

10/0000

INS. CASE OWNER:

CC4/AXA170.24529

LKE:

IDAC:

Surveyor:

Manus

DOI:

ASSIGNMENT

31/1/18

Date / Time:

27/2/17

Registered in Merimen:

27/2/17

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHC 5109C

Claim No.:

C0464410

Name of Insured:

TRANS - CAB SERVICES PTE LTD

Policy No.:

VPX/P1670520

Insured Tel No.:

HP:

Make / Model:

RENAULT LATITUDE - 2.0 L (A)

Excess Sec II : \$S

5,000.00

D.O.A.: 22/1/17

Place of Accident:

ANG MO KEO AVENUE 3

Is driver the owner?

(YES/NO)

Nature of Accident:

IF NO, Driver Name / Age: CHU CHONG PENG

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

Driver Tel No.: 8395 0247

(V/L: YES/NO)

Insured Liability:

% Final? Yes/No

SFS 2660H



INSRS:

WSP: Tan Lim Miao

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SFS 2660H - NAM INC 0806145101 DOA: 05/06/10
 SHC 5109C - CC/CT/1204725/1523 DOA: 20/07/17
 - C/L/ATG 120321/15/1523 DOA: 14/11/17
 - C/L/CE 1202000/15/15 DOA: 20/11/17
 - C/L/CE 1202000/15/15 DOA: 20/11/17
 - C/L/CE 1202000/15/15 DOA: 20/11/17

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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:

28/2/17 (HT)

23/1/18

- Email to TP request evidence.

23/1/18

- sent letter to OI to not pay TP claim

1/2/18

- No video/evidence from TP

20/1/19

- file to shu put to use (cup)

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.: 4/11

IF NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

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

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

250.00

LUP

AXA

Ref: 17024529/Ups3

31/01/2018

SFJ2660H

4 of

Q

CA1

Honda civic

1595

Grey

210105

SFJ-2660 H
Tan Lim Motor

51 Defu Lane 10

JHMFD462085201331

8
8
C

10am @ owner
Waiting



205/55-266

SS 1.8L VTEC 16V 1600cc (1600cc) (1600cc)

Front	Left	Right	Left	Right
6	6	6	6	6
22/11/17	22/11/17	22/11/17	22/11/17	22/11/17

N/S body

The U.C. Chassis frame Body Structure affected due to collision

Date Time Action performed

31/1/18 confirmed final by \$700 with Sam
(Kor & SW/424)

☐ Prel Report
☐ Final Report

Days Of Report

Resurvey No. of the

Add Fee: ☐ Excess 15
☐ 1st 15
☐ 2nd 15
☐ 3rd 15





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/AXA17024529/Ups3

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811

Date : 27-12-2017



Code : AXA2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHC 5109C	Veh. Inspected	SFJ 2660H
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	22/11/2017	Inspection Date	31/01/2018
Survey held at	TAN LIM MOTOR PTE LTD 51 DEFU LANE 10 SINGAPORE 539216		

5a. Remarks

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



陳林摩哆私人有限公司
TAN LIM MOTOR PTE LTD

51 Defu Lane 10 Singapore 539216
Tel : 68585151 (24 Hours) Fax : 68580877
GST Regn. No. : M2-8922054-2

AXA Insured's Veh No : SHC5109C
Date of Accident : 22 November 2017

Miss Cheng Sze Ying

Date : 19 December 2017

Estimate To Repair SFJ2660H - Honda Civic 1.6L VTI Auto
Chassis No : JHMFD46208S201331

LKK Motor
31/01/18

S/No	Quantity	Description	Amount
01		LABOUR & MISC. CHARGES Putty and spray painting of n/s front fender, n/s front door, n/s rear door and n/s rear fender.	\$ 1,200.00
			\$ 1,200.00
		Total	\$ 1,200.00

700

Not Authorized
done

take photo of other repair
31/1/18
2 day.

P/P \$ 700

Confirmed with Morcas
PBP \$700.00

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer
Signature:

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	5856I
Vehicle Details	
Vehicle No.:	SFJ2660H
Vehicle to be Exported:	No
Intended De-registration Date:	31 Jan 2018
Vehicle Make:	HONDA
Vehicle Model:	CIVIC 1.6L VTI AUTO
Primary Colour:	Grey
Manufacturing Year:	2008
Engine No.:	R16A13003865
Chassis No.:	JHMF46208S201331
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$20,404.00
Original Registration Date:	19 Apr 2008
First Registration Date:	19 Apr 2008
Transfer Count:	1
Actual ARF Paid:	\$20,404.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	18 Apr 2018
PARF Rebate Amount:	\$10,202.00
Intended COE Rebate Details	
COE Expiry Date:	18 Apr 2018
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10
QP Paid:	\$16,930.00
COE Rebate Amount:	\$366.00
Total Rebate Amount:	\$10,568.00

