

INS. CASE OWNER:

CC 4 ASM AXA1702

LKK:
IDAC

Surveyor:

marum

DOI:

ASSIGNMENT

Date / Time:

29/11/17

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLV 57D

Name of Insured:

LIN KIN LEONG TERENCE

Insured Tel No.:

HP:

98630435

Excess Sec II :\$5

D.O.A.:

26/12/17

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L YES / NO)

Claim No.:

87200632 123456

Policy No.:

447604211

Make / Model:

Audi

Place of Accident:

L7E TMB HYE

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

Insured Liability:

%

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:

Kim Choo



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

DATE / PIC

4/12/17
LIT10/12/17 - 20
20-20-13/12/17-20/12/17
Smart claim

Agent: Kim Choo Insurance Brokers & Consultants Pte - 0914.

17/11/17

23/1/18 - 3 veh cc. OI and car.

07-02-18 BOLA IS APPLICABLE 9% DISPUTED LIABILITY TO EXPLAIN TO HIM WHY WE HAVE TO SETTLE COR OF FRONT VEHICLE EVEN THOUGH THE ACCIDENT IS CAUSED BY THE LAST VEHICLE.

11/11/19 - File -> S/L to end of P-Plan

12/12/19 - File pass to LSP to close.

STAGE

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OE:

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:

PRELIMINARY ADVICE Date/Time: 17/1/18

Sent By: CH

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with: Juan

Email

Call

Final Liability:

%

(Agreed / Disputed) BOLA S/N No.: 28 (3cc. 92nd)

If NO or B 28, Ass. Lia 0%

Repair Cost: w/gn

\$5 2140.00

Loss of Rental (LOR):

\$5

days)

Loss of Use (LOU):

\$5

340.00 (S/W x 3 days)

Loss of Income (LOI):

\$5

(S - x - days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

\$5

2W

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5 2440.00

Global Sum \$5: 2440.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

2440

Name 1:

Kim Choo Auto Pte Ltd

OGIA

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:



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/AXA17024438/Upb3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 27-12-2017		
		Code : AXA2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLV 57D	Veh. Inspected	YP 3878J	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	27/12/2017	
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	26/12/2017	Inspection Date	26/12/2017	
Survey held at	KIM CHWEE AUTO PTE LTD 1 KAKI BUKIT AVENUE 6 #01-46/48/50 AUTOBAY SINGAPORE 417883			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

KIM CHWEE AUTO PTE LTD

VEHICLE NO : YP3878J

QTY PARTICULAR

AMOUNT S\$

SPECIAL NETT ITEMS :

1PCS	TAILLAMP O/S	CNE 220	\$266.00	✓
1PCS	REAR LICENSE PLATE LAMP	11	\$105.00	X
1PCS	REAR LICENSE PLATE	547	\$30.00	145.00
1PCS	TAILGATE WOODEN BOARD	11	\$2,200.00	X
1PCS	TAILGATE 60KM/H STICKER	11	\$20.00	X
1PCS	24 PAX STICKER	11	\$20.00	X
1PCS	TAILGATE WOODEN LOWER MEMBER	CNE	\$1,200.00	850.00
1PCS	TAILGATE STEP WOODEN BOARD	CNE	\$850.00	400.00
1PCS	REAR HORIZONTAL WOODEN BOARD O/S	11	\$1,500.00	X
1PCS	REAR ALUMINIUM PANEL O/S	11	\$300.00	200.00
1PCS	TAILGATE LOWER METAL PLATE	11	\$600.00	X
1PCS	REAR SAFETY BAR BUMPER	11	\$1,200.00	Y
TOTAL :			\$8,291.00	

LABOUR CHARGES :

TO CHECK WIRING	\$50.00	20
TO SPRAY RUST PROOFING	\$50.00	X
LABOUR TO LIFT UP CARGO DECK FOR REPLACING WOODEN BOARD	\$380.00	
LABOUR FOR PANEL BEATING	\$680.00	600
TO PUTTY & SPRAY PAINTING	\$600.00	200
TOTAL :	\$10,057.00	

LKR Auto Consultants hereby notify the Reparer of the following:

- To resurvey 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 Reparer
Signature:
Date:

not Auto Consultant
2/5 #2000
28/12/17
3 day

2504

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	4592C
Vehicle Details	
Vehicle No.:	YP3878J
Vehicle to be Exported:	No
Intended De-registration Date:	27 Dec 2017
Vehicle Make:	MITSUBISHI
Vehicle Model:	CANTER FEB21ER3SDEB
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	4P10C24825
Chassis No.:	FEB21EA20663
Maximum Power Output:	-
Open Market Value:	\$33,702.00
Original Registration Date:	10 Aug 2016
First Registration Date:	10 Aug 2016
Transfer Count:	0
Actual ARF Paid:	\$1,686.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	09 Aug 2026
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	10
QP Paid:	\$47,889.00
COE Rebate Amount:	\$41,272.00

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Tuesday, 30 January 2018 3:32 PM
To: LOH Cynthia
Cc: SANSON Nel Jason Jover; Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: SLV57D - GA294043 - S7M0063L - Video
Attachments: MDR 171226 113949 E2.mp4; img-171227152301.pdf; LKK Auto.pdf

Dear Cynthia,

Thank you for your email.

Dear Hsiao Tong,

FYNA please.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: LOH Cynthia [mailto:cynthia.loh@axa.com.sg]
Sent: Tuesday, 30 January 2018 3:00 PM
To: Admin A <admin-a@lkkauto.com>
Cc: SANSON Nel Jason Jover <sanson.nel@axa.com.sg>
Subject: FW: SLV57D - GA294043 - S7M0063L - Video
Importance: High

Dear LKK,

FYNA – please liaise with OI before any settlement.

Thanks & Regards,

Cynthia Loh | Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cynthia.loh@axa.com.sg
Customer Care No. 1800 8804741



redefining / insurance

→ chain collision,
→ OI got video, depused

1) To ELABORATE THE ACCIDENT WITH
LIABILITY

2) How to Handle claim of
chain collision in the
industry.

Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: SANSON Nel Jason Jover
Sent: Tuesday, January 30, 2018 12:42 PM
To: LOH Cynthia <cynthia.loh@axa.com.sg>
Subject: SLV57D - GA294043 - S7M0063L - Video

Dear Cynthia,

Please assist to review the attached video sent by the insured.
He wants us to defend his case as he believes that he has no liability at all even if it was a chain collision.
Thanks

Regards,

Nel Jason Sanson | Specialist, GI Contact Centre - Policy and Claim Service
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: anson.nel@axa.com.sg
Phone: (65) 98552650; (65) 6880 4703



GLOBAL INSURANCE
BRAND
FOR THE 8TH
CONSECUTIVE YEAR

----- Original Message -----

From: Terence [skie41@gmail.com]
Sent: 29/01/2018 20:54
To: cst@axa.com.sg
Subject: Attn: Nel, re: Accident involving vehicle SLV57D

Dear Nel,

I refer to the accident involving my car (vehicle number SLV 57 D) along the CTE towards AYE, on the 26th of December 2017.

As discussed on the phone earlier, I have video evidence from my car showing that my vehicle was already completely stopped prior to the bus behind me, hitting me (causing me to hit the truck in front of me).

The Youtube link to the video evidence is as follows:

<https://www.youtube.com/watch?v=xZJOWKFFWEk>

I have also attached with this e-mail, a copy of the letter I received from the loss adjuster representing the vehicle in front of me in the accident (YP 3878 J).

Letter from FRONT VEH YP 3878J

For your convenience I have also attached a copy of the original

accident report I made when sending my vehicle for repair.

As per your instructions I have not contacted the loss adjuster who sent me the letter. I have tried my best to provide you with everything to show that I should not be liable in any way for this accident. Please kindly confirm that you have received this information, and also let me know if anything further is required from my end.

