

Ernest
 (Yuan) ~~Yuan~~

CC 4 ASM
 AXA1800 0627, 6 p639

LKK:
 IDAC:

INS. CASE OWNER: XGQ ASSIGNMENT
 Surveyor: XGQ DOI: 11/01/18 Date / Time: 10/1/18
 Registered in Merimen: _____

Pre-assign / CCU / FTE



Insured Vehicle No. : SLM 1874C
 Name of Insured : CHAN SEMI FAN
 Insured Tel No. : _____ HP: 96942826
 Excess Sec II :SS _____ D.O.A : 06/01/18
 Is driver the owner? (YES / NO) Nature of Accident : _____
 If NO, Driver Name / Age : _____
 Driver Tel No. : _____ (V/L: YES / NO)

Claim No. : S8M006UW 124870
 Policy No. : UP195020
 Make / Model : MERCEDES
 Place of Accident : ST MICHAEL'S RD
 OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
 Insured Liability : % Final ? Yes / No

SKU 53762



INSRS: Trans
 WSP: Eurokars
 Tel: (PRE)
 Liability: _____
 RMKS: _____



INSRS: _____
 WSP: _____
 Tel: _____
 Liability: _____
 RMKS: _____



URGENT
URGENT



INSRS: _____
 WSP: _____
 Tel: _____
 Liability: _____
 RMKS: _____

Date/Time	STAGE	DATE / PIC
11/1/18	Non-Reporting Itr (1st)	
11/1/18	Non-Reporting Itr (2nd)	
11/1/18	Non-Reporting Itr (Final)	
11/1/18	Notification Itr (if non-pickup)	
11/1/18 @ 4.20pm	Call OI	<u>Intermed 7/1/18</u>
11/1/18	After call Itr to OI	
11/1/18	Documentation Check List: Handler	Typist
11/1/18 @ 5.50pm	Notification Itr (if non-pickup)	
11/1/18	After call Itr to OI	
11/1/18	Authorisation To Act	
11/1/18	Release Voucher	
11/1/18	Final Repair Bill	
11/1/18	Car Rental Invoice	
11/1/18	Towing Invoice	
11/1/18	LTA / GIA :	
11/1/18	Medical Bill	
11/1/18	PIR:	
11/1/18	Mandate/Reject Instruction	
11/1/18	LOD	
11/1/18	Payment Breakdown Form:	
11/1/18	Post-Repair Photos:	
11/1/18	Others: <u>Taxi fare kept</u>	

PRELIMINARY ADVICE	Date/Time: _____	Sent By: _____
FINALIZATION	Date/Time: _____	Confirm with: _____
Repair Cost:	SS _____	days) Reduction: _____ %
FINAL SETTLEMENT	Date/Time: <u>8/2/18</u>	Confirm with: <u>Tommy</u>
Final Liability:	% <u>100</u>	(Agreed / Assessed) BOLA S/N No.: <u>35(0)</u>
Repair Cost:	W/ GST SS <u>6784.80</u>	
Loss of Rental (LOR):	SS <u>348.20</u>	(<u>7</u> days) <u>> #180</u>
Loss of (LOR):	SS <u>162.00</u>	(<u>5</u> x <u>18</u> days)
Loss of Income (LOI):	SS _____	(<u>5</u> x _____ days)
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]
GIA/LTA Search	SS <u>2.00</u>	
Medical:	SS _____	
Disbursement:	SS <u>10.80 (Taxi Fare)</u>	(e.g. Tow/Independent)
Legal Cost	SS _____	
Total:	SS <u>9765.80</u>	Global Sum SS: _____
FINAL PAYMENT	Date/Time: <u>8/2/18</u>	Confirm with: <u>Tommy</u>
Payee 1:	SS <u>9765.80</u>	Name 1: <u>Trans Eurokars Pte Ltd</u>
Payee 2: (Strike if N.A.)	SS _____	Name 2: _____
Payee 3: (Strike if N.A.)	SS _____	Name 3: _____

RECEIVED 13 MAR 2018

occ 8/2/18

1) Claim status: Normal / Reject / Private Settle
 2) Report Format: JP
 3) Survey fee: \$350.00



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/ASM18000627/pb3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 10-01-2018	
		Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLM 1874C	Veh. Inspected	SKV 5376L
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	10/01/2018
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	06/01/2018	Inspection Date	
Survey held at	TRANS EUROKARS PTE LTD NO 5 UBI CLOSE SINGAPORE 408605		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

Site Visit Xhr.

REF: ASM (AXA)

621/6pb3

(10)

ASSIGNMENT

From: _____ Date: 11-01-2018

Estimated Cost: _____

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

To Inspect Vehicle No: SKV 5376L

at Workshop no: Trans Eumpkars

of 5 Ubi close

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: Vion

Veh No: SKV5376L Yr Regn: 22 sep 2015

Type: M.Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
Truck / Trailer or

Make: Mazda CX-5 cc: 1998

Colour: white A/C: _____ Insured / Std / NI / NA

Sp Reading: 38210 T/Radio: Insured / Std / NI / NA

Eng No: _____

C/No: JM 6KE 1072 G 0333621

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inoper / Jammed / Leaked / Burnt or

Brake: Inoper / Jammed / Leaked / Burnt or

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

Tyre Size: F: 225/65R17
R: 11

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or

N/S	<u>OS</u>

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

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR. Seen: _____ Consistent? : Yes or No

Est. Repairs: 06 days Res: Yes or No

Lum Sum: _____ % 3 Val: Yes or No

Front _____ Rear _____

R/Bal. 6 mm R/Bal. 6 mm

L/Bal. 6 mm L/Bal. 6 mm

D.O.A. _____ D.O.L. 11-01-18

Survey held at w/s 1pm

Des. of Damages: Frt / Rear / D/S / N/S / UIC / Rooftop or

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

PIP \$ 6340.93 (Reel # 4668.80 / 42%).

Date/Time File Pass to? : Prel. Report

: Final Report

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee	_____
Transportation	_____
\$-RE-_____	_____
Photo	_____
Costs	_____
TOTAL	_____

Add Fee: : Site Insp (\$ _____)

: Interview (\$ _____)

: Technician (\$ _____)

: Weekend (\$ _____)

Report Format: _____

Lump Sum / I.B.I: (\$ _____)



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: S8M006UW
Our ref: CC4/ASM18000627/Gpb3

Date: 15.01.2018

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SKV 5376L

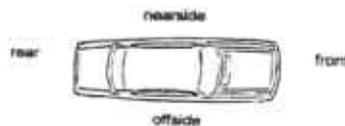
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 11.01.2018 at the premises of M/s Trans Eurokars Pte Ltd - Ubi and have the following to report:-

Workshop Estimate Amount	: S\$	11,009.73
Revised Estimate Amount	: S\$	6,340.93
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the O/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 6.0 days