The information contained herein is correct as at 31 Jan 2018

OK

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	5856I
Vehicle Details	
Vehicle No.:	SFJ2660H
Vehicle to be Exported:	Yes
Intended De-registration Date:	19 Dec 2017
Vehicle Make:	HONDA
Vehicle Model:	CIVIC 1.6L VTI AUTO
Primary Colour:	Grey
Manufacturing Year:	2008
Engine No.:	R16A13003865
Chassis No.:	JHMF46208S201331
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$20,404.00
Original Registration Date:	19 Apr 2008
First Registration Date:	19 Apr 2008
Transfer Count:	1
Actual ARF Paid:	\$20,404.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	18 Apr 2018
PARF Rebate Amount:	\$10,202.00
Intended COE Rebate Details	
COE Expiry Date:	18 Apr 2018
COE Category:	A - Car (1600cc & below)

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

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	26 Dec 2017		26 Dec 2017 15:37 Assign				New Assignment Cancel Case

[Main](#)[Reference](#)[Claim Details](#)[Documents](#)[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	TRANS-CAB SERVICES PTE LTD		
Main Claimant:	CHENG SZE YING, ID: S77758561		
Vehicle Reg. No.:	SFJ2660H	Date of Loss:	22/11/2017 22:00 - :59
Claim Type:	TP / C0464410	Policy/Cover Note No.:	P1680520 (Third Party Only)
Vehicle Reg. No. (Insured):	SHC5109C	Policy No. (Claimant):	
		Excess:	S\$5,000.00
Repairer:	Tan Lim Motor Pte Ltd (Defu) 51 Defu Lane 10, 539216 Defu Lane - Tel: 6858 5151		
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Vale Oh - 6880 4897]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 05/01/2018]		
Driver/Custodian (Insured):	CHU CHONG PENG (72 / Male), NRIC: S2105458E		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- AXA_SG (26/12/2017): New TP Assignment - C0464410/P1680520

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
----------	----------	------	------------	---------	---------	-------------	--------------	------------	-------

No results:

10:12am @ 27/12/17
Vehicle Not In
person @ Caymen

SG AXA Insurance SM AXA SGP - Motor Survey

From: Wei Shong <wei.shong@tlmotor.com.sg>
Sent: Saturday, December 23, 2017 8:41 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey; SG AXA Insurance SM Claims Service Team
Cc: 'Ling Ling'
Subject: Arrange survey - Accident Involving SFJ2660H and SHC5109C on 22.11.2017
Attachments: 23122017204439.pdf

Categories: Mateen

Your ref: SHC5109C

Our ref: - SFJ2660H

We enclose the following documents for your attention:-

- a. Copy of our client's GIA report;
- b. Copy of the estimated cost of repair.

Pursuant to paragraph 6.2 of Pre-Action Protocol for NIMA Cases, please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

We await for your favourable reply.

Thank you.

Regards,



Lam Wei Shong
William
wei.shong@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
51 Defu Lane 10
Singapore 539216
<http://www.tlmotor.com.sg>

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Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 23 January 2018 4:34 PM
To: 'Wei Shong'
Subject: Your ref: SFJ 2660H *Our Ref: CC4/AXA17024529/ps3 [ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017]

Your ref: **SFJ 2660H**
Our Ref: CC4/AXA17024529/ps3

WITHOUT PREJUDICE

Dear Sir/Madam,

ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017

We refer to the above matter.

Please be informed that liability is unclear. Our insured driver reported that your client drove too close to my insured's vehicle and resulted the collision. Attached here with a copy of our insured driver accident report for your easy reference.

Sketch Plan #2 Pg. 1

Ang Mo Kio Avenue 3

A = SHC 5109C
B = SFJ 2660H

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

pls see attch. G/A Report

Circumstances of Accident

On 22.11.2017 at about 2215hours, I was travelling straight on the Centre lane along Ang Mo Kio Avenue 3. Suddenly I felt an impact. Vehicle B (SFJ2660H) which was travelling on my right was travelling so near on my right and slightly touch my taxi's right side portion.

