

INS. CASE OWNER:

8thury CCY/A SM (8000158 K1) 3/1/18 LKX: 9mmpa 58M006FX
 Assignment 3/1/18
 Date / Time: 3/1/18
 Registered in Merit: 58M006FX / 23848

Pre-assign / CCU / FTE



Insured Vehicle No.:

YJ 20810

Claim No.:

58M006FX / 23848

Name of Insured:

SAPPHIRE WINDOWS

Policy No.:

P1809102

Insured Tel No.:

HP:

Make / Model:

Mit. Lony

Excess Sec II :SS

D.O.A.:

29/12/17

Place of Accident:

CTE 7 WOODLANDS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Lim Chuan Bee

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

Driver Tel No.:

84928798

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

SHB 2362L



INSRS:

WSP:

Tel:

Liability:

RMKS:

CDW/100%



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

2/3/18

Main:

SHB 2362L - X; YJ 20810, X

TP CCTV footage - as per Abt Infrastructure.

to get OW's OL. or reported no collision.

to interview of self attended.

Based on both reports, something flew off from OI's

vehicle scenario best unit at 6.17 27 ca). OI has no

liability based on both reports. Potential reject case.

Spoke to OI PIC (Mr. Hien). confirmed accident

details and mentioned that there was no contact with

the two vehicles. OI will send any additional photos

to email and driving license via email. Informed

abt premium, aware of IDW policy and rights to dispute.

Lead email to OI.

CAR: \$2,461.00

LOR: 2 x 98.25 = 196.50

LOI: 2 x 20.00 = 40.00

LTA: 2 x 49

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

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:

4/1/18

Sent By:

J. H. H.

8,506.24

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

2/18/18

Confirm with:

Catherine

Email

Call

Final Liability:

%

0.00

(Agreed / Assessed) BOLA S/N No. (MIL)

If NO or B 28, Ass. Lia:

Repair Cost:

SS

2461.00

Loss of Rental (LOR):

SS

687.75

(

7

days) x

98.25

Loss of Use (LOU):

SS

350.00

(\$

50

x

7

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

7.49

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

3506.24

Global Sum SS:

3500.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

3500.00

Name 1:

COMFORTDELGR ENGINEERING PTE LTD

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

ASSIGNMENT

From _____ Date _____
 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.**



Sal. or Market Value _____
 IDAC Accident Report _____ Consistent? Yes or No _____
 GIA / PR Seen _____ Consistent? Yes or No _____
 Est. Repairs: 3 days Res: Yes or No _____
 Lum Sum: 20 % 3 Val: Yes or No _____

CA / REV / REP. / 24 HRS

Date _____ Person Contacted _____

Vehicle IN / OUT

Veh No. SHB23 62L Regn 26 Feb 34
 Type M.Car / M.Cycle / Bus / Van / Lorry / T/A / Prime Mover /
 Truck / Trailer or _____
 Make Hymat Ltd cc 199
 Colour Yellow Ins 6 / Std / NI / NA
 Sp Reading 356631 Radio Ins 6 / Std / NI / NA
 Eng No. _____
 C/No. KMHET41KABA 80 6995
 Gen Cond. Good / F / Poor / Burnt
 Steering Inorder / 6 / Jammed / Leaked / Burnt or _____
 Brake Inorder / 6 / Jammed / Leaked / Burnt or _____
 Mod: Nil / S/Rim / STB A/Rim or _____
 Tyre Size F 205/60 R16
R _____
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or Wells
 Front 7 Rear 7
 R.Bal _____ mm R.Bal _____ mm
 L.Bal _____ mm L.Bal _____ mm
 D.O.A 20/12/17 D.O.I 3/1/18
 Survey held at COLE (Long)
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or _____
Rooftop / Lateral Frnt
 The U/C / Chassis frame / Body Structure affected due to collision

Date / Time Action / Instruction
15/1/18 Under LPS \$2200/30%
(Red: \$3,991.76 / 63%)

AWA
4

surveyor recommended days (3 days) + 1 Public Holiday
+ 2 weekends) + 1 inspection drive) = 7 days.