Yours faithfully,

XING GUO QIANG
Licensed Appraiser

Enquire Transfer Fee

Vehicle Details	
Vehicle No.:	SKV5376L
Vehicle Type:	P11 - Passenger Station Wagon/Jeep/Land Rover
Vehicle Attachment 1:	No Attachment
Vehicle Scheme:	Normal
Vehicle Make:	MAZDA
Vehicle Model:	CX-5 SKYACTIV-G 2.0 SP.6EAT 2WD LED
Chassis No.:	JM6KE1072G0333621
Propellant:	Petrol
Engine No.:	PE30802995
Engine Capacity:	1998 cc
Maximum Power Output:	121.0 kW (162 bhp)
Maximum Laden Weight:	1978 kg
Unladen Weight:	1528 kg
Year Of Manufacture:	2015
Original Registration Date:	22 Sep 2015
Lifespan Expiry Date:	-
COE Category:	B - Car above 1600cc or 97kW (130bhp)
Quota Premium:	\$62,140.00
COE Expiry Date:	21 Sep 2025
Road Tax Expiry Date:	21 Mar 2018
PARF Eligibility Expiry Date:	21 Sep 2025
Inspection Due Date:	21 Sep 2018
Intended Transfer Date:	12 Jan 2018
CO2 Emission:	148.00 (g/km)
CEV/VES Rebate Utilised Amount:	-
CO Emission:	-
HC Emission:	-
NOx Emission:	-
PM Emission:	-
<p>The current road tax expiry is 21 Mar 2018. You may renew the road tax from 22 Dec 2017 with all pre-requisite(s) fulfilled. If the road tax is renewed after 21 Mar 2018, late renewal fee(s) will be imposed. Please use Enquire Road Tax Payable to check on the late fee(s) payable.</p>	
<p>Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.</p>	
<p>Amount Payable (From 22 Mar 2018 to 21 Sep 2018)</p>	



TRANS EUROKARS PTE LTD
NO:5 UBI CLOSE, SINGAPORE 408605
ESTIMATE COST OF REPAIRS



AXA INSURANCE PTE LTD		NAME : Ms Susan Lam Yoke Peng	WIP : 55647
8 SHENTON WAY		ADDRESS : 26A St. Michael's Road	EXCESS :
#24-01 AXA TOWER		#08-02 Riverside Melodies	DATE : 9-Jan-18
SINGAPORE 068811		Singapore 327995	
ATTN. :	MOTOR CLAIMS	TEL : 91853350CLEMENT	
FAX :			
VEH NO :	SKV5376L	DATE IN :	CONTACT PERSON : VION 6395 7877
CHASSIS NO :	JM6KE1072G0333621	MILEAGE :	TYPE OF CLAIM : THIRD PARTY CLAIM
MODEL :	MAZDA CX5 2.0L	DATE REG.: 22-Sep-15	POLICY NO. :

NATURE OF WORKS

Parts Description

NO	QTY	REVISED	PRICES
1	RHS FRONT DOOR <i>X repair.</i>	1	MKDY3-58-02XK \$ 1,155.60
2	HINGE UPPER(RHS), FRONT DOOR <i>X</i>	1	MKD53-58-210 \$ 42.00
3	HINGE LOWER(RHS), FRONT DOOR <i>X</i>	1	MD461-59-210A \$ 39.70
4	CHROME(RHS), FRONT DOOR <i>mis</i>	1	MKD53-50-640D \$ 55.00
5	FASTENER, FRONT DOOR <i>X</i>	1	MGD7A-50-EA1 \$ 3.00
6	CLIP, FRONT DOOR <i>X</i>	1	MGS1D-58-315A \$ 2.20
7	GROMMET, FRONT DOOR <i>X</i>	2	MB499-62-868 \$ 6.40
8	GROMMET, FRONT DOOR <i>X</i>	1	M9991-00-503 \$ 3.60
9	GROMMET, FRONT DOOR <i>X</i>	9	MGJ6A-58-975 \$ 25.20
10	RHS REAR DOOR <i>mis</i>	1	MKDY3-72-02XC \$ 1,605.70
11	HINGE LOWER(RHS), REAR DOOR <i>X</i>	1	MKD53-72-240 \$ 42.60
12	HINGE UPPER(RHS), REAR DOOR <i>X</i>	1	MKD53-72-210 \$ 46.00
13	CHROME(RHS), REAR DOOR <i>mis</i>	1	MKD53-50-660B \$ 43.15
14	FASTENER, REAR DOOR <i>mis</i>	1	MKD53-72-762A \$ 11.70
15	FASTENER, REAR DOOR <i>mis</i>	1	MGD7A-50-EA1 \$ 3.00
16	CLIP, REAR DOOR <i>mis</i>	1	MGS1D-58-315A \$ 2.20
17	GROMMET, REAR DOOR <i>mis</i>	1	MBF67-51-261 \$ 2.20
18	GROMMET, REAR DOOR <i>mis</i>	1	M9991-00-503 \$ 3.60
19	GROMMET, REAR DOOR <i>mis</i>	7	MGJ6A-58-975 \$ 19.60
20	CLIP, DOOR GARNISH <i>mis</i>	6	MKD53-50-M38 \$ 70.20
21	CLIP, DOOR GARNISH <i>mis</i>	3	MC273-50-714 \$ 35.10
22	GROMMET, DOOR SPEAKER <i>mis</i>	7	MGJ6A-58-975 \$ 19.60
23	GARNISH LOWER(RHS), FRONT DOOR <i>mis</i>	1	MKD53-51-RA0C \$ 213.30
24	GARNISH UPPER(RHS), FRONT DOOR <i>mis</i>	1	MKD53-51-RC0B \$ 129.30
25	GARNISH(RHS), REAR FENDER <i>SCR</i>	1	MKD53-51-W50C \$ 209.60
26	RHS FRONT FENDER <i>X repair</i>	1	MKD53-52-111A \$ 487.90
27	GARNISH(RHS), FRONT FENDER <i>X NN</i>	1	MKD53-51-W20C \$ 177.80
TOTAL PARTS			\$ 4,455.25
LESS 10%			\$ 445.53

		TOTAL PARTS COST		\$ 4,009.73 ✓
Labour Description				
1		TO REPLACE RHS FRONT FENDER, RHS FRONT DOOR AND RHS REAR DOOR. TO REPAIR ALL AREAS AFFECTED BY THE ACCIDENT.	1575 ✓	\$ 2,520.00
2		TO RESPRAY RHS FRONT FENDER, RHS FRONT DOOR AND RHS REAR DOOR.	1800 ✓	\$ 2,400.00
3	MZ-BR-DOORME	TO TRANSFER THE DOOR MECHANISM.	315 ✓	\$ 1,260.00
4	MZ-BR-ELECTR	TO CHECK ELECTRICAL SYSTEM FOR PROPER FUNCTIONING.	150 ✓	\$ 250.00
5	MZ-BR-REPROG	TO REPROGRAMME AFTER THE ACCIDENT REPAIR WORKS.	180 ✓	\$ 350.00
6	MZ-BR-TOW-IN	TO TOW THE VEHICLE FROM THE ACCIDENT SITE TO THE WORKSHOP.	2 ✓	NETT ✓ \$ 120.00
7	MZ-BR-SUNDRI	SUNDRIES. <i>nee</i>	20 ✓	NETT ✓ \$ 100.00

6 Days.
 before paint photos.
 Guo Qiang - 8288 0282
 11/1/18

TOTAL LABOUR	\$ -	\$ 7,000.00
TOTAL PARTS	\$ -	\$ 4,009.73
TOTAL	\$ -	\$ 11,009.73
LESS EXCESS	\$ -	\$ -
TOTAL AFTER EXCESS	\$ -	
GST 7%	\$ -	\$ -
GRAND TOTAL	\$ -	\$ -

TRANS EUROKARS PTE LTD

 Authorised Signature

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:
 Date:



TRANS EUROKARS PTE LTD
NO:5 UBI CLOSE, SINGAPORE 408605
FINALISED COST OF REPAIRS



AXA INSURANCE PTE LTD 8 SHENTON WAY #24-01 AXA TOWER SINGAPORE 068811 ATTN : MOTOR CLAIMS FAX :	NAME : Ms Susan Lam Yoke Peng ADDRESS : 26A St. Michael's Road #08-02 Riverside Melodies Singapore 327995 TEL : 91853350CLEMENT	WIP : 55647 EXCESS : DATE: 9-Jan-18
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VEH NO : SKV5376L	DATE IN :	CONTACT PERSON :	VION 6395 7877
CHASSIS NO : JM6KE1072G0333621	MILEAGE :	TYPE OF CLAIM :	THIRD PARTY CLAIM
MODEL : MAZDA CX5 2.0L	DATE REG. : 22-Sep-15	POLICY NO. :	

NATURE OF WORKS

Parts Description

NO	QTY		REVISED	PRICES
1	1	MKDY3-58-02XK		\$ 1,155.60
2	1	MKD53-58-210		\$ 42.00
3	1	MD461-59-210A		\$ 39.70
4	1	MKD53-50-6400	\$ 55.00	\$ 55.00
5	1	MGD7A-50-EA1		\$ 3.00
6	1	MGS1D-58-315A		\$ 2.20
7	2	MB499-62-868		\$ 6.40
8	1	M9991-00-503		\$ 3.60
9	9	MGJ6A-58-975		\$ 25.20
10	1	MKDY3-72-02XC	\$ 1,605.70	\$ 1,605.70
11	1	MKD53-72-240		\$ 42.60
12	1	MKD53-72-210		\$ 46.00
13	1	MKD53-50-660B	\$ 43.15	\$ 43.15
14	1	MKD53-72-762A	\$ 11.70	\$ 11.70
15	1	MGD7A-50-EA1	\$ 3.00	\$ 3.00
16	1	MGS1D-58-315A	\$ 2.20	\$ 2.20
17	1	MBF67-51-261	\$ 2.20	\$ 2.20
18	1	M9991-00-503	\$ 3.60	\$ 3.60
19	7	MGJ6A-58-975	\$ 19.60	\$ 19.60
20	6	MKD53-50-M38	\$ 70.20	\$ 70.20
21	3	MC273-50-714	\$ 35.10	\$ 35.10
22	7	MGJ6A-58-975	\$ 19.60	\$ 19.60
23	1	MKD53-51-RA0C	\$ 213.30	\$ 213.30
24	1	MKD53-51-RC0B	\$ 129.30	\$ 129.30
25	1	MKD53-51-W50C	\$ 209.60	\$ 209.60
26	1	MKD53-52-111A		\$ 487.90
27	1	MKD53-51-W20C		\$ 177.80
		TOTAL PARTS	\$ 2,423.25	\$ 4,455.25
		LESS 10%	\$ 242.33	\$ 445.53
		TOTAL PARTS COST	\$ 2,180.93	\$ 4,009.73

<u>Labour Description</u>				
1		TO REPLACE RHS FRONT FENDER, RHS FRONT DOOR AND RHS REAR DOOR. TO REPAIR ALL AREAS AFFECTED BY THE ACCIDENT.	\$ 1,575.00	\$ 2,520.00
2		TO RESPIRAY RHS FRONT FENDER, RHS FRONT DOOR AND RHS REAR DOOR.	\$ 1,800.00	\$ 2,400.00
3	MZ-BR-DOORMC	TO TRANSFER THE DOOR MECHANISM.	\$ 315.00	\$ 1,260.00
4	MZ-BR-ELECTR	TO CHECK ELECTRICAL SYSTEM FOR PROPER FUNCTIONING.	\$ 150.00	\$ 250.00
5	MZ-BR-REPR0G	TO REPR0GRAMME AFTER THE ACCIDENT REPAIR WORKS.	\$ 180.00	\$ 350.00
6	MZ-BR-TOW-IN	TO TOW THE VEHICLE FROM THE ACCIDENT SITE TO THE WORKSHOP.	\$ 120.00	\$ 120.00
7	MZ-BR-SUNDRI	SUNDRIES:	\$ 20.00	\$ 100.00
			TOTAL LABOUR	\$ 4,160.00 \$ 7,000.00
			TOTAL PARTS	\$ 2,180.93 \$ 4,009.73
			TOTAL	\$ 6,340.93 \$ 11,009.73
			LESS EXCESS	\$ - \$ -
			TOTAL AFTER EXCESS	\$ 6,340.93
			GST 7%	\$ 443.86 \$ -
			GRAND TOTAL	\$ 6,784.79 \$ -

REMARKS: SKV5376L

6 REPAIR DAYS (exclude preparation of estimate, wait for survey/authorization/spare parts, Sat/Sun/PH)

Hsiao Tong (LKKAuto)

From: catherinechua@eurokars.com.sg
Sent: Saturday, 10 March 2018 10:59 AM
To: Guo Qiang (LKKAuto)
Cc: CS A Team; Admin A; vion.lim@eurokars.com.sg
Subject: SKV5376L - FINALISATION OF COR
Attachments: 1371_001.pdf

Dear Guo Qiang

Please find our computation attached for your agreement.

COR: \$6340.93 before GST

6 repair days (not including preparation of estimate, wait for survey/authorization/spare parts, Sat/Sun/PH)

Appreciate your confirming the above as soon as possible.

Thanks n Regards
Catherine Chua
Insurance Claims Executive
Trans Eurokars Pte Ltd
DID: 6603 6121
FAX: 6476 7417

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: mazdacanon@mazda.com.sg [mailto:mazdacanon@mazda.com.sg]
Sent: Saturday, March 10, 2018 10:36 AM
To: Siew Guek Catherine Chua <catherinechua@eurokars.com.sg>
Subject: Attached Image

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 24 January 2018 11:20 AM
To: 'vion.lim@eurokars.com.sg'
Cc: 'eric.pau@eurokars.com.sg'; 'jess.francis@eurokars.com.sg'; 'ronald.yap@eurokars.com.sg'; 'kevin.lee@eurokars.com.sg'; Admin A; Zaini (LKK Auto)
Subject: RE: ACCIDENT ON 06/01/18 INVOLVING SKV5376L & SLM1874C

Without Prejudice

Hi,

We refer to the above matter.

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"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: Hsiao Tong (LKKAuto)
Sent: Thursday, 11 January 2018 4:47 PM
To: 'vion.lim@eurokars.com.sg' <vion.lim@eurokars.com.sg>; Admin A <admin-a@lkkauto.com>
Cc: eric.pau@eurokars.com.sg; jess.francis@eurokars.com.sg; ronald.yap@eurokars.com.sg; kevin.lee@eurokars.com.sg
Subject: RE: ACCIDENT ON 06/01/18 INVOLVING SKV5376L & SLM1874C

Without Prejudice

Hi Vion,

Thank you for your video.

We are looking into the matter and will get back to you soon.

"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."

"Wishes you a Merry Christmas & Happy New Year 2018"

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: vion.lim@eurokars.com.sg [<mailto:vion.lim@eurokars.com.sg>]

Sent: Thursday, 11 January 2018 3:38 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: eric.pau@eurokars.com.sg; jess.francis@eurokars.com.sg; ronald.yap@eurokars.com.sg; kevin.lee@eurokars.com.sg

Subject: FW: ACCIDENT ON 06/01/18 INVOLVING SKV5376L & SLM1874C

Importance: High

Dear Hsiao Tong,

Please assist to revert the liability for the above case urgently. Video already put up in the shared drop box folder for your viewing. Thank you.

Best Regards,

 **EUROKARS GROUP**

Vion Lim

Insurance Claims Officer

TRANS EUROKARS PTE LTD

5 Ubi Close, Singapore 408605

D: (65) 6395 7877 H: (65) 9111 7463

E: vion.lim@eurokars.com.sg

Website: www.eurokars.com.sg

From: Vion Lim

Sent: Wednesday, January 10, 2018 2:30 PM

To: motor.survey@axa.com.sg

Cc: Jess Francis <jess.francis@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Eric Pau <eric.pau@eurokars.com.sg>; Kevin Lee <kevin.lee@eurokars.com.sg>; Siew Guek Catherine Chua <catherinechua@eurokars.com.sg>

Subject: ACCIDENT ON 06/01/18 INVOLVING SKV5376L & SLM1874C

Importance: High

Dear Sir / Mdm,

Your Ref: SLM1874C

Please assist to arrange survey for the above vehicle @ 5 Ubi Close.
Vehicle is already in the workshop. Thank you.

Best Regards,

 **EUROKARS** GROUP

Vion Lim

Insurance Claims Officer

TRANS EUROKARS PTE LTD

5 Ubi Close, Singapore 408605

D: (65) 6395 7877 **H:** (65) 9111 7463

E: vion.lim@eurokars.com.sg

Website: www.eurokars.com.sg

Hsiao Tong (LKKAuto)

From: jen.lim@eurokars.com.sg
Sent: Tuesday, 27 March 2018 10:44 AM
To: Hsiao Tong (LKKAuto)
Cc: jessicahs@eurokars.com.sg
Subject: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018
Attachments: 3072_001.pdf

"Without Prejudice"

Dear Hsiao Tong,

Attached is the covering letter, Repair Tax Invoice, Rental Invoice, GIA Search Fee, Taxi Fee Claims, Letter of Authority & Discharge voucher signed by client for your perusal.

Await to hear from you with your offer of settlement as soon as possible.

Thank you very much.

Note : Documents send by email only.

Best Regards,

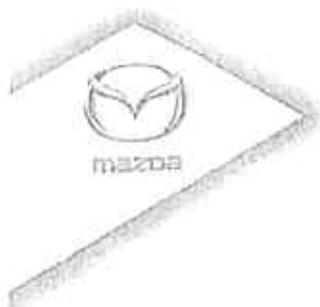
Jenny Lim

Admin Assistant

TRANS EUROKARS PTE LTD

12 Sungei Kadut Avenue Singapore 729648

Tel: +65 63633003 DID: +65 63602444 Fax: +65 63602899



DISCHARGE VOUCHER

I/ We hereby acknowledge having received from the under-mentioned repairers my/our vehicle No: SKV5376L which has been repaired to my satisfaction and I/we admit that the payment for such repairs by Trans Eurokars Pte Ltd is in full and final discharge of my claim under policy number: _____ in respect of damage caused to the said vehicle as a result of an accident that occurred on 6/1/18 at SAINT MICHAEL ROAD.

Trans Eurokars Pte Ltd

5 Ubi Close
Singapore 408605
Tel: 6749 4000 / 6749 4333
Fax: 6746 0660

31/1/18

Witnessed by Repairers

Date

Signature by Insured

1/2/18

Date



Corporate Head Office

: Trans Eurokars Pte Ltd, Eurokars Centre, 12' Sungai Kadut Ave Singapore 729648
Tel: 6363 3003 Fax: 6360 3003 BRN: 199103059M

Showroom & Service Centre

: 23 Long Koa Road Singapore 150005
Sales Hotline : 6603 6118 Service Hotline : 6603 6128
Sales Fax : 6476 7073 Service Fax : 6476 7417

5 Ubi Close Singapore 408605
Sales Hotline : 6395 8808 Service Hotline : 6395 8899
Sales Fax : 6646 1700 Service Fax : 6744 6402

2017-2018

<< <SEEK MANDATE> - S8M006UW [ACCIDENT INVOLVING SLM 18574C(OI)/ SKV 5376L(TP)/ OTHERS ON 06/01/2018]

Type

📍 Question

Message

Liability: BOLA 35(e) is applicable. Spoken to insured, agreed to settle and aware NCD(if any) is affected. We seek your approval to offer Third Party repairer "Trans Eurokars Pte Ltd" is as follows: - 1)COR(w/GST): \$6,784.80 + 2) Loss of Rental(7daysx\$180.00)(w/GST): \$1,348.20 + 3)LTA/GIA Search fee: \$2.00 =Total: \$8,135.00. **06days recommendation for repair. **All the relevant documents had been uploaded in SMART CLAIM. For your approval please. Hsiao Tong - 02/04/2018

[Reply](#)

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Monday, 30 April 2018 9:24 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: New message for service request 24890, vehicle number SKV5376L

4/28/18 9:30 PM TAY Ernest-Mandate approved. COR \$6784.80 (w/ GST) LOR \$1050 (7 days x \$150) GIA/ LTA Fee \$ 2. Total \$7836.80

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)
Sent: Monday, 30 April 2018 9:20 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 24890, vehicle number SKV5376L

Best Regards,
Catherine Chong | 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: ernest.tay@axa.com.sg [mailto:ernest.tay@axa.com.sg]
Sent: Saturday, 28 April, 2018 9:32 PM
To: admin-d@lkkauto.com
Subject: New message for service request 24890, vehicle number SKV5376L

AXA Insurance has sent you a message for claim number S8M006UW.
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.

« **Re:<SEEK MANDATE> - S8M006UW [ACCIDENT INVOLVING SLM 18574C(OI)/ SKV 5376L(TP)/ OTHERS ON 06/01/2018]**

Type

📧 Information

Message

Mandate approved. COR \$6784.80 (w/ GST) LOR \$1050 (7 days x \$150) GIA/ LTA Fee \$ 2. Total \$7836.80

Reply

Hsiao Tong (LKKAuto)

From: tommywoon@eurokars.com.sg
Sent: Wednesday, 2 May 2018 1:16 PM
To: Hsiao Tong (LKKAuto)
Cc: jessicahs@eurokars.com.sg; jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Importance: High

Dear Hsiao Tong,

We refer to your offer email below.

Our client is not prepared to accept the LOR offer as there-in. Our client's car is a Mazda CX5 2.0Litre.

Our client has activated rental with Eurokars Leasing Pte Ltd at cost of \$180/- nett p/day which is a standard rate charge. Moreover, the rental cost is also according to the Protocol Benchmark rate for private cars 1800cc & above—please see screenshot below.

Kindly review & re-consider & let us have full rental claim of \$1,348.20 along with our client's additional claim for 19days of loss-of-usage @ \$100/- p/day for the extended period of car laid-up due to awaiting approval from your Principal AXA insurers – please see screenshot of work chart below which is self-explanatory.

We look forward to hear from you favourably to resolve the case. Thank you.

6/1/18 - 24/1/18 ∴ \$1620.00
(18days) × \$90/day.

25/1/18 - 1/2/18
(7days) × \$180/day + 617.20 = \$1348.20.

BENCHMARK RATES FOR COSTS OF RENTAL AND LOSS OF USE

TYPE	BENCHMARK RATES		FACTORS TO BE CONSIDERED
	RENTAL (Per day) £	LOSS OF USE (Per day) £	
PRIVATE CARS			
Under 1800 cc	100	50-60	1. Usage eg. travelling salesman 2. Rental receipts, consider possibility that they may be inflated. 3. Luxury cars eg. Porsche, Ferrari 4. Above 1800 cc. Mercedes, BMWs 5. No. of days. To refer to surveyor's reports.
1800 cc & above	170-180	80-100	
Luxury Cars	200-60000	120-180	
MOTORCYCLES			
Under 1400 cc	-	20-30	
Above 1400 cc	-	30-40	
TAXIS			
Normal Taxis	Included	110-120	* Inclusive of drivers income. If income tax returns show more than 560 per day, rates can be increased.
London/Mercedes Cab	Included	150-170	* Inclusive of drivers income. If income tax returns show more than 560 per day, rates can be increased.
COMMERCIAL OPERATORS			
Vans + pick ups	60-100	60-100	Consider the size of vehicle and type of usage.
Private Non hire Bus	200-250	90-150	
Lorry	200-250	90-150	
TREASURES			
Bendy Bus	-	325-350	Official rates are usually higher but these rates are generally accepted.
Single deck (air con)	-	250-275	
Bus Plus	-	150	
SBS BUSES			
Single deck (air con)	-	250	Rates may change from year to year depending on earnings of the company
Single deck (non air con)	-	200	
Double deck (non air con)	-	170	
Double deck (air con)	-	200-350	

(The next page is page 173.)

01 January 2018					
S/N	DATE	DAY	Number of working days	Non working days	Remarks
1					
2					
3					
4					
5					
6	01/2018	Sat		1	Non working day /Vehicle towed in
7	27/1/2018	Sun		2	Non working day
8	01/2018	Mon		3	Preparation of estimate
9	01/2018	Tue		4	Preparation of estimate
10	10/1/2018	Wed		5	Email request for survey & claim approval
11	11/1/2018	Thu		6	LKK surveyed car assigned by AXA
12	12/1/2018	Fri		7	Waiting for claim approval
13	13/1/2018	Sat		8	Non working day
14	14/1/2018	Sun		9	Non working day
15	15/1/2018	Mon		10	Waiting for claim approval
16	16/1/2018	Tue		11	Waiting for claim approval
17	17/1/2018	Wed		12	Waiting for claim approval
18	18/1/2018	Thu		13	Waiting for claim approval
19	19/1/2018	Fri		14	Waiting for claim approval
20	20/1/2018	Sat		15	Non working day
21	21/1/2018	Sun		16	Non working day
22	22/1/2018	Mon		17	Waiting for claim approval
23	23/1/2018	Tue		18	Waiting for claim approval
24	24/1/2018	Wed		19	LKK email to approve claim under direct settlement
25	25/1/2018	Thu	1		Repair day 1
26	26/1/2018	Fri	2		Repair day 2
27	27/1/2018	Sat		20	Non working day
28	28/1/2018	Sun		21	Non working day
29	29/1/2018	Mon	3		Repair day 3
30	30/1/2018	Tue	4		Repair day 4
31	31/1/2018	Wed	5		Repair day 5

01 February 2018					
S/N	DATE	DAY	Number of working days	Non working days	Remarks
1	1/2/2018	Thu	6		Repair day 6 /Client collected c
2					
3					
4					
5					
6					Loss-of-use day 1
7					Loss-of-use day 2
8					Loss-of-use day 3
9					Loss-of-use day 4
10					Loss-of-use day 5
11					Loss-of-use day 6
12					Loss-of-use day 7
13					Loss-of-use day 8
14					Loss-of-use day 9
15					Loss-of-use day 10
16					Loss-of-use day 11
17					Loss-of-use day 12
18					Loss-of-use day 13
19					Loss-of-use day 14
20					Loss-of-use day 15
21					Loss-of-use day 16
22					Loss-of-use day 17
23					Loss-of-use day 18
24					Loss-of-use day 19
25					Client activated rental
26					Rental day 1
27					Rental day 2
28					Rental day 3
29					Rental day 4
30					Rental day 5
31					Rental day 6

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, April 30, 2018 1:47 PM
To: Jen Lim <jen.lim@eurokars.com.sg>
Cc: Jessica Harry Shastri <jessicahs@eurokars.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Jenny,

We refer to the above matter.

We propose settlement as follows: -

- | | |
|--------------------------------------|-------------|
| 1. Cost of Repair (w/GST) | \$ 6,784.80 |
| 2. Loss of Rental (7days x \$150.00) | \$ 1,050.00 |

4. LTA/GIA Search Fee

\$ 2.00

Total **\$ 7,836.80**

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 | 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: jen.lim@eurokars.com.sg [<mailto:jen.lim@eurokars.com.sg>]

Sent: Tuesday, 27 March 2018 10:44 AM

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

Cc: jessicahs@eurokars.com.sg

Subject: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018

"Without Prejudice"

Dear Hsiao Tong,

Attached is the covering letter, Repair Tax Invoice, Rental Invoice, GIA Search Fee, Taxi Fee Claims, Letter of Authority & Discharge voucher signed by client for your perusal.

Await to hear from you with your offer of settlement as soon as possible.

Thank you very much.

Note : Documents send by email only.

Best Regards,

Jenny Lim

Admin Assistant

TRANS EUROKARS PTE LTD

12 Sungei Kadut Avenue Singapore 729648

Tel: +65 63633003 DID: +65 63602444 Fax: +65 63602899

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 30 April 2018 1:47 PM
To: 'jen.lim@eurokars.com.sg'
Cc: jessicahs@eurokars.com.sg
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Jenny,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$150.00)	\$ 1,050.00
4. LTA/GIA Search Fee	\$ 2.00
Total	<u>\$ 7,836.80</u>

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 | 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: jen.lim@eurokars.com.sg [mailto:jen.lim@eurokars.com.sg]

Sent: Tuesday, 27 March 2018 10:44 AM

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

Cc: jessicahs@eurokars.com.sg

Subject: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018

"Without Prejudice"

Dear Hsiao Tong,

Attached is the covering letter, Repair Tax Invoice, Rental Invoice, GIA Search Fee, Taxi Fee Claims, Letter of Authority & Discharge voucher signed by client for your perusal.

Await to hear from you with your offer of settlement as soon as possible.

Thank you very much.

Note : Documents send by email only.

<< **RE: Re:<SEEK MANDATE> - S8M006UW [ACCIDENT INVOLVING SLM 18574C(OI)/ SKV 5376L(TP)/ OTHERS ON 06/01/2018]**

Type:

i Information

Message:

For LOR, third party rejected our offer at \$1,050.00(7days x \$150.00) and insisted for \$1,348.20(7days x \$180.00/day+GST). Furthermore, third party claimant would like to claim for 18days of LOR @ \$90.00/day for the extended period of car laid-up due to awaiting approval on Direct Settlement. We have uploaded a copy of work chart submitted by third party in Smartclaims for your easy reference. Kindly let us have your further mandate/ instruction on this matter. Thank you. Hsiao Tong - 21 May 2018

Reply



RE: Re:<SEEK MANDATE> - S8M006UW [ACCIDENT INVOLVING SLM 18574C(OI)/ SKV 5376L(TP)/ OTHERS ON 06/01/2018]

Type

i Information

Message

Hi, we refer to the below e-mail, we appreciate if you could let us have your mandate approval/ instruction on this matter. Thank you. pohkin-08/06/2018

Reply



Re:RE: Re:<SEEK MANDATE> - S8M006UW [ACCIDENT INVOLVING SLM 18574C(OI)/ SKV 5376L(TP)/ OTHERS ON 06/01/2018]

Type

 Information

Message

Hi Hsiao Tong we are agreeable on the settlement of 7 days rental at \$180 per day. However, we are not agreeable on the 18 days. Please proceed to negotiate 7 days rental at \$1348.20

Reply

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 3 July 2018 2:27 PM
To: 'tommywoon@eurokars.com.sg'
Cc: jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg; clementfoo@hotmail.com; stanley@eurokars.com.sg
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Tommy,

We refer to your below email.

We have our principal instruction to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$180.00)(w/GST)	\$ 1,348.20
4. LTA/GIA Search Fee	\$ 2.00
Total	\$ 8,135.00

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 | 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: tommywoon@eurokars.com.sg [mailto:tommywoon@eurokars.com.sg]

Sent: Wednesday, 27 June 2018 10:24 AM

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

Cc: jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg; clementfoo@hotmail.com; stanley@eurokars.com.sg

Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Importance: High

Dear Hsiao Tong,

We refer to our discussion at your office on 26/6/2018 with regards to the subject matter.

We are writing to do a follow up as we have NOT got revised payment offers response from AXA Insurers at all for over a month since our last email below.

Please liaise with your principal AXA Insurers to expedite this case by this Friday, 29/6/2018 and we need a closure soon.

Hsiao Tong (LKKAuto)

From: tommywoon@eurokars.com.sg
Sent: Wednesday, 4 July 2018 8:50 AM
To: Hsiao Tong (LKKAuto)
Cc: jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg; clementfoo@hotmail.com; stanley@eurokars.com.sg; stacey.ng@axa.com.sg
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Importance: High

Hi Hsiao Tong,

We refer to your email offer below.

Your offer breakdown sum as there-in has fall short of the 1st rental claim activated during period from 6/1/2018 to 24/1/2018. Please note that the said losses incurred by our client is also a direct consequent resulting from the claim process which you can see from the Work Chart as provided to you earlier.

Please therefore review the matter again & let us have the additional rental sum of \$1,620.00 to resolve the case.

Thank you.

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 3 July 2018 2:27 PM
To: Woon Wui Tew Tommy <tommywoon@eurokars.com.sg>
Cc: Jen Lim <jen.lim@eurokars.com.sg>; Vion Lim <vion.lim@eurokars.com.sg>; clementfoo@hotmail.com; Stanley Ngu <stanley@eurokars.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Tommy,

We refer to your below email.

We have our principal instruction to revise our offer as follows: -

<< **RE: Re:RE: Re:<SEEK MANDATE> - S8M006UW
[ACCIDENT INVOLVING SLM 18574C(OI)/ SKV
5376L(TP)/ OTHERS ON 06/01/2018]**

Type

📌 Information

Message

For LOR, third party accepted our offer at \$1,348.20(7days). However third party claimant insisted to claim for 18days of LOR @ \$90.00/day for the extended period of car laid-up due to awaiting approval on Direct Settlement(06 Jan 18 - 24 Jan 18). We have uploaded a copy of work chart submitted by third party in Smartclaims for your easy reference. Kindly let us have your further mandate/ instruction on this matter.
Thank you. Hsiao Tong - 12 July 2018

Reply

Hsiao Tong (LKKAuto)

From: TAY Ernest <ernest.tay@axa.com.sg>
Sent: Wednesday, 25 July 2018 10:24 AM
To: Hsiao Tong (LKKAuto)
Cc: NG Stacey
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3- S8M006UW

Importance: High

Hi Hsiao Tong,

Please assist to respond to Tommy urgently.

The pre-repair survey was conducted under without prejudice basis, third party may proceed to repair than to wait for claim approval.

Please revise offer for loss of rental: total \$2022.30

- \$180 x 7 days = \$1348.20 (incl. GST)
- \$90 x 7 days = \$674.10 (incl. GST) | 06/01/2018 to 10/01/2018 = 5 days + 2 days (PRI) = 7 days.

Kindly seek their acceptance on the above.

Thank you.

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

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



redefining / insurance

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: NG Stacey
Sent: Tuesday, July 24, 2018 10:21 PM
To: TAY Ernest <ernest.tay@axa.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3- S8M006UW
Importance: High

Hi Ernest

Please follow up.

Regards

Stacey Ng | Assistant Manager, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: stacey.ng@axa.com.sg
Customer Care No. 1800 8804888



**GLOBAL INSURANCE
BRAND
FOR THE 8TH
CONSECUTIVE YEAR**

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: tommywoon@eurokars.com.sg [<mailto:tommywoon@eurokars.com.sg>]
Sent: Tuesday, July 24, 2018 5:31 PM
To: chewht@lkkauto.com; NG Stacey <stacey.ng@axa.com.sg>
Cc: vion.lim@eurokars.com.sg; stanley@eurokars.com.sg; clementfoo@hotmail.com
Subject: FW: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3
Importance: High

Dear Hsiao Tong/Dear Stacey,

We are writing to do a follow up as we have NOT got a response from you at all coming to 3 weeks already from our last email – please see attached. Besides, our client is getting very frustrated as he is awaiting for his recovery payment and status updates.

Please also refer to our client's email below & hope that it is receiving your urgent attention on the matters.

Kindly therefore expedite this case with additional rental offers incurred by our client by the end of this month, 31 July 2018 strictly as mentioned in our client's email.

We look forward to hear from you favourably. Thank you.

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Clement Foo [<mailto:clementfoo@hotmail.com>]

Sent: Tuesday, 24 July 2018 4:04 PM

To: Woon Wui Tew Tommy <tommywoon@eurokars.com.sg>

Subject: Re: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Hi Tommy,

The claim for my case is dragging for way too long and I am getting frustrated with AXA; this being not the first time I am having a claim against them.

I understand that I can bring this up with FIDReC and I am considering lodging a complaint to MAS against AXA.

Please convey my displeasure to AXA and I appreciate your help in chasing them for the rental sum of \$1620.

I hope to get a response by the end of this month, 31 July 2018.

Regards,
Clement

From: tommywoon@eurokars.com.sg <tommywoon@eurokars.com.sg>

Sent: Wednesday, July 4, 2018 8:49:37 AM

To: chewht@lkkauto.com

Cc: jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg; clementfoo@hotmail.com; stanley@eurokars.com.sg; stacey.ng@axa.com.sg

Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Hi Hsiao Tong,

We refer to your email offer below.

Your offer breakdown sum as there-in has fall short of the 1st rental claim activated during period from 6/1/2018 to 24/1/2018. Please note that the said losses incurred by our client is also a direct consequent resulting from the claim process which you can see from the Work Chart as provided to you earlier.

Please therefore review the matter again & let us have the additional rental sum of \$1,620.00 to resolve the case.

Thank you.

Best regards,



Tommy Woon

Assistant Manager - Insurance Claims

12 Sungei Kadut Ave

Singapore 729648

DID: (+65) 6360 2447

Fax: (+65) 6360 2899

Email to: tommywoon@eurokars.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Tuesday, 3 July 2018 2:27 PM

To: Woon Wui Tew Tommy <tommywoon@eurokars.com.sg>

Cc: Jen Lim <jen.lim@eurokars.com.sg>; Vion Lim <vion.lim@eurokars.com.sg>; clementfoo@hotmail.com; Stanley Ngu <stanley@eurokars.com.sg>

Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Tommy,

We refer to your below email.

We have our principal instruction to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$180.00)(w/GST)	\$ 1,348.20
4. LTA/GIA Search Fee	\$ 2.00
Total	\$ 8,135.00

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 | 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: tommywoon@eurokars.com.sg [mailto:tommywoon@eurokars.com.sg]

Sent: Wednesday, 27 June 2018 10:24 AM

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

Cc: jen.lim@eurokars.com.sg; vion.lim@eurokars.com.sg; clementfoo@hotmail.com; stanley@eurokars.com.sg

Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Importance: High

Dear Hsiao Tong,

We refer to our discussion at your office on 26/6/2018 with regards to the subject matter.

We are writing to do a follow up as we have NOT got revised payment offers response from AXA Insurers at all for over a month since our last email below.

Please liaise with your principal AXA Insurers to expedite this case by this Friday, 29/6/2018 and we need a closure soon.

Thank you and appreciate your reply.

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Woon Wui Tew Tommy
Sent: Friday, 18 May 2018 11:21 AM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: Jen Lim <jen.lim@eurokars.com.sg>; Vion Lim <vion.lim@eurokars.com.sg>; 'clementfoo@hotmail.com' <clementfoo@hotmail.com>; Stanley Ngu <stanley@eurokars.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3
Importance: High

Dear Hsiao Tong,

We spoke a-while ago with regards to the subject matter & our email below.

As mentioned, you would check with your Principal insurers (AXA) & revert to us with settlement offers as accordingly.

We look forward to hear from you as soon as possible. Thank you.

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Woon Wui Tew Tommy
Sent: Wednesday, 2 May 2018 1:16 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Jessica Harry Shastri <jessicahs@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>; Vion Lim <vion.lim@eurokars.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3
Importance: High

Dear Hsiao Tong,

We refer to your offer email below.

Our client is not prepared to accept the LOR offer as there-in. Our client's car is a Mazda CX5 2.0Litre.

Our client has activated rental with Eurokars Leasing Pte Ltd at cost of \$180/- nett p/day which is a standard rate charge. Moreover, the rental cost is also according to the Protocol Benchmark rate for private cars 1800cc & above— please see screenshot below.

Kindly review & re-consider & let us have full rental claim of \$1,348.20 along with our client's additional claim for 19days of loss-of-usage @ \$100/- p/day for the extended period of car laid-up due to awaiting approval from your Principal AXA insurers – please see screenshot of work chart below which is self-explanatory.

We look forward to hear from you favourably to resolve the case. Thank you.

BENCHMARK RATES FOR COSTS OF RENTAL AND LOSS OF USE

TYPE	BENCHMARK RATES		FACTORS TO BE CONSIDERED
	RENTAL (Per day) \$	LOSS OF USE (Per day) \$	
PRIVATE CARS			
Under 1800 cc	100	50-60	1. Usage eg. travelling salesman 2. Rental receipts, consider possibility that they may be inflated. 3. Luxury cars eg. Porsche, Ferrari 4. Above 1800 cc eg. Mercedes, BMWs 5. No. of days: To refer to surveyor's reports.
1800 cc & above	120-130	80-100	
Luxury Cars	200-250	120-180	
MOTORCYCLES			
Under 1400 cc	-	20-30	
Above 1400 cc	-	30-40	
TAXIS			
Normal Taxis	Included	110-120	* Inclusive of drivers income. If income tax returns show more than \$60 per day, rates can be increased.
London/Metrocab Cab	Included	150-170	* Inclusive of drivers income. If income tax returns show more than \$60 per day, rates can be increased.
COMMERCIAL OPERATORS			
Van + pick ups	60-100	60-100	Consider the size of vehicle and type of usage.
Private Non hire Bus	200-250	90-150	
Lorry	200-250	90-150	
TBUSES			
Bendy Bus	-	325-350	Official rates are usually higher but these rates are generally accepted.
Single deck (air con)	-	250-275	
Bus Plus	-	150	
SBS BUSES			
Single deck (air con)	-	250	Rates may change from year to year depending on earnings of the company.
Single deck (non air con)	-	200	
Double deck (non air con)	-	170	
Double deck (air con)	-	200-350	

(The next page is page 173.)

01 January 2018						01 February	
S/N	DATE	DAY	Number of working days	Non working days	Remarks	S/N	DATE
1						1	1/2/2018
2						2	
3						3	
4						4	
5						5	
6	6/1/2018	Sat		1	Non working day /Vehicle towed-in	Loss-of-use day 1	6
7	7/1/2018	Sun		2	Non working day	Loss-of-use day 2	7
8	8/1/2018	Mon		3	Preparation of estimate	Loss-of-use day 3	8
9	9/1/2018	Tue		4	Preparation of estimate	Loss-of-use day 4	9
10	10/1/2018	Wed		5	Email request for survey & claim approval	Loss-of-use day 5	10
11	11/1/2018	Thu		6	LKK surveyed car assigned by AXA	Loss-of-use day 6	11
12	12/1/2018	Fri		7	Waiting for claim approval	Loss-of-use day 7	12
13	13/1/2018	Sat		8	Non working day	Loss-of-use day 8	13
14	14/1/2018	Sun		9	Non working day	Loss-of-use day 9	14
15	15/1/2018	Mon		10	Waiting for claim approval	Loss-of-use day 10	15
16	16/1/2018	Tue		11	Waiting for claim approval	Loss-of-use day 11	16
17	17/1/2018	Wed		12	Waiting for claim approval	Loss-of-use day 12	17
18	18/1/2018	Thu		13	Waiting for claim approval	Loss-of-use day 13	18
19	19/1/2018	Fri		14	Waiting for claim approval	Loss-of-use day 14	19
20	20/1/2018	Sat		15	Non working day	Loss-of-use day 15	20
21	21/1/2018	Sun		16	Non working day	Loss-of-use day 16	21
22	22/1/2018	Mon		17	Waiting for claim approval	Loss-of-use day 17	22
23	23/1/2018	Tue		18	Waiting for claim approval	Loss-of-use day 18	23
24	24/1/2018	Wed		19	LKK email to approve claim under direct settlement	Loss-of-use day 19	24
25	25/1/2018	Thu	1		Repair day 1	Client activated rental	25
26	26/1/2018	Fri	2		Repair day 2	Rental day 1	26
27	27/1/2018	Sat		20	Non working day	Rental day 2	27
28	28/1/2018	Sun		21	Non working day	Rental day 3	28
29	29/1/2018	Mon	3		Repair day 3	Rental day 4	29
30	30/1/2018	Tue	4		Repair day 4	Rental day 5	30
31	31/1/2018	Wed	5		Repair day 5	Rental day 6	31

Best regards,



Tommy Woon
Assistant Manager - Insurance Claims

12 Sungei Kadut Ave
Singapore 729648
DID: (+65) 6360 2447
Fax: (+65) 6360 2899
Email to: tommywoon@eurokars.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, April 30, 2018 1:47 PM
To: Jen Lim <jen.lim@eurokars.com.sg>

Cc: Jessica Harry Shastri <jessicahs@eurokars.com.sg>

Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Jenny,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$150.00)	\$ 1,050.00
4. LTA/GIA Search Fee	\$ 2.00
Total	\$ 7,836.80

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 | 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: jen.lim@eurokars.com.sg [<mailto:jen.lim@eurokars.com.sg>]

Sent: Tuesday, 27 March 2018 10:44 AM

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

Cc: jessicahs@eurokars.com.sg

Subject: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018

"Without Prejudice"

Dear Hsiao Tong,

Attached is the covering letter, Repair Tax Invoice, Rental Invoice, GIA Search Fee, Taxi Fee Claims, Letter of Authority & Discharge voucher signed by client for your perusal.

Await to hear from you with your offer of settlement as soon as possible.