Attachment(s)

Are accident photos available for attachment? YES
Was there any video captured by Car Camera? NO
Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SFJ2660H
Vehicle Make/Model/Colour

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAUTO)

From: Johnson Chua <johnson.chua@tlmotor.com.sg>
Sent: Thursday, 1 February 2018 10:49 AM
To: Hsiao Tong (LKKAUTO)
Cc: 'Wei Shong'
Subject: Check Liability - TLM Ref: TP018122017; LKK Ref: TBA; Accident involving SFJ2660H (TLM) & SHC5109C (AXA) on 22.11.2017

Hi Hsiao Tong,

We refer to your email below.

We do not have any accident video and/or accident scene photos for this case.

As such, please reply within **two** (2) days whether AXA is agreeable to direct settle with us at 100% liability on this matter.

Regards,



Johnson Chua
johnson.chua@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte
51 Defu Lane 10
Singapore 539216
<http://www.tlmotor.com.sg>

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, 1 February 2018 10:17 AM
To: Johnson Chua <johnson.chua@tlmotor.com.sg>
Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Check Liability - TLM Ref: TP018122017; LKK Ref: TBA; Accident involving SFJ2660H (TLM) & SHC5109C (AXA) on 22.11.2017

Without Prejudice

Hi,

Kindly refer to our email attached which is self-explanatory.

Please be informed that liability is unclear.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Johnson Chua [<mailto:johnson.chua@tlmotor.com.sg>]

Sent: Wednesday, 31 January 2018 7:43 PM

To: Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>

Subject: Check Liability - TLM Ref: TP018122017; LKK Ref: TBA; Accident involving SFJ2660H (TLM) & SHC5109C (AXA) on 22.11.2017

Importance: High

Dear Hsiao Tong / Zaini,

We refer to the above matter.

Our client's vehicle has been surveyed by your surveyors on 31.01.2018.

As such, please reply within **two** (2) days whether AXA is agreeable to direct settle with us at 100% liability on this matter.

Regards,



Johnson Chua

johnson.chua@tlmotor.com.sg

O +65 8858 5151
F +65 8858 0877

Tan Lim Motor Pte

51 Defu Lane 10

Singapore 539216

<http://www.tlmotor.com.sg>

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Print Received Message

This mail is associated with :

***SFJ2660H (C0464410)**

[SHC5109C]

TP

CHENG SZE YING

Nov 22 2017 10:00PM

[TRANS-CAB SERVICES PTE LTD]

Tan Lim Motor Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 08/03/2019 16:06 PM.
To LKK_HQ
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject Re: <Mandate IA> C0464410



Hi Hsiao Tong,

No. of days for repair is 2days.
We surveyed on 31.01.18 which is a Wednesday.

Why do we recommend offer at 4days.

Kindly advise.

Thank you.

Regards
Lynn

2+1 = 3days.

<-- Original Message -->

From: LKK_HQ
To: lynn.khong@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 03/03/2019 12:43 PM
Subject: C0464410

Dear Sirs/Mdm,

We refer to the above matter.

Liability: 50%. Both parties reported that it is a side swipe collision. No evidence from both parties. Inform OI about third party claim. Agreed to settle at best.

We seek your mandate at 50% [\$501.99(if claim LOU) - \$595.99(if claim LOR)]. Mandate IA had been uploaded in Merimen.

Kindly let us have your approval/instruction.

Hsiao Tong
LKK Auto Consultants Pte Ltd

Print Received Message

This mail is associated with :

***SFJ2660H (C0464410)**
[SHC5109C]
TP
CHENG SZE YING
Nov 22 2017 10:00PM
[TRANS-CAB SERVICES PTE LTD]
Tan Lim Motor Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 22/03/2019 14:28 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$595.99) - SFJ2660H - Claim Handler: Lynn Khong

Approved:595.99.

Hsiao Tong (LKKAuto)

From: Cecilia Chong (LKK Auto)
Sent: Tuesday, 29 October 2019 2:30 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: TLM Ref: TP018122017; LKK Ref: CC4/AXA17024529/Upb3; ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017

Importance: High

Dear CHT,

FYI

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

From: Johnson Chua [mailto:johnson.chua@tlmotor.com.sg]
Sent: Tuesday, 29 October 2019 2:22 PM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; wei.shong@tlmotor.com.sg
Subject: TLM Ref: TP018122017; LKK Ref: CC4/AXA17024529/Upb3; ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017
Importance: High

Hi Cecilia,

We refer to your email below.

Please be informed that our client has agreed not to pursue the matter for this accident.

Thus, we shall close file at our end.

Regards,



Johnson Chua

johnson.chua@tlmotor.com.sg

O: +65 6858 5151
F: +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
Singapore 539365
<http://www.tlmotor.com.sg>

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 13 April 2019 9:20 AM
To: Johnson Chua <johnson.chua@tlmotor.com.sg>

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

Subject: RE: Your Ref: SFJ 2660H *Our Ref: CC4/AXA17024529/Upb3 [ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017]

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly confirm.

