

INSURANCE

INS. CASE OWNER:

Ernest

CC 4 / AXA1800

0948, Ayb3 9

LKK
IDAC

Surveyor:

Adnan

DOI:

ASSIGNMENT

10/1/18

Date / Time:

10/1/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHL 49706

Name of Insured:

TRANS-COB SERVICES P/L

Insured Tel No.:

HP:

Excess Sec II : \$5

D.O.A:

27/1/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

NORULHUDAH BEE TABS

Driver Tel No.:

(V/L-YES/NO)

Claim No.:

88M0061E 125460

Policy No.:

UPX/PL680520

Make / Model:

PERMUT

Place of Accident:

TURONG ISLAND

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

Insured Liability:

Final ? Yes / No



INSRS:
WSP:
Tel:
Liability:
RMKS:

UNISEL
9760 8848



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

1/2/18

7/0/18

21-5-18

SHL 49706 - 8
SHL 49706 - 15/1/18 - 10/1/18 (KIONA DOMESTIC)
Smartclaim
- survey bit max assign date
OI HIT TP FROM REAR - B527.

FOR MANDATE

RECEIVED 16 NOV 2018

RECEIVED 21 MAY 2018

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:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No. : 27

Repair Cost:

\$5

5,500

16

days

150

Loss of Rental (LOR):

\$5

900

16

days

150

Loss of Use (LOU):

\$5

5

16

days

150

Loss of Income (LOI):

\$5

5

16

days

150

LOR only

LOU only

LOR + LOU

LOR + LOI

(Tick only one)

GIA/LTA Search:

\$5

745

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost:

\$5

Total:

\$5

4,224.25

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$ 250

COPY SENT 16/1/18

WP- AXA INS.
TP PASS TO LAWYER



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/ASM18000948/Ajb3

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811

Date : 16-01-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHC 5970G	Veh. Inspected	PA 7758G
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	16/01/2018

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

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5. General Information

Accident Date	27/12/2017	Inspection Date	10/01/2018
Survey held at	CRUISE AUTOCARE PL 53 UBI AVE 1 PAYA UBI IND. PARK #03-53 SINGAPORE 408934		

5a. Remarks

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

CRUISE AUTOCARE PTE LTD

ESTIMATE

MS: AXA INSURANCE SINGAPORE PTE LTD

TO: CLAIM DEPARTMENT

Fax: 6880 4838

Quotation No: QCA160174

Quote Date: 03-01-18

Contact No: 68416760

Fax No: 68413527

Veh No: PA7758G		Make / Model: TOYOTA HIACE	
S/N	Description	LIST PRICE	Qty Amount
PARTS			
1	REAR TAILGATE <i>Distorted</i>	\$1,950.90	1 \$1,950.90
2	REAR TAILGATE LOCK ASSY <i>Jammed</i>	\$255.15	1 \$255.15
3	REAR TAILGATE LOCK ASSY COVER <i>missing</i>	\$101.75	1 \$101.75
4	REAR BUMPER <i>Distorted</i>	\$411.60	1 \$411.60
5	REAR EMBLEM, LOGO <i>in</i>	\$67.60	1 \$67.60
6	REAR END PANEL <i>Distorted</i>	\$349.30	1 \$349.30
7	REAR BUMPER RETAINER, LH <i>from</i>	\$37.30	1 \$37.30
8	REAR BUMPER RETAINER, RH <i>from</i>	\$37.30	1 \$37.30
9	REAR BUMPER BRACKET, LH <i>from</i>	\$45.85	1 \$45.85
10	REAR BUMPER BRACKET, RH <i>from</i>	\$45.85	1 \$45.85
11	REAR END GARNISH <i>Set</i>	\$154.70	1 \$154.70

DISCOUNT GIVEN 25 %

(\$864.33)

SPECIAL NETT ITEM			
1	REVERSE SENSOR <i>2nd</i>	\$250.00	1 \$250.00
2	70KM/H STICKER <i>in</i>	\$10.00	1 \$10.00
3	WINDSCREEN SEALANT <i>per</i>	\$60.00	1 \$60.00

LABOUR			
1	LABOUR TO REMOVE AND REINSTALL REAR WINDSCREEN GLASS TO FACILITATE REPAIR		\$120.00
2	LABOUR TO REMOVE DAMAGED PARTS, CUT/WELD REAR END PANEL, ALIGN AND REPLACE PARTS		\$800.00
3	SPRAY PAINTING ON REAR TAILGATE AND REAR END PANEL		\$450.00

LUMP SUM DISCOUNT 20%

(\$856.60)

Sub Total \$3,426.38
GST @ 7% \$239.85
Total: **\$3,666.23**

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 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:

53 Ubi Avenue 1, Paya Ubi Industrial Park #03-53 Singapore 408934

TEL: 6841 6760 FAX: 6841 3527

Email: cruiseac@singnet.com.sg

Signature of Customer

H/s Adrian Y
10/01/18
062
total: 3917.5
H/s 3.1K

Joy Irene (LKKAUTO)

From: Joy Irene (LKKAUTO)
Sent: Thursday, 1 February 2018 12:00 PM
To: 'claims@transcab.com.sg'
Cc: 'carrisaalee@ava-ins.com'; 'icewong@ava-ins.com'; 'ireneng@ava-ins.com'; 'foonghon@ava-ins.com'; Admin A; Vivian Lau (LKKAUTO)
Subject: ACCIDENT INVOLVING SHC 5970G & PA 7758G ALONG JURONG ISLAND ON 27/12/2017

Transcab Taxi (Singapore)
Trans-cab Services Pte Ltd

Dear Sir/Madam,

OUR REF : CC4/ASM18000948/Ajb3
YOUR REF : VPX/P1680520 (SHC 5970G)

ACCIDENT INVOLVING SHC 5970G & PA 7758G ALONG JURONG ISLAND ON 27/12/2017

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

We have received a claim from M/s **Cruise Auto Care PI** acting on behalf of the owner of PA 7758G against your motor insurance policy.

Based on the accident report and accident scenario, we are of the opinion that liability is not in our favour where our vehicle hit third-party from the rear. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

We also wish to advise that there is an excess of **S\$5,000.00** attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim.

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

Notwithstanding the excess being applied and/or received by AXA for the above subject matter, AXA expressly reserves all their rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

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 letter. Your intent must be formally expressed to us and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)

- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to cst@axa.com.sg / joyirene@lkkauto.com or deliver it by hand to our Customer Care Centre.

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

In the event of receiving and handling of any third party injury claim(s), we 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 our Claims Service Team at 1800-880 4888 at our operating hours 9:00am to 5:30pm (press 1 for GI and option 3 for claims) or cst@axa.com.sg / joyirene@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Thank you.

Best Regards,
 Joy Irene | Case Handler
 LKK Auto Consultants Pte Ltd
 DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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« **HI LKK, TP has escalated matter to lawyer. You may submit your invoice & close your file. Thanks.**

Type







🔗 Question

Message

HI LKK, TP has escalated matter to lawyer. You may submit your invoice & close your file. Thanks.

Reply

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LAI FOR QUANTUM MANDATE -CHUISE.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	23 October 2018
 ESTIMATE.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	6 August 2018
 SURVEY PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 August 2018
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	16 July 2018
 EMAIL PRE REPAIR INSPECTION FOR PA7756G.mig	Letters and Correspondence	Workshop	VISHNU BATHAM Shekhar	8 January 2018
 EMAIL.mig	Letters and Correspondence	Workshop	KADRI Mahem	4 January 2018
 SHE5970G INSD GIA.PDF	Reports & Statement	GIA Report	DHIWAR Namrata	3 January 2018
 EMAIL RECEIVED FROM WORKSHOP WITH GIA REPORT.mig	Reports & Statement	GIA Report	DHIWAR Namrata	3 January 2018

EDIT	SR NO	REPAIR/REPLACE (LABOUR)	PART NAME	LABOUR BAR	LABOUR REPAIR	PAINT	ACTION (LABOUR)	COMMENT	REMOVE
	1		LABOUR TO REMOVE AND REINSTALL REAR WINDSCREEN GLASS TO FACILITATE REPAIR	120	0	0	Approve		
	2		LABOUR TO REMOVE DAMAGED PARTS, CUT/WELD REAR END PANEL, ALIGN AND REPLACE PARTS	750	0	0	Approve		
	3		SPRAY PAINTING ON REAR TAILGATE AND REAR END PANEL	400	0	0	Approve		

Assessment Details

General & Workshop Details				Vehicle & Driver Details		Vehicle Condition		Taxes & Rating		Parts & Labour		Miscellaneous		Summary	
EDIT		SIR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE								
		1	DAYS OF REPAIR & DAYS	Approve											
		2	REVERSE SENSOR	Approve	200	DAMAGED									
		3	70KM/H STICKER	Approve	10	NECESSARY									
		4	WINDSCREEN SEALANT	Approve	60	NECESSARY									

Assessment Details

General & Workshop Details		Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio	Parts & Labour	Miscellaneous	Summary	Claim Amount
Claim Amount		\$3,917.52						
CATEGORY	ESTIMATE		REVISED AMOUNT					
Spare Parts	\$2,377.52		\$2,377.52					
Labour	\$1,270.00		\$1,270.00					
Miscellaneous	\$270.00		\$270.00					

Assessment Details

General & Workshop Details		Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio	Parts & Labour	Miscellaneous	Summary	Claim Amount
Claim Amount		\$3,100.00						\$3,100.00
CATEGORY		ESTIMATE		REVISED AMOUNT				
Miscellaneous		\$3,100.00		\$3,100.00				