 2017 9:20 AM

**To:** TAY Ernest <[ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)>

**Subject:** Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA) AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT

**WITHOUT PREJUDICE**

Mr Ernest Tay

M/s AXA Insurance Pte Ltd

Please let us have your reply to our email of 11 September 2017 to enable us to wrap up this long outstanding case. Thank You.

Best Regards

Aileen Tan

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8735 | Fax: 6214 1843

From: Aileen Tan Lee Noi/cdgd/delgnotes  
To: TAY Ernest <[ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)>  
Date: 11/09/2017 05:24 PM  
Subject: Acc on 30.11.2012 invlg SHB6606H & GU4408M (AXA)  
AXA Ref: C0255068MC/TE CDGE Ref: T1112/SHB6606H/AT