Thank you very much.

Note : Documents send by email only.

Best Regards,

Jenny Lim

Admin Assistant

TRANS EUROKARS PTE LTD

12 Sungei Kadut Avenue Singapore 729648

Tel: +65 63633003 DID: +65 63602444 Fax: +65 63602899

-----Disclaimer-----

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◀ Mandate approved

Type

📘 Information

Message

COR \$6784.80 (w/ GST) + LOR \$2202.30 (\$180 x 7 days + \$90 x 7 days) + GIA/ LTA Fee \$ 2. Total \$8,989.10.

Reply

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 25 July 2018 11:18 AM
To: 'tommywoon@eurokars.com.sg'
Cc: vion.lim@eurokars.com.sg; stanley@eurokars.com.sg; clementfoo@hotmail.com; NG Stacey
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Tommy,

We refer to your below email.

Please be informed that this is a third party claim. The pre-repair survey was conducted under without prejudice basis, your client may proceed to repair than to wait for claim approval.

For an amicable settlement, we have our principal instruction to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$180.00)(w/GST)	\$ 1,348.20
3. Loss of Rental (7days x \$90.00)	\$ 630.00
4. LTA/GIA Search Fee	\$ 2.00
Total	\$ 8,765.00

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 | 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: tommywoon@eurokars.com.sg <tommywoon@eurokars.com.sg>
Sent: Tuesday, 24 July 2018 5:31 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; stacey.ng@axa.com.sg
Cc: vion.lim@eurokars.com.sg; stanley@eurokars.com.sg; clementfoo@hotmail.com
Subject: FW: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3
Importance: High

Dear Hsiao Tong/Dear Stacey,

We are writing to do a follow up as we have NOT got a response from you at all coming to 3 weeks already from our last email – please see attached. Besides, our client is getting very frustrated as he is awaiting for his recovery payment and status updates.

Please also refer to our client's email below & hope that it is receiving your urgent attention on the matters.

Hsiao Tong (LKKAuto)

From: Clement Foo <clementfoo@hotmail.com>
Sent: Wednesday, 25 July 2018 12:05 PM
To: Hsiao Tong (LKKAuto); NG Stacey
Cc: vion.lim@eurokars.com.sg; stanley@eurokars.com.sg;
tommywoon@eurokars.com.sg
Subject: Re: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF:
CC4/ASM18000627/Gpb3
Importance: High

Dear Hsiao Tong & Stacey,

I am the claimant in this case. I wish to state my stand clearly that I am seeking the full payment of \$1620 rental fees (apart from the repair claims that Eurokars is seeking).

This rental claim is a direct consequence of the accident due to your insured hitting my car. I am also aware that the long approval process for the claim was due to an AXA case handler leaving the company who did not act on my case and hence my claim was not approved until the case was transferred to a new case handler. This was despite me calling directly to AXA only to be denied speaking to the case handler or manager and also emails which I have sent through went unanswered.

From past experience, it seems like AXA is trying to avoid or refuse taking full responsibility despite liability for the accident being fully clear.

I expect to receive a favourable reply and revised settlement from you, again, by 31 July 2018.

Regards,
Clement Foo

----- Original message -----

From: "Hsiao Tong (LKKAuto)" <chewht@lkkauto.com>
Date: 25/07/2018 11:18 (GMT+08:00)
To: tommywoon@eurokars.com.sg
Cc: vion.lim@eurokars.com.sg, stanley@eurokars.com.sg, clementfoo@hotmail.com, NG Stacey <stacey.ng@axa.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Without Prejudice

Hi Tommy,

We refer to your below email.

Please be informed that this is a third party claim. The pre-repair survey was conducted under without prejudice basis, your client may proceed to repair than to wait for claim approval.

For an amicable settlement, we have our principal instruction to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 6,784.80
2. Loss of Rental (7days x \$180.00)(w/GST)	\$ 1,348.20
3. Loss of Rental (7days x \$90.00)	\$ 630.00

 **RE: Mandate approved**

Type

 Information

Message

Hi Ernest, Third party claimant insisted to claim for LOR \$1,620.00 (18days x \$90.00). Kindly refer to the email from third party claimant which is self-explanatory(uploaded in Smartclaims). For your further instruction please. Hsiao Tong - 25 July 2018

[Reply](#)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 25 July 2018 5:06 PM
To: 'TAY Ernest'
Cc: NG Stacey
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3- S8M006UW
Attachments: Re: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3

Hi Ernest,

We refer to the above matter.

Kindly refer to the attached email from third party claimant which is self-explanatory. Third party claimant insisted to claim for LOR at \$1,620.00.

Kindly let us have your further instruction on this matter.

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: TAY Ernest <ernest.tay@axa.com.sg>
Sent: Wednesday, 25 July 2018 10:24 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: NG Stacey <stacey.ng@axa.com.sg>
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3-S8M006UW
Importance: High

Hi Hsiao Tong,

Please assist to respond to Tommy urgently.

The pre-repair survey was conducted under without prejudice basis, third party may proceed to repair than to wait for claim approval.

Please revise offer for loss of rental: total \$2022.30

- \$180 x 7 days = \$1348.20 (incl. GST)
- \$90 x 7 days = \$674.10 (incl. GST) | 06/01/2018 to 10/01/2018 = 5 days + 2 days (PRI) = 7 days.

Kindly seek their acceptance on the above.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 1 August 2018 5:23 PM
To: 'TAY Ernest'
Subject: RE: Your ref: SLM1874C Our ref: SKV5376L DOA: 06/01/2018 *LKK REF: CC4/ASM18000627/Gpb3- S8M006UW
Attachments: Email to TP dd 240118.pdf; Email from TP claimant dd 250718.pdf

Hi Ernest,

As spoken earlier, the chronology of the case: -

06.01.2018	Date of accident.
10.01.2018	Rec'd assign from AXA.
11.01.2018	- LKK conducted survey on "without prejudice" basis on TP vehicle. - Rec'd video from third party and uploaded in Smartclaims. - Seek AXA instruction to proceed DS.
15.01.2018	- Submitted IA in Smartclaims. Pending for DS
24.01.2018	- Rec'd AXA instruction to proceed DS. - Informed third party liability clear and AXA is willing to do DS.
10.03.2018	- Informed third party recommended COR and requested for documents to seek mandate from AXA.
27.03.2018	Rec'd LOD & docs from third party.
02.04.2018	Seek mandate up to \$8,135.00 from AXA
28.04.2018	AXA approved mandate at \$7,836.80 [COR \$6784.80 (w/ GST) LOR \$1050 (7 days x \$150) GIA/ LTA Fee \$ 2]
30.04.2018	Offered to third party at \$7,836.80
02.05.2018	Third party rejected our offer at \$7,836.80. For LOR (during repair) - Third party proposed \$180.00/day x 7days = \$ 1,348.20 For LOR (06/01/2018 - 24/01/2018) - \$90.00/day x 18days = \$1,620.00 (for the extended period of car laid-up due to awaiting approval from your Principal AXA insurer).
21.05.2018	Seek further mandate/ instruction from AXA.
02.07.2018	Rec'd AXA mandate: Agreed the settlement of 7 days rental at \$180 per day. AXA not agreed on the 18days.
03.07.2018	Revised offer at \$8,135.00 to third party.
04.07.2018	Rec'd email from third party repairer, their client insisted to claim for LOR (06/01/2018- 24/01/2018) amount \$1,620.00.
12.07.2018	Seek further mandate/ instruction from AXA.