Yours sincerely,
Terence Chin
Vehicle Owner: SLV 57 D
Tel: 98571275

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

FACTS

- TRAFFIC ACCIDENT IS ALWAYS AN UNPLEASANT EVENT AND WE UNDERSTAND HOW IT COULD BE STRESSFUL AND UNHAPPY TO YOUR GOODSELF.
- BEING YOUR INSURER'S T/P CLAIM HANDLERS, OUR FIRST PRIORITY IS TO PROTECT YOUR INTEREST AND ALSO TO MINIMIZE ANY UNNECESSARY INCONVENIENCE CAUSED TO YOU.
- THE EXISTING ACCIDENT OCCURRED ALONG CTE WHEN A FRONT LORRY SUDDENLY BRAKED AND YOU MANAGED TO STOP IN TIME. HOWEVER, THE REAR BUS WAS UNABLE TO STOP AND IT HIT INTO YOUR REAR. THE IMPACT WAS SO GREAT THAT CAUSED YOUR VEHICLE TO MOVE FORWARD AND HIT INTO THE REAR OF LORRY CAUSED SEVERE DAMAGES TO BOTH FRONT AND REAR OF YOUR VEHICLE.
- THE ACCIDENT ENTIRELY CAUSED BY THE BUS WHICH FORMED A CHAIN COLLISION. THE FRONT LORRY NOW INSTITUTED T/P CLAIM AGAINST OUR PRINCIPAL AS YOU HAVE CAUSED DAMAGE TO ITS REAR. HOWEVER, THE PROXIMATE CAUSE OF ACCIDENT IS THE LAST VEHICLE IN THE CHAIN, HE IS LIABLE FOR THE ACCIDENT WHICH IS FURTHER SUPPORTED BY YOUR CCTV FOOTAGE.
- AS YOU ARE AWARE, THE MOTOR CHAIN COLLISION ALWAYS INVOLVED VOLUMINOUS WORKS AND APPORTIONMENT OF LIABILITY AMONG THE PARTIES CONCERNED. IN THE ABSENCE OF EVIDENCE PROOFS, MOST OF THE TIME, PARTIES TEND TO PUSH THE BLAME TO EACH OTHER, RESULTED IN THE FURIOUS PARTY BRINGS IN THE SERVICE OF LAWYER OVER THE LENGTHY PROCESS OF CLAIM NEGOTIATION AT THE EXPENSE OF INSURERS.
- TO AVOID HIGH LEGAL CLAIM COST, INSURERS IN THE INDUSTRY ADOPTED POSITIVE APPROACH TO FORM UP A GENTLEMEN AGREEMENT TO DEAL WITH THIS ASPECT. THE AGREEMENT SPECIFIES THAT THE REAR VEHICLE IS TO SETTLE AT 100% FOR LOSSES INCURRED BY THE VEHICLE IMMEDIATELY IN FRONT REGARDLESS OF HOW DOES THE COLLISION OCCUR IN ORDER TO AVOID COSTLY LITIGATION FOR COLLISION DAMAGES AS WELL AS TO SIMPLY THE CLAIM PROCESS. WE BELIEVE THIS APPROACH ULTIMATELY BENEFIT THE WHOLE INSURANCE INDUSTRY AND POLICYHOLDERS.
- IN VIEW OF THE ABovesaid, OUR PRINCIPAL, AXA IS OBLIGED TO SETTLE PHYSICAL DAMAGE CLAIM LODGED BY LORRY OWNER. SIMILARLY, YOUR LOSSES ARE TO BE PAID BY THE REAR BUS.
- CONSIDERING YOU ARE NOT THE PARTY WHO CAUSED THE COLLISION, YOUR NCD ENTITLEMENT WOULD NOT BE PINALISED UPON RENEWAL EVEN THOUGH YOUR POLICY HAS INCURRED LOSSE UNDER SECTION 2 OF MOTOR POLICY AS YOU ARE THE VICTIM IN THIS ACCIDENT.
- WE SINCERELY HOPE THAT YOU WOULD UNDERSTAND INSURER'S POSITION AND AGREE WITH US TO PROCEED WITH NEGOTIATION OF SETTLEMENT WITH T/P LORRY CLAIMANT.

Certificate of Insurance

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) ACT (CHAPTER 189)

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) RULES, 1960

ROAD TRANSPORT ACT, 1987 (MALAYSIA)

MOTOR VEHICLES (THIRD PARTY RISKS) RULES, 1959 (MALAYSIA)

Certificate Number : 5082507645-01

Cover : Comprehensive

- | | |
|---|------------------------------|
| 1. Index mark and Registration Number of Vehicle | : YP3878J |
| Chassis Number | : FEB21EA20663 |
| 2. Name of Policyholder | : SHUNXUE BUILDERS PTE. LTD. |
| 3. Effective Date of Insurance | : 10 Aug 2017 |
| 4. Expiry Date of Insurance | : 09 Aug 2018 |
| 5. Persons or Classes of Persons entitled to drive# | |
| (a) The Policyholder. | |
| (b) Any other person who is driving on the Policyholder's order or with his/her permission. | |
| Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle. | |
| 6. Limitations as to Use# | |
| (a) Use for social domestic and pleasure purposes and in connection with the Policyholder's business or profession. | |
| (b) Use for the carriage of passengers or goods in connection with the Policyholder's business. | |
| This Policy does not cover | |
| (a) Use for hire or reward. | |
| (b) Use for racing, pace-making, reliability trial or speed-testing. | |
| (c) Use whilst drawing a trailer except the towing of any one disabled mechanically propelled vehicle. | |

Limitations rendered inoperative by Section 8 of the Motor Vehicle (Third Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS (SECTION 1)	: S\$600
EXCESS (SECTION 2)	: N/A
WINDSCREEN EXCESS	: S\$100
INSURE WITH COE	: YES
HIRE PURCHASE COMPANY	: GOLDBELL FINANCIAL SERVICES PTE LTD
SUM INSURED	: MARKET VALUE OF INSURED VEHICLE AT TIME OF LOSS

I/We hereby Certify that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia)

Agency : COWELL INSURANCE (AGENCY) PTE LTD (00000610380)
Date of Issue : 03 Aug 2017 15:07 hrs
Reprint : 03 Aug 2017 15:07 hrs

For NTUC INCOME INSURANCE CO-OPERATIVE LIMITED



Countersigned By:

Authorised Officer



Chief Executive

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Company

Owner ID: 4592C

Vehicle Details

Vehicle No.: YP3878J

Vehicle to be Exported: No

Intended De-registration
Date: 26 Dec 2017

Vehicle Make: MITSUBISHI

Vehicle Model: CANTER FEB21ER3SDEB

Primary Colour: White

Manufacturing Year: 2016

Engine No.: 4P10C24825

Chassis No.: FEB21EA20663

Maximum Power Output: -

Open Market Value: \$33,702.00

Original Registration Date: 10 Aug 2016

First Registration Date: 10 Aug 2016

Transfer Count: 0

Actual ARF Paid: \$1,686.00

Intended PARF Rebate Details

PARF Eligibility: No

PARF Eligibility Expiry
Date: -

PARF Rebate Amount: \$0.00

Intended COE Rebate Details

COE Expiry Date: 09 Aug 2026

COE Category: C - Goods Vehicle & Bus

COE Period(Years): 10

QP Paid: \$47,889.00

COE Rebate Amount: \$41,284.00

Total Rebate Amount: \$41,284.00

The information contained herein is correct as at 26 Dec 2017

OK



<TP - Mandate IA> - S7M0063L [ACCIDENT INVOLVING SLV 57D (OI) & YP 3878J (TP) ON 26/12/2017]

Type

🔔 Question

Message

Liability: 100%. 3 vehicles chain collision whereby OI was 2nd car. Inform OI about third party claim. Agreed to let insurance handle and aware NCD issue. We seek your mandate at \$2,592.00(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 23-Oct-19

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBIAVE 1, #02-25 PAYA LEBI INDUSTRIAL PARK, SINGAPORE 400933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

DATE: 23/10/2019

Survey Details:

Date of loss	26.12.2017
Date of appointment	27.12.2017
Date of survey	26.12.2017
Location of survey	KIM CHWEE AUTO PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	YP3878J
Make and Model	Mitsubishi Canter (2998cc)
Date of registration	10.08.2016
Excess	
Market Value/ Book Value	\$ 58,000.00 (est)
Parf/COE Rebate	\$ 41,272.00 (est)
Nett Value/ ERV	\$ 16,728.00 (est)

Repair details:

Initial Estimate	\$ 10,057.00
------------------	--------------

Proposed/Revised repair cost:

Parts	\$ 1,684.00
Check items (estimate)	NIL
Labour	\$ 820.00
Supplementary	NIL
Total	\$ 2,504.00
Lump Sum(if applicable)	\$ 2,000.00

Number of days for repair	<u>3</u>
---------------------------	----------



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) 62564313

Remarks:

3 vehicles chain collision whereby insured was 2nd car.

Mandate:

Liability(TP)		100%	
Proposed repair cost (w/GST)	\$	2,140.00	
Loss of use	\$	450.00	(3days x \$150.00)
Loss of rental		NIL	
Loss of income		NIL	
LTA/GIA search fees	\$	2.00	
Others		NIL	
Proposed Total	\$	2,592.00	

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Tuesday, 29 October 2019 9:09 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: New message for service request 23445, vehicle number YP3878J

Cynthia Loh		J.20.2019	
<input type="checkbox"/>	9/27/18 12:44 AM ANG Richard- Please advise status of the claim. Thank you.	LSP	27/9/2018 8:39:27 AM
<input type="checkbox"/>	OI GOT VIDEO	CHT	11/12/2018 7:44:43 AM
<input type="checkbox"/>	**CHECK WITH CYNTHIA: OI NCD NOT AFFECTED	CHT	23/10/2019 4:04:31 PM
<input type="checkbox"/>	Message AXA Liability: 100%. 3 vehicles chain collision whereby OI was 2nd car. Inform OI about third party claim. Agreed to let insurance handle and aware NCD issue. We seek your mandate at \$2,592.00(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong – 23-Oct-19	CHT	23/10/2019 4:22:55 PM
<input type="checkbox"/>	25/10/19 2:54 PM LOH Cynthia -----Approve	LSP	29/10/2019 8:55:55 AM

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 25 October 2019 2:57 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 23445, vehicle number YP3878J

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Cynthia.Loh@axa.com.sg <cynthia.loh@axa.com.sg>
Sent: Friday, 25 October, 2019 2:55 PM
To: admin-d@lkkauto.com
Subject: New message for service request 23445, vehicle number YP3878J

AXA Insurance has sent you a message for claim number S7M0063L.
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.

KIM CHWEE AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-50 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 199802379R

Date : 15.01.2018

AXA Insurance Singapore Pte Ltd

8 Shenton Way

#27-01 AXA Tower

Singapore 068811

Attn: Motor Claim Department

ACCIDENT INVOLVING VEHICLE: YP3878J AND SLV57D ON 26.12.2017

We are the authorized repair workshop for the owner of motor vehicle no: **YP3878J**, which was involved in the captioned accident with your insured vehicle no: **SLV57D**. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

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

1) Cost of Repair (inclusive of GST)	\$ 2,140.00
2) Loss Of Use (3days x \$150)	\$ 450.00
3) GIA Search Fee	\$ 2.00
	<u>\$ 2,592.00</u>

We enclosed herewith the following documents to support the claims:

- | | |
|------------------------------------|----------------------------------|
| a) Final Repair Invoice | b) Vehicle Registration Log Card |
| c) GIA Report | d) I/C & Driving Licence |
| e) Insurance Certificate | f) GIA Search Result |
| g) Letter of Authorisation, etc... | |

Kindly look into the matter and let us hear from you on the settlement of our customer's 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 owner/claimant.

Thank you.

Yours faithfully,

Jason Tang (jason@fastechauto.com.sg)
For Kim Chwee Auto Pte Ltd

TAX INVOICE

KIM CHWEE AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-50 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 199802379R

AXA Insurance Singapore Pte Ltd

8 Shenton Way

#27-01 AXA Tower

Singapore 068811

Attn: Motor Claim Department

Tax Invoice : 20057

Date: 15.01.2018

Vehicle No: YP3878J

Make/Model: MIT CANTER

Chassis/Eng# :

Accident Date: 26.12.2017

Claim No : 1217-20057

:

	Amount
To proceed on lump sum repair	SS 2,000.00

E. & O. E.

Total : S\$ 2,000.00

GST @ 7% : S\$ 140.00

Amount Due : S\$ 2,140.00



for KIM CHWEE AUTO PTE LTD

All Invoices are subjected to GST

Hsiao Tong (LKKAuto)

From: Jason <Jason@fastechauto.com.sg>
Sent: Thursday, 7 November 2019 12:32 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: YOUR REF:SLV57D MY REF:YP3878J DOA:26/12/2017 //LKK REF: CC4/ASM17024438/Upb3

Without Prejudice

Dear Hsiao Tong,

We are pleased to accept your offer of global sum of \$2,440.00(all-in) for my client's vehicle claim.

Thank you.

Best Regards

Jason Tang
Kim Chwee Auto Pte Ltd
1 Kaki Bukit Ave 6
#01-46/48/50 AutoBay
Singapore 417883
Tel: 67465405
Hp: 98218445
jason@fastechauto.com.sg

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 owner/claimant.

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Thursday, November 7, 2019 9:02 AM
To: Jason <Jason@fastechauto.com.sg>
Subject: RE: YOUR REF:SLV57D MY REF:YP3878J DOA:26/12/2017 //LKK REF: CC4/ASM17024438/Upb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$2,440.00(all-in).

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice

engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

Hsiao Tong, Chew (Ms) | 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: Jason Fastechn Auto <jason@fastechnauto.com.sg>

Sent: Friday, 26 July 2019 3:21 PM

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

Subject: YOUR REF:SLV57D MY REF:YP3878J DOA:26/12/2017

Without Prejudice

Dear Hsiao Tong,

Please refer to our Letter of Demand dated 09/07/2019.

We await your offer.

Thank you.

Best Regards

Jason Tang

Kim Chwee Auto Pte Ltd

1 Kaki Bukit Ave 6

#01-46/48/50 AutoBay

Singapore 417883

Tel: 67465405

Hp: 98218445

jason@fastechnauto.com.sg

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 owner/claimant.

**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/ASM17024438/Upb3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN: CYNTHIA

Date : 17-12-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLV 57D	Veh. Inspected	YP 3878J
Policy No.	GA294043/1	Coverage (\$)	0.00
Claim No.	S7M0063L	Excess (\$)	0.00
Assign From		Assign Date	27/12/2017

2. Vehicle Particulars & Condition

Make & Model	MITSUBISHI CANTER	c.c	2998
Engine No.	HIDDEN	Year of Reg.	2016
Chassis No.	FEB21EA20663	Colour	WHITE
Odometer	115642	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/85 R15	BRIDGESTONE	6 mm
L/H Front Tyre	195/85 R15	BRIDGESTONE	6 mm
R/H Rear Tyre	195/85 R15 (D)	BRIDGESTONE	6/6 mm
L/H Rear Tyre	195/85 R15 (D)	BRIDGESTONE	6/6 mm

4. Description of Damages

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

5. General Information

Accident Date	26/12/2017	Inspection Date	28/12/2017
Survey held at	KIM CHWEE AUTO PTE LTD 1 KAKI BUKIT AVENUE 6 #01-46/48/50 AUTOBAY SINGAPORE 417883		

5a. Remarks

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

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
-------------------------------------	-----------------------

**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. YP 3878J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	TAIL LAMP O/S (SN) (CONSISTENT)	CRACKED	266.00	220.00
1	REAR LICENSE PLATE LAMP (SN) (CONSISTENT)	NOT NECESSARY	105.00	-
1	REAR LICENSE PLATE (SN) (CONSISTENT)	BENT	30.00	14.00
1	TAILGATE WOODEN BOARD (SN) (CONSISTENT)	NOT NECESSARY	2,200.00	-
1	TAILGATE 60KM/H STICKER (SN) (CONSISTENT)	NOT NECESSARY	20.00	-
1	24 PAX STICKER (SN) (CONSISTENT)	NOT NECESSARY	20.00	-
1	TAILGATE WOODEN LOWER MEMBER (SN) (CONSISTENT)	CRACKED	1,200.00	850.00
1	TAILGATE STEP WOODEN BOARD (SN) (CONSISTENT)	CRACKED	850.00	400.00
1	REAR HORIZONTAL WOODEN BOARD O/S (SN) (CONSISTENT)	NOT NECESSARY	1,500.00	-
1	REAR ALUMINIUM PANEL O/S (SN) (CONSISTENT)	DENTED	300.00	200.00
1	TAILGATE LOWER METAL PLATE (SN) (CONSISTENT)	TO REPAIR SEE LABOUR	600.00	-
1	REAR SAFETY BAR BUMPER (SN) (CONSISTENT)	NOT NECESSARY	1,200.00	-
			8,291.00	1,684.00
	<u>LABOUR</u>			
	TO CHECK WIRING .		50.00	20.00
	TO SPRAY RUST PROOFING.	NOT NECESSARY	50.00	-
	LABOUR TO LIFT UP CARGO DECK FOR REPLACING WOODEN BOARD.)		380.00	600.00
	LABOUR FOR PANEL BEATING .INCLUSIVE OF THE REPAIR OF TAILGATE LOWER METAL PLATE.)		680.00	-
	TO PUTTY & SPRAY PAINTING.		600.00	200.00
			1,760.00	820.00
	GRAND TOTAL		10,051.00	2,504.00
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			2,000.00

Report Ref No. CC4/ASM17024438/Upb3q2

CHUA KANG SENG

Licensed Appraiser

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	57M0063L
Reference	CC4UASM17024438/Ujo3v2
Loss Date	24 December 2017
Report Date	27 Dec 2017 12:00:00 AM
Request Date	22 May 2018
Due Date	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Direct settlement

Actions

Next Step

Wait for Approve Invoice

Add Invoice

Vehicle Information	
Incident Vehicle Registration #	YP3B78J
Make	YP3B78J, TPVO MITSUBISHI
Model	CANTER
Service Address	57 CHISELHURST GROVE .. 558640
Primary Contact/Insured	CHIN KIN LEONG TERENCE 57 CHISELHURST GROVE, 558640, Singapore 98571275
Claim Handler	LOH Cynthia 6568804843 cynthia.loh@axa.com.sg

Additional Instructions (1) TP WS: NON-ABC (2) MCF: PC22285 > SLV57D (HNSO) > YP3B78J (2)















- Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (7).pdf	Invoice	Salvage/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKXInspection (9).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 LKKAdjustment1a (8).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 GIA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 PAYMENT BREAKDOWN EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	20 December 2019
 TP-MANDATE IN (4).231019.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	23 October 2019
 LKK Recovery Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	23 October 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	23 October 2019
 FW to LKK: SLV570 - GA294043 - 57M0063L - Video.mpg	Letters and Correspondence	Intermediaries	LOH Cynthia	30 January 2018
 CST: OI disputed.mpg	Letters and Correspondence	Internal	LOH Cynthia	30 January 2018
 TP ESTIMATE.pdf	Other	Other	LKK AUTO CONSULTANTS PTE LTD (TP)	17 January 2018
 Preliminary Advice - VP 3878L.pdf	Other	Other	LKK AUTO CONSULTANTS PTE LTD (TP)	17 January 2018
 Checklist.tif	Forms / Claim Documents	Claim memo / Summary	LOH Cynthia	28 December 2017

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 Singapore Accident Statement - VP38781 TP.pdf	Reports & Statement	GSA Report	SHAH KUSHAL	27 December 2017
 Singapore Accident Statement - SV557D INSD.pdf	Reports & Statement	GSA Report	SHAH KUSHAL	27 December 2017
 EMAIL.pdf	Letters and Correspondence	Others	SHAH KUSHAL	27 December 2017
 Ltr to Insured-reported.docx	Letters and Correspondence	Others	SHAH KUSHAL	27 December 2017
 EMAIL TO WORKSHOP.pdf	Letters and Correspondence	Others	SHAH KUSHAL	27 December 2017