"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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 23 March 2019 11:16 AM

To: 'Johnson Chua' <johnson.chua@tlmotor.com.sg>

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

Subject: Your Ref: SFJ 2660H *Our Ref: CC4/AXA17024529/Upb3 [ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017]

Your Ref: **SFJ 2660H**

Without Prejudice

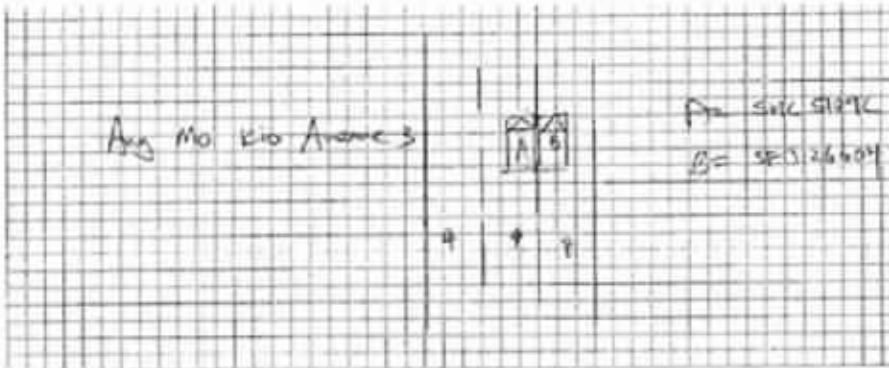
Our Ref: CC4/AXA17024529/Upb3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHC 5109C(AXA) & SFJ 2660H ON 22/11/2017

We refer to the above matter.

We are of the opinion that this is a case of conflicting versions. There is no concrete evidence (ie: Video footage) yet to support either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

DIS SEC OFFICER G.A. Report

Circumstances of Accident

On 22.11.2017 at about 2215hours, I was travelling straight on the Centre lane along Ang Mo Kio Avenue 3. Suddenly I felt an impact. Vehicle B (SFJ2660H) which was travelling on my right was travelling so near on my right and slightly touch my taxi's right side portion.

Attachment(s)

Are accident photos available for attachment? YES
 Was there any video captured by Car Camera? NO
 Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SFJ2660H
 Vehicle Make/Model/Colour

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer at a global sum of \$430.00(all-in) towards your client's claim.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Print Sent Message

This mail is associated with :

***SFJ2660H (C0464410)
[SHC5109C]**

TP
CHENG SZE YING
Nov 22 2017 10:00PM
[TRANS-CAB SERVICES PTE LTD]
Tan Lim Motor Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 29/10/2019 14:57 PM.
To jas.tan@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject <Submit wp Report> C0464410

Dear Sirs/Madam,

We refer to the above matter.

We were informed by third party repairer that thier client had agreed not to pursue the matter.

In view of this, we will proceed to close file and submit our survey report to your good-office.

Thank you.

Hsiao Tong

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 23 January 2018 4:37 PM
To: claims@transcab.com.sg
Cc: 'carrisalee@ava-ins.com'; 'icewong@ava-ins.com'; 'ireneng@ava-ins.com'; 'foonghon@ava-ins.com'
Subject: ACCIDENT INVOLVING SHC 5109C AND SFJ 2660H ALONG/AT ANG MO KIO AVE 3 ON 22/11/2017

23 JANUARY 2018

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/AXA17024529/ps3

YOUR REF : P1680520 (SHC 5109C)

ACCIDENT INVOLVING SHC 5109C AND SFJ 2660H ALONG/AT ANG MO KIO AVE 3 ON 22/11/2017

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 Tan Lim Motor Pte Ltd acting on behalf of the owner of SFJ 2660H against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

We also wish to advise that there is an excess of **\$S5,000.00** attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim.