Date/Time File Pass to: ☐ Preli. Report
☐ Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Insurance:

Cost:

Add Fee: ☐ Site Insp. \$
☐ Inter. ev. \$
☐ Test. \$
☐ Voz. \$

Report Format:

Lump Sum / I.B. /



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/ASM18000158/K1ka3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 03-01-2018	
		Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	YJ 2081D	Veh. Inspected	SHB 2362L
Policy No.		Coverage (\$)	0.00
Claim No.	S8M006FX	Excess (\$)	0.00
Assign From		Assign Date	03/01/2018
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	29/12/2017	Inspection Date	03/01/2018
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

Team: CK ARC Repair TP(CFSO)1 **JOB CARD** Sales Order: JC NO305102666

STOMER /MS CITYCAB PTE LTD STOMER NO 7010070 DRESS 383 SIN MING DRIVE Singapore SINGAPORE 575717 65551188 (R) (P)	REGN NO	SHB2362L	MILEAGE
	MAKE	HYUNDAI	FUEL
	MODEL	SONATA	DATE/TIME IN
	YR OF MANU	28.02.2011	TARGET DATE
	CHASSIS CODE	KMHET41VMBA806995	COMPLETION DATE/TIME:
	ICOUNT CARD NO.		

JOB DESCRIPTION

Accident Date: 29.12.2017
NATURE: 3P 29.12.2017

S/NO	LABOR CODE	DESCRIPTION
	AXA - taxi	Front Windscreen, Roof, Roof

HECKED & PASSED OUT BY: _____

SERVICE ADVISOR		CUSTOMER'S SIGNATURE	
Acknowledgement Slip		Exit Pass	
Vehicle No.: SHB2362L		Vehicle No.: SHB2362L	
Signature/Date		Date	
Name of Service Advisor		Name of Service Advisor	
To be returned to Service Reception upon collection		To be kept by Security Guard	

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHB2362L

MAKE : HYUNDAI

MODEL : SONATA

Date : 02.01.2018

Qty	Parts Description / Labour	Type	Unit Price	Amount
1	Front Windscreen ✓			\$ 1,015.00
1	Front Windscreen Molding ✓			\$ 60.00
1	Roof Upholstery ✕			\$ 2,875.00
1	Roof Panel Assy ✕ <i>144</i>			\$ 1,194.90
1	Roof Molding ✕			\$ 132.30
SUB TOTAL				\$ 5,277.20
LESS 20%				1,055.44
DISCOUNTED TOTAL				\$ 4,221.76
1	Roof LED SIGN ✓ <i>anti</i>			\$ 1,200.00 Nett
1	Roof Antennae ✓ <i>one</i>			\$ 180.00 Nett
				\$ 180.00
Labour Charge				
1	Panel Beating			\$ 1,000.00 <i>200</i>
1	Spray Painting Charge			\$ 400.00 <i>200</i>
1	Wiring Charge			\$ 50.00 <i>20</i>
1	Tuff Kote			\$ 80.00 ✕
1	Remove/refix Front Windscreen			\$ 120.00 <i>100</i>
1	Remove/Refix Cushion & Upholstery			\$ 120.00 <i>50</i>
1	Remove/refix Roof Top LED SIGN			\$ 120.00 <i>100</i>
TOTAL LABOUR				\$ 1,890.00
ESTIMATE TOTAL				\$ 6,291.76

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 subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Kalish (LKK)

3/1/18 15:35hr

3/1/18

4/5

After Repair photo

Larry Ng

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.



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: S8M006FX

Our ref: CC4/ASM18000158/K1ka3

Date: 04.01.2018

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHB 2362L

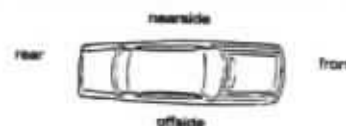
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 03.01.2018 at the premises of M/s ComfortDelGro Engineering Pte Ltd (Loyang) and have the following to report:-

Workshop Estimate Amount	: S\$	6,291.76
Revised Estimate Amount	: S\$	1,710.00
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rooftop / front windscreen



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3.0 days

Yours faithfully,

KALVIN ANG
Licensed Appraiser

COMFORTDELGRO ENGINEERING

Our Job Ref No : 305102666

Date : 12/01/18

ComfortDelGro Engineering Pte Ltd
59 Loyang Drive Singapore 508969
Fax: 6546 8156

FINALIZATION FORM

To : LKK

Fax :

Attn : KALVIN

Vehicle Reg No. : SHB2362L

Date of Accident: 29.12.2017

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. The repair job shall bill to: AXA YJ2081D

2. The finalized amount shall be:

(a) Spare Parts after List discount

(b) Labour Charges

Total for Part-By-Part Repair Cost

(c.) Lumpsum Repair (if applicable)

Total for Lumpsum repair cost after Less: _____

Final Lumpsum Repair cost

\$2,300.00

3. Estimated normal period for repairs: 3 working days.

4. We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days

5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature : 

Name : Larry Ng

Tel : 6214 8316

Fax : 6546 8156

Signature : 

Name : Kalvin

Date : 15/1/18

For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid				
3. Survey Fees				
4. LTA Search Fee				
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHB2362L

MAKE : HYUNDAI

MODEL : SONATA

Date : 02.01.2018

Qty	Parts Description / Labour	Type	Unit Price	Amount
1	Front Windscreen — sketched			\$ 1,015.00
1	Front Windscreen Molding — sketched			\$ 60.00
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1	Roof Panel Assy X sketched			\$ 1,194.90
1	Roof Molding X sketched			\$ 132.30
SUB TOTAL				\$ 5,277.20
LESS 20%				1,055.44
DISCOUNTED TOTAL				\$ 4,221.76
1	Roof LED SIGN — sketched			\$ 1,200.00 Nett
1	Roof Antennae — sketched			\$ 180.00 Nett
				\$ 180.00
Labour Charge				
1	Panel Beating			\$ 1,000.00 200
1	Spray Painting Charge			\$ 400.00 200
1	Wiring Charge			\$ 50.00 20
1	Tuff Kote			\$ 80.00 X 20
1	Remove/refix Front Windscreen			\$ 120.00 100
1	Remove/Refix Cushion & Upholstery			\$ 120.00 50
1	Remove/refix Roof Top LED SIGN			\$ 120.00 100
TOTAL LABOUR				\$ 1,890.00
ESTIMATE TOTAL				\$ 6,291.76

LKK Auto Consultants hence notify the Repairer of the following:

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- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Larry Ng

Kahin (LKK)

3/1/18 15:35hr

3 Days

45

After Repair photo

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.

SERVICE REQUESTS

MESSAGES

CLAIMS

Service Request Details

Claim: S8M006FX

Reference: CCA/ASM18000158/K1ua3

Loss Date: 29 December 2017

Request Date: 22 January 2018

Due Date: 24 July 2019

Vendor Name: LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss: Third Party Vehicle Damage

Services: Pending verification - Direct Settlement

Actions

Next Step: Finish the work

Complete Work

Info

Vehicle Information

Incident: SHB2362L

Vehicle Registration #

Make: TPVD HYUNDAI

Model: SONATA-2.0 CRDI (A)

Service Address

...

Primary Contact/Insured

SAPPHIRE WINDOWS
2 LOYANG DRIVE, 508935, Singapore

Claim Handler

NG Stacey
6568804351
stacey.ng@axa.com.sg

Additional Instructions

arc - yes CHECK BOLA APPLICABLE. GET TP VIDEO. PH NR

Messages Invoices History Documents Assessment Metrics Notes

New Message

		BODY		
TYPE	SENT	FROM	SUBJECT	
1	15/8/18 4:18 PM	CHAN Kian Chuan	Re:RE: Re:RE: REQUEST FOR DIRECT SETTLEMENT	VIDEO FOOTAGE SHOWS THAT AN OBJECT FELL FROM OI VE...
2	14/8/18 5:42 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: RE:RE: REQUEST FOR DIRECT SETTLEMENT	Dear KC, we have uploaded the video footage from T...

TYPE	SENT	FROM	SUBJECT	BODY	
?	14/8/18 4:11 PM	CHAN Kian Chuan	Re:RE: REQUEST FOR DIRECT SETTLEMENT	HI THIN THIN, OI REPORTED NO COLLISION, PLS REQ FO...	←
?	13/8/18 11:31 AM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: REQUEST FOR DIRECT SETTLEMENT	Dear Sir / Madam, Kindly advice whether can we pro...	←
?	24/7/18 6:08 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	REQUEST FOR DIRECT SETTLEMENT	Dear Sir / Madam, Kindly advice whether can we pro...	←
!	4/6/18 5:41 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: Re:RE: <Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Stacey, we have uploaded. Kindly let us have ...	←
!	15/5/18 3:01 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: Re:RE: <Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Stacey, we have uploaded. Kindly let us have ...	←
!	11/5/18 11:18 AM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: Re:RE: <Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Stacey, we have uploaded. Kindly let us have ...	←
!	3/4/18 6:50 PM	NG Stacey	Re:RE: <Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	sorry for the late reply, can you request the lett...	←
?	2/4/18 12:06 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: <Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Stacey, We refer to our message dated 16.03...	←
?	16/3/18 3:37 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	<Seek Mandate> Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Stacey, We refer to the above matter. The...	←
?	4/1/18 8:09 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	Direct Settlement - Accident Involving YJ2081D (OI : AXA - S8M006FX) and SHB 2362L (TP : LKK REF - CC4/ASM18000158/K1ka3) on 29.12.2017	Dear Kwee May, We refer to the above matter. As pe...	←
?	4/1/18 8:05 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	ia (Immdiate Advise)	ia (Immdiate Advise) Repairer Estimate \$...	←



SERVICE REQUESTS

MESSAGES

CLAIMS

<< Re:RE: Re:RE: REQUEST FOR DIRECT SETTLEMENT

Type

Information

Message

VIDEO FOOTAGE SHOWS THAT AN OBJECT FELL FROM OI VEH AND COLLIDED ONTO TPV. PLS PROCEED FOR D5 QUANTUM AS PROPOSED.

Reply

Our Ref : CC17121028/ SHB2362L /WT(st)

Your Ref :

Date : 17-Jan-18

CDGE Taxi Claims Dept

59 Loyang Drive 4th Flr

Singapore 508969

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 19950044W

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Senoko
24 Senoko Loop
Singapore 758156

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Yishun
501 Yishun Industrial Park A
Singapore 768732

AXA Insurance Pte Ltd
8 Shenton Way
#24-01, AXA Tower
Singapore 068811

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHB2362L YOUR INSURED YJ 2081D
AND OTHER ON 29.12.17

We are the authorised repair workshop for Citycab Pte Ltd, the owner of motor Vehicle No : **SHB2362L** 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 : **YJ 2081D** we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 2,461.00
2	7.5 days Loss of Rental @ \$ 98.25 per day	\$ 736.88
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transportation Fees	\$ -
Sub Total :		\$ 3,205.37

HIRER'S CLAIM

7	7.5 days Loss of Income @ \$ 80.00 per days	\$ 600.00
Total Claims :		\$ 3,805.37

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

- a) Original repair bill and photocopied photographs: 9 pcs.
- b) LTA search slip/s of : **YJ 2081D**
- c) GIA / Police report/s of : **SHB2362L**
- d) Letter of authority from owner / hirer / operator
 - (X) Photocopy/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.

Yours faithfully

William Tan

Deputy Manager

CDGE Claims Department

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

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

A member of

COMFORTDELGRO



Zaini (LKK Auto)

From: Zaini (LKK Auto)
Sent: Wednesday, 7 March 2018 11:06 AM
To: 'helen@sapphire.com.sg'
Cc: Hsiao Tong (LKKAuto)
Subject: YOUR REF: YJ 2081D_ACCIDENT INVOLVING YJ 2081D AND SHB 2362L ALONG CTE TO WOODLANDS BEFORE YIO CHU KANG EXIT ON 29.12.2017

03 MARCH 2018

SAPPHIRE WINDOWS

ATTN: HR / MANAGEMENT

Dear Sir/Madam,

OUR REF : CC4/ASM18000158/K1ka3

YOUR REF : YJ 2081D

ACCIDENT INVOLVING YJ 2081D AND SHB 2362L ALONG CTE TO WOODLANDS BEFORE YIO CHU KANG EXIT ON 29.12.2017

We refer to our previous tele-conversation on the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s COMFORTDELGRO ENGINEERING PTE LTD, acting on behalf of the owner of SHB 2362L against your motor insurance policy.

Based on the accident report, accident scenario, this is a conflicting version pending concrete evidence from both parties to determine the liable party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this email.

Your full co-operation in the handling of the claim is required and kindly submit the following to Zaini@lkkauto.com within 10 days from the date of this email **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 (LIM CHIN BEE F1103300T)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

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

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

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at Zaini@lkkauto.com.

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

Best Regards,

Zaini Kusaini | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2132 | email: Zaini@lkkauto.com | fax: 6741-4108

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

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING
ALONG

SONATA SHB2362L , YJ2081D

ON 29-Dec-17 17:00

CTE TWDS SLE NEAR ANG MO KIO AVE 5 EXIT B4 LAMP POST 30

I / We

QUEK SIEOW CHEW

(Hirer) NRIC No.: S1303129J

and/or

QUEK SEOW PEOW

(Relief) NRIC No.: S1461684E

Taxi Number

SHB2362L

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of 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 favour of "ComfortDelGro Engineering Pte Ltd".

Date

30-Dec-2017

Name of Hirer

QUEK SIEOW CHEW

Hirer NRIC

S1303129J

Signature :



Address

255 ANG MO KIO AVENUE 4 #02-131
560255

Contact No.

98569332

Name of Relief

QUEK SEOW PEOW

Relief NRIC

S1461684E

Signature :



Address

511 PASIR RIS STREET 52 11-133
510511

Contact No.

97269132



redefining / insurance

CLAIM REF : S8M006FX
INSURED : SAPPHIRE WINDOWS

DISCHARGE VOUCHER

We, **ComfortDelgro Engineering Pte Ltd** confirm that by letter of authorisation dated 30.12.2017, we are authorised to and do hereby give this discharge for ourselves and on behalf of **Citycab Pte Ltd** and the Hirer, **QUEK SIEW CHEW** vehicle no. SHB 2362L.

Now we **ComfortDelgro Engineering Pte Ltd** for ourselves and the said Hirer and the driver jointly and severally:-

- agree to accept the sum of Singapore Dollars Three Thousand and Five Hundred only (S\$ 3,500.00) in the aggregate in full and final settlement of all claims of whatever kind including damages for personal injuries and/or damage to property that all and any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no (YJ 2081D) arising out of an accident with (SHB 2362L) on 29/12/2017.
- declare that **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of the Insured vehicle shall not be liable for any further claim(s) whatsoever or howsoever present or future that any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. YJ 2081D arising directly/indirectly as a consequence of the accident and hereby give our full and final discharge.
- We hereby declare that I/we am/are the person(s) entitled to receive the above settlement and hereby undertake to indemnify **AXA INSURANCE PTE LTD** against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made in favour of **ComfortDelgro Engineering Pte Ltd** is made without any admission of liability whatsoever on the part of **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. YJ 2081D.

Dated this 21st day of August 2018

Signed by [Signature]
(AUTHORISED SIGNATORY)

Company Stamp COMFORTDELGRO ENGINEERING PTE LTD
59 LOHANG DRIVE
SINGAPORE 538888

Witness : [Signature]
Name : [Signature]
I/C No : COMFORTDELGRO ENGINEERING PTE LTD
Address : 59 LOHANG DRIVE
SINGAPORE 538888

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

Our Ref: CC17121028



Date: 16 January 2018

TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	29/12/2017 @ 17:00 hrs
ALONG	CTE TWDS SLE NEAR ANG MO KIO AVE 5 EXIT B4 LAMP POST 30
INVOLVING	YJ2081D

We refer to the above-mentioned accident and wish to inform that **CityCab Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHB2362L** (the "Taxi"). The Taxi was hired to **QUEK SIEW CHEW IC NO S1303129J** a registered hirer-operator of **CityCab Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$98.25** 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.

[illegible]

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
YJ2081D	29 Dec 2017 / 17:00:00	Successful	A12	AXA INSURANCE PTE LTD

[Previous](#)[OK](#)

Thank you



Goh Cheng Chuan Andrew Cornelius has successfully logged out.

Your last login date and time was 30 Dec 2017, 11:02:13.

To return to ONE.MOTORING, please click [here](#)

For security reasons, please **CLEAR YOUR CACHE** after each session.

Session Transaction History

<u>S/No.</u>	<u>Asset Type</u>	<u>Asset ID</u>	<u>Asset Owner ID</u>	<u>Transaction Type</u>	<u>Transaction Amount(S\$)</u>	<u>Log Date/Time</u>
1	Vehicle	YJ2081D	-	18.32 Insurance Enquiry (GIRO Payment)	7.49	30 Dec 2017 / 11:02:30

Service Request Details

Claim: SIM006FX

Reference: CCA/ASM18000158/KTuaDa2

Loss Date: 29 December 2017

Request Date: 22 January 2018

Due Date:

Vendor Name: LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss: Third Party Vehicle Damage

Services: Pending verification - Direct Settlement

Actions

Next Step: Wait for Approve Invoice

[Add Comments](#)

Vehicle Information

Incident Vehicle Registration #: 54H2362L

Make: TPWD HYUNDAI

Model: SONATA 2.0 CRDI (A)

Service Address:

...

Primary Contact/Insured

SAPPHIRE WINDOWS

2 LOYANG DRIVE, 508935, Singapore

Claim Handler

NG Stacey

6568804351

stacey.ng@axa.com.sg















Additional Instructions: are - yes CHECK BOLA APPLICABLE. GET TP VIDEO. PH NR

Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

[Upload Documents](#)

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 [2].pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 payment breakdown SHB 2362L.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 LOD.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 DISCHARGE VOUCHER.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 WORKSHOP INVOICE.pdf	Invoice	Repairs	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2018
 auth fr.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	11 May 2018
 SHB2362L.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	16 March 2018
 OLD_DRIVING_LICENSE.pdf	Forms / Claim Documents	Driver's License / IDP	LKK AUTO CONSULTANTS PTE LTD (TP)	16 March 2018
 Amended Preliminary Advice.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	16 March 2018
 Y72081D- Insured GIA report.pdf	Reports & Statement	GIA Report	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2018
 P1500102_IN_00006_1.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	NG Stacy	28 February 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 P1500102_CL_00006_1.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	NG Stacy	28 February 2018
 TP ESTIMATE - MARKED.pdf	Forms / Claim Documents	Estimate / Quotation	LIK AUTO CONSULTANTS PTE LTD (TP)	6 January 2018
 Preliminary Advice.pdf	Forms / Claim Documents	Others	LIK AUTO CONSULTANTS PTE LTD (TP)	4 January 2018
 Email received from workshop with TP CIA & Estimate.mig	Letters and Correspondence	Others	PATIL Anol	2 January 2018
 TP CIA & Estimate.pdf	Forms / Claim Documents	Claim Form	PATIL Anol	2 January 2018

Assessment Details

General & Workshop Details					Vehicle & Driver Details			Vehicle Condition			Taxes & Ratio			Parts & Labour			Miscellaneous			Summary			Parts															
EDIT	SI NO	QUAN TITY	MATERIAL	SIZE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEPRJ BTYRL	DISC QUNTY'S	SALV AGE%	PART PRICE(MET)	ACTION (PARTS)	REMOVE																							
	1	1			FRONT WINDSCREEN			Damaged	1015		20		812	Approve																								
	2	1			FRONT WINDSCREEN MOULDING			Necessary	60		20		48	Approve																								
	3	1			ROOF UPHOLSTERY			Serviceable	0	0	0	0	0	Deny																								
	4	1			ROOF PANEL ASSY			Repair	0	0	0	0	0	Deny																								
	5	1			ROOF MOLDING			Serviceable	0	0	0	0	0	Deny																								
Labour																																						
	1				PANEL BEATING		200	0	0	0	Approve																											
	2				SPRAY PAINTING CHARGE		200	0	0	0	Approve																											
	3				WIRING CHARGE		20	0	0	0	Approve																											
	4				TUFF KOTE		0	0	0	0	Deny																											
	5				REMOVE/REFIX FRONT WINDSCREEN		100	0	0	0	Approve																											
	6				REMOVE/REFIX CUSHION & UPHOLSTERY		50	0	0	0	Approve																											
	7				REMOVE/REFIX ROOF TOP LED SIGN		100	0	0	0	Approve																											

Assessment Details

General & Workshop Details		Vehicle & Driver Details		Vehicle Condition		Taxes & Ratio		Parts & Labour		Miscellaneous	Summary
EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT				REMOVE		
	1	DAYS OF REPAIRS (DAYS)	Approve								
	2	ROOF LED SIGN	Approve	1200	MISSING						
	3	ROOF ANTENNAE	Approve	160	CRACKED						

Assessment Details

General & Workshop Details		Vehicle & Driver Details		Vehicle Condition		Taxes & Ratio		Parts & Labour		Miscellaneous		Summary		Claim Amount	
Claim Amount		\$2,910.00												\$2,910.00	
CATEGORY		ESTIMATE		REVISED AMOUNT											
Spare Parts		\$860.00		\$860.00											
Labour		\$670.00		\$670.00											
Miscellaneous		\$1,380.00		\$1,380.00											

Assessment Details

General & Workshop Details		Vehicle & Driver Details	Vehicle Condition	Taxes & Rates	Parts & Labour	Miscellaneous	Summary	Claim Amount
Claim Amount		\$2,300.00						\$2,300.00
CATEGORY		ESTIMATE		REVISED AMOUNT				
Miscellaneous		\$2,300.00		\$2,300.00				

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	YJ 2081D (Insd veh)	Model:	TPVD HYUNDAI SONATA-
	SHB 2362L (TP veh)		2.0 CRDI (A)
Date of Accident:	29/12/2017		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	6,732.18
Final Repair Cost	:	\$	2,481.00
Loss of Token Sum	:	\$	350.00
Rental (if any)	:	\$	687.75
LTA / GIA Search Fee	:	\$	7.49

Others:	:	\$	0.00
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	:	\$	
Final Settlement Sum (Global Sum)	:	\$	3,500.00

Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)	
A) For Non GIA Registered Workshop:	Agreed Liability _____(%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: _____
BOLA Liability: _____100_____(%)	Assessed Liability (*): _____(%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.	
Remarks _____	

Payment Instruction: Payee's Breakdown		
1)	COMFORTDELGRO ENGINEERING PTE LTD	\$ 3,500.00

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

20/09/2018
Date

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