AXA shall keep you informed of the third party claim settlement and thereafter kindly let AXA have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

As Insurers, AXA 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at AXA's 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 our prior

knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

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

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

...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	26 Dec 2017		26 Dec 2017 15:37 Edit Adj Rpt	\$5700.00 Edit Estimates	\$5700.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS		[Created by Insurer]
Insured:	TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K	
Main Claimant:	CHENG SZE YING, ID: S7775856I	
Vehicle Reg. No.:	SFJ2660H	Date of Loss: 22/11/2017 22:00 - :59 [115 Months and 3 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / C0464410	Policy/Cover Note No.: P1680520 (Third Party Only)
Vehicle Reg. No. (Insured):	SHC5109C	Policy No. (Claimant): VCX/P2004465
		Excess: S\$5,000.00
Repairer:	Tan Lim Motor Pte Ltd (Defu) 1 Defu Lane 6, 539365 Defu Lane - Tel: 6858 5151	
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Jas Tan - 6880 4844]	
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288	
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MARCUS CHUA] ... [Final Rpt due 05/01/2018]	
Driver/Custodian (Insured):	CHU CHONG PENG (72 / Male) , NRIC: S2105458E Email:	

ASSOCIATED MAIL RECEIVED	View All	Compose Case Mail
<ul style="list-style-type: none"> AXA_SG (22/03/2019): Alert - Adj Mandate Approved (\$595.99) - SFJ2660H - Claim Handler: Lynn Khong AXA_SG (08/03/2019): Re: <Mandate 1A> C0464410 AXA_SG (26/12/2017): New TP Assignment - C0464410/P1680520 		

ALL ASSOCIATED TASKS										View All	Search Tasks	Create New Task	Complete
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?				
No results.													

Claim Documents

*SFJ2660H (C0464410)
[SHC5109C]
TP
CHENG SZE YING
Nov 22 2017 10:00PM
[TRANS-CAB SERVICES PTE LTD]
Tan Lim Motor Pte Ltd

Upload Documents

Upload Photos

Compose New Letter

Upload Video

Upload Audio

View

View in Browser

Assessment Reports

1 per page

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No

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LKK Auto Consultants Pte Ltd (HQ)

Thumbnail

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1

01/02/18 14:55

Adjuster Immediate Advice

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Documentation

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AXA Insurance Pte Ltd (HQ)

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1

26/12/17 10:42

EMAIL_ABS

Load PDF

2

26/12/17 10:42

ESTIMATE & GIA REPORT_ABS

Load PDF

3

26/12/17 10:42

GIA REPORT OF SFJ2660H (TP)_ABS

Load PDF

4

26/12/17 10:42

GIA REPORT OF SHC5109C (INSD)_ABS

Load PDF

No

Relabel/Reorder

LKK Auto Consultants Pte Ltd (HQ)

Thumbnail

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1

01/02/18 11:04

LKK Survey Photos.

Load PDF

2

02/02/18 09:04

TP ESTIMATE- MARKED

Load PDF

3

03/03/19 12:40

PARF_COE REBATE

Load PDF

4

03/03/19 12:40

Mandate IA dd 030319

Load PDF

5

29/10/19 14:52

Email from TP dd 291019

Load PDF

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

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/AXA17024529/UPB3Q2

Date: 12/11/2019

REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

P1680520

Claimant

Vehicle No : SFJ2660H

Insured Vehicle No :

SHC5109C

Date of Loss: 22/11/2017

Nature of Claim:

TP

Claim No: C0464410

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SFJ2660H

Make & Model:

HONDA CIVIC, 1.6 L VTI (A)

Engine No:

R16A13003865

Reg. Date:

19/04/2008 (Man. Year: 2008)

Chassis No:

JHMF46208S201331

Colour:

Grey

Odometer:

210105 km

Engine Capacity:

1595 cc

Market Value/New Car

N/A

Price:

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:

205/55 R16

Rear Tyre Size:

205/55 R16

Front Left Side:

Dunlop 6 mm

Rear Left Side:

Dunlop 6 mm

Front Right Side:

Dunlop 6 mm

Rear Right Side:

Dunlop 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,200.00	700.00	500.00	41.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	1,200.00	700.00	500.00	41.67
+ GST 7.00/7.00% (S\$)	84.00	49.00	35.00	41.67
Nett Amount (S\$)	1,284.00	749.00	535.00	41.67

INSPECTION

Date of Assignment:

26/12/2017

Date Inspected:

31/01/2018

Inspected At:

TAN LIM MOTOR PTE LTD
51 DEFU LANE 10
SINGAPORE 539216

Estimated Period of Repair:

2.0 days

Adjuster: MARCUS CHUA

Manager: CHEW HSIAO TONG

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

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 11 Nov 2019)
Parts:	143	HONDA CIVIC 1.6 L VTI (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SFJ2660H)	
Validity:	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	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

There are no new parts selected.

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
<u>Labour Items</u>				
1	PUTTY AND SPRAY PAINTING OF N/S FRONT DOOR ,N/S REAR DOOR AND N/S REAR FENDER	New	1,200.00	700.00
Gross Labour Cost (S\$)			1,200.00	700.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >