

Stacey #

CC 4, ASM 8001384, K1pa3sz

Surveyor: Kalvin DOI: 22-01-18 Date / Time: 22/01/18

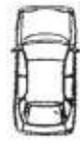
Pre-assign / CCU / FTE



Insured Vehicle No.: SBY358M Claim No.: 88007CA  
Name of Insured: RAJENDRAN S/O NAGAPPA BANKERS INDIAN Policy No.: GA22479/1  
Insured Tel No.: HP: 90098507 Make / Model: Audi A6  
Excess Sec II :SS D.O.A: 12-01-18 Place of Accident: CHANGI AIRPORT T3  
Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age: OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO  
Driver Tel No.: (V/L: YES / NO) Insured Liability: % Final? Yes / No

SH 6693 T



INSRS: WSP: CO66 (9700)  
Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

| Date/ Time    | STAGE  | DATE / PIC                          |
|---------------|--|-------------------------------------|
| 30/1/18<br>OH | Non-Reporting ltr (1st):<br>Non-Reporting ltr (2nd):<br>Non-Reporting ltr (Final):<br>Notification ltr (if non-pickup):<br>Call OI: 13632018<br>After call ltr to OI: 13632018 |                                     |
| 31/1/18       | Documentation Check List: Handler Typist   |                                     |
| 31/1/18       | Notification ltr (if non-pickup)   | <input checked="" type="checkbox"/> |
| 31/1/18       | After call ltr to OI:  | <input checked="" type="checkbox"/> |
| 31/1/18       | Authorisation To Act:  | <input checked="" type="checkbox"/> |
| 31/1/18       | Release Voucher:   | <input checked="" type="checkbox"/> |
| 31/1/18       | Final Repair Bill:   | <input checked="" type="checkbox"/> |
| 31/1/18       | Car Rental Invoice:  | <input checked="" type="checkbox"/> |
| 31/1/18       | Towing Invoice   | <input checked="" type="checkbox"/> |
| 31/1/18       | LTA / GIA :  | <input checked="" type="checkbox"/> |
| 31/1/18       | Medical Bill:  | <input checked="" type="checkbox"/> |
| 31/1/18       | PIR:   | <input checked="" type="checkbox"/> |
| 31/1/18       | Mandate/Reject Instruction:  | <input checked="" type="checkbox"/> |
| 31/1/18       | LOD  | <input checked="" type="checkbox"/> |
| 31/1/18       | Payment Breakdown Form:  | <input checked="" type="checkbox"/> |
| 31/1/18       | Post-Repair Photos:  | <input checked="" type="checkbox"/> |
| 31/1/18       | Others:  | <input checked="" type="checkbox"/> |

PRELIMINARY ADVICE Date/Time: Sent By: Confirm with: Confirm by:

FINAL SETTLEMENT Date/Time: 24/4/18 Confirm with: Catharine Email: Call: Final Liability: % 100 (Agreed / Assessed) BOLA S/N No.: NTC (1/1) Repair Cost: W/GET \$ 1732.33 Loss of Rental (LOR): \$ 750.00 (6 days) x \$ 125.00 Loss of Use (LOU): \$ (x days) Loss of Income (LOI): \$ 300.00 (x 50 x 6 days) LOR only LOR + LOU LOR + LOI [Tick only one] GIA/LTA Search \$ 7.99 Medical: Disbursement: Legal Cost: Total: \$ 2789.82 Global Sum SS: 2780.00

FINAL PAYMENT Date/Time: 24/4/18 Confirm with: Catharine Email: Call: Payee 1: \$ 2780.00 Name 1: ComfoDelgro Engineering Pte Ltd

Kalin

REF

ASSIGNMENT

SH 6693T

15 Sep 2016

Estimate Code  
OD / TP / WS / TR / RES / DD / RES / EVA / INV / MV

Type: M/Car / M/Cycle / Bus / Van / Lorry /  0 / Prime/Mover  
Truck / Trailer

To inspect vehicle No.

Make: Hyundai Ix0 1685

at Workshop No.

Colour: Blue Ins:  / Std / NI / NA

of

Se/Passing: 210/64 Fac: Ins:  / Std / NI / NA

Insured

Eng No

Policy No

C No: KMHLB 414M 640 9354

Claims No

Gen Cond: Good  / Poor / Burnt

Sum Insured

Excess

Steering: Inord  / Jammed / Leaked / Burnt or

Client's Record

Brake: Inord  / Jammed / Leaked / Burnt or

Make of veh

Mod: Nil / S/Rim /  A/Rim or

Policy Condition



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

Tyre Size: F: 205/60R16  
R: "

BS / DUN / EXNOVA / GY / FS / LIZA / MG / OHTSU / PIR / SUMI / TOYO / YOKO or Han/ku

Bel or Market Value

Front: R Bal 7 mm, L Bal 7 mm

DAC Accident Report Consistent? Yes or No

GA / PR / Seen Consistent? Yes or No

Est. Repairs: 2 days Fee Yes or No

Lump Sum: % 3 val Yes or No

Survey held at: CPE (107 ang) 22/1/18

CA / REV / REP. / 24 HRS

Des of Damages: Frt / Rear / OS / NS / U/C / Rooftop or

Date: Person Contacted

Vehicle IN / OUT

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

Date/Time Action/Instructor  
24/1/18 Contact PIP #1619/2011

AXA PIP

PIP # 1619.00 (Red # 22w.64/58%)

- 17/1/18 (Mon): DCA
- 18/1/18 (Tue): Notify AXA
- 19/1/18 (Wed): Reminds AXA
- 22/1/18 (Mon): DU1

Print the file Base  Prelim. Report  Final Report

Days Of Repair: Resurvey No. of Trip:

Date/Time File Return

Add Fee  Site Insp \$

Report Format

Lump Sum / I.B. / C

Empty rectangular box for stamp or signature.



## 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/ASM18001384/K1pa3 |   |
| 8 SHENTON WAY #24-01<br>AXA TOWERSINGAPORE 068811  |  | Date : 23-01-2018           |  |
|  |  | Code : ASM                  |   |
| 1. Policy Particulars :- THIRD PARTY CLAIM   |  |                             |   |
| Insured Veh.   | SBY 358M   | Veh. Inspected              | SH 6693T  |
| Policy No.   |  | Coverage (\$)               | 0.00  |
| Claim No.  | S8M007CA   | Excess (\$)                 | 0.00  |
| Assign From  |  | Assign Date                 | 23/01/2018  |
| 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  | 17/01/2018   | Inspection Date             | 22/01/2018  |
| Survey held at   | COMFORTDELGRO ENGINEERING PTE LTD<br>59 LOYANG DRIVE<br>SINGAPORE 508969 |                             |   |
| 5a. Remarks  |  |                             |   |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. |  |                             |   |

**COMFORTDELGRO ENGINEERING PTE LTD**

**REPAIR ESTIMATE\***

VEHICLE NO : SH 6693T

MAKE :

MODEL : HYUNDAI i40

*48 hrs Euded*

*AXA - CP/P*

DATE 18/1/2018 (Thurs)

*TS*

*LKK - kalvin*

*1600*

| Qty | Parts Description/ Labour          | Type | Unit Price | Amount                              |
|-----|------------------------------------|------|------------|-------------------------------------|
|     | Radiator Grille                    |      |            | \$ 1,480.00                         |
|     | Radiator Grille H Emblem x         |      |            | \$ 290.80                           |
|     | Radiator Grille Chrome Moulding x  |      |            | \$ 395.50                           |
|     | Front Bumper Cover x <i>repair</i> |      |            | \$ 1,052.20                         |
|     | Front Bumper Sponge ?              |      |            | \$ 142.20                           |
|     | Front Bumper Reinforcement ?       |      |            | \$ 526.10                           |
|     | Front Bumper Bracket Top (LH/RH) > |      | \$ 22.40   | \$ 44.80                            |
|     | Front Bumper Bracket (LH/RH) ?     |      | \$ 24.60   | \$ 49.20                            |
|     | <b>SUB TOTAL</b>                   |      |            | <b>\$ 3,980.80</b>                  |
|     | <b>LESS 20%</b>                    |      |            | <b>\$ 796.16</b>                    |
|     | <b>DISCOUNTED TOTAL</b>            |      |            | <b>\$ 3,184.64</b>                  |
|     | Front Number Plate /               |      |            | \$ 25.00 <b>Nett</b>                |
|     | Front No Plate Trim Cover —        |      |            | \$ 30.00 <b>Nett</b>                |
|     |                                    |      |            | <b>\$ 55.00</b>                     |
|     | <b>Labour Charge</b>               |      |            |                                     |
|     | Panel Beating                      |      |            | \$ <del>380.00</del> <sup>200</sup> |
|     | Spray Painting Charge              |      |            | \$ <del>200.00</del> <sup>180</sup> |
|     | <b>TOTAL LABOUR</b>                |      |            | <b>\$ 580.00</b>                    |
|     | <b>ESTIMATE TOTAL</b>              |      |            | <b>\$ 3,819.64</b>                  |

*Kalvin (LKK)*  
*22/1/18 1615 hrs.*  
*2 Days*  
*P/P*  
*After Repair photo*

LKK Auto Consultants hereby notify the Repairer of the following:

- To resurvey before after spray painting
- To display data
- Part names
- Third party
- No legal modifications allowed
- Supplementary details must be resurveyed and is subject to final approval from Insurance Company

Knowledge: Repairer

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.





**Fw: Accident involving SH 6693T & your insured SBY 358Y dated 17.01.18**

Lim Tien Siong to: motor.survey  
Cc: Roger How Keen Meng, kalvinang

22/01/2018 04:00 PM

(Man)

From: Lim Tien Siong/cdgc/delgronotes  
To: motor.survey@axa.com.sg  
Cc: Roger.How Keen Meng/cdgc/delgronotes@delgronotes, kalvinang@lkkauto.com

Officer in charge,

**48 hours ended.**

**Without further delay,**

Base on sequence we shall engage LKK (surveyor panel) to survey our client vehicle **SH 6693T**

Best Regards,  
Lim Tien Siong  
Taxi Crash Repair / ComfortDelgro Engineering Pte Ltd  
Off:62148398 / Fax:65468156

----- Forwarded by Lim Tien Siong/cdgc/delgronotes on 22/01/2018 03:23 PM -----

From: Lim Tien Siong/cdgc/delgronotes  
To: motor.survey@axa.com.sg  
Date: 19/01/2018 04:08 PM  
Subject: Fw: Accident involving SH 6693T & your insured SBY 358Y dated 17.01.18

(Fri)

Officer in charge,

A gentle reminder.  
Thanks.

Best Regards,  
Lim Tien Siong  
Taxi Crash Repair / ComfortDelgro Engineering Pte Ltd  
Off:62148398 / Fax:65468156

----- Forwarded by Lim Tien Siong/cdgc/delgronotes on 19/01/2018 04:08 PM -----

From: Lim Tien Siong/cdgc/delgronotes  
To: motor.survey@axa.com.sg  
Date: 18/01/2018 03:49 PM  
Subject: Accident involving SH 6693T & your insured SBY 358Y dated 17.01.18

(Thurs)

Officer in charge,



img-118155014-0001.pdf

Best Regards,  
Lim Tien Siong  
Taxi Crash Repair / ComfortDelgro Engineering Pte Ltd  
Off:62148398 / Fax:65468156

# COMFORTDELGRO ENGINEERING

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

Our Job Ref No : 305108281

Date : 24/01/18

## FINALIZATION FORM

To : LKK

Fax :

Attn : KALVIN ANG

Vehicle Reg No. : SH 6693T

Date of Accident : 17-Jan-18

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

1. The repair job shall bill to: AXA --- SBY 358Y
2. The finalized amount shall be:
 

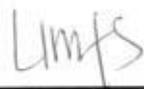
|  |                          |
|--|--------------------------|
| (a) Spare Parts after List discount                  | <u>\$1,239.00</u>        |
| (b) Labour Charges                                   | <u>\$380.00</u>          |
| <b>Total for Part-By-Part Repair Cost</b>            | <b><u>\$1,619.00</u></b> |
|  |                          |
| (c.) Lumpsum Repair (if applicable)                  |                          |
| Total for Lumpsum repair cost after Less: <u>20%</u> | _____                    |
| <b>Final Lumpsum Repair cost</b>                     | _____                    |

3. Estimated normal period for repairs: 2 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 : 

Signature : 

Name : LIM T S

Name : KALVIN

Tel : 62148398

Date : 24/1/18

Fax : 65468156

### For Official Use Only

| Item   | Amount | Document Attached<br>Yes or No | Confirm By<br>(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

Date: 23.01.2018

REPAIR ESTIMATE

Time: 18:09:04

Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)  
CUSTOMER: 7010045  
ADDRESS : COMFORT TRANSPORTATION PTE LTD  
383 SIN MING DRIVE  
SINGAPORE SINGAPORE 575717  
65508755

JOB NO : 305108281  
REGN NO : SH 6693T  
MILEAGE : 0000000000  
MAKE : HYUNDAI  
MODEL : I-40  
DATE OF REGN : 15.09.2016  
DATE/TIME IN : 18.01.2018 11:25  
ACCIDENT DATE : 17.01.2018

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0103-2164-G RADIATOR GRILLE 1 1,480.00 20.00 1,184.00  
0002 FNPS NO PLATE(S)W/TRIM COVER 1 N 55.00 ~~2.00~~ 55.00

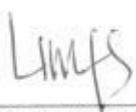
SUB-TOTAL : 1,239.00

JOB NATURE

0000 L PANEL BEATING 200.00  
0001 23-502 SPRAYPAINT ON AFFECTED AREA 180.00

SUB-TOTAL : 380.00

TOTAL : 1,619.00

  
MVA NAME & SIGNATURE

DATE :

\_\_\_\_\_  
SURVEYOR NAME & SIGNATURE

DATE :

AUTHORISED : YES / NO

**REPAIR ESTIMATE\***

VEHICLE NO : SH 6693T

MAKE :

MODEL : HYUNDAI i40

48 hrs ended

AXA - CP/P

DATE 18/1/2018 (Thurs)

TS

LKK - Kalvin

1600

| Qty | Parts Description/ Labour                         | Type | Unit Price | Amount                |
|-----|---|------|------------|-----------------------|
|     | Radiator Grille — <sup>61</sup>                   |      |            | \$ 1,480.00           |
|     | Radiator Grille H Emblem x <sup>see</sup>         |      |            | \$ 290.80             |
|     | Radiator Grille Chrome Moulding x <sup>see</sup>  |      |            | \$ 395.50             |
|     | Front Bumper Cover x <sup>repair</sup>            |      |            | \$ 1,052.20           |
|     | Front Bumper Sponge x <sup>see</sup>              |      |            | \$ 142.20             |
|     | Front Bumper Reinforcement <sup>see</sup>         |      |            | \$ 526.10             |
|     | Front Bumper Bracket Top (LH/RH) x <sup>see</sup> | \$   | 22.40      | \$ 44.80              |
|     | Front Bumper Bracket (LH/RH) x <sup>see</sup>     | \$   | 24.60      | \$ 49.20              |
|     | <b>SUB TOTAL</b>                                  |      |            | <b>\$ 3,980.80</b>    |
|     | <b>LESS 20%</b>                                   |      |            | <b>\$ 796.16</b>      |
|     | <b>DISCOUNTED TOTAL</b>                           |      |            | <b>\$ 3,184.64</b>    |
|     | Front Number Plate — <sup>61</sup>                |      |            | \$ 25.00              |
|     | Front No Plate Trim Cover — <sup>61</sup>         |      |            | \$ 30.00              |
|     |   |      |            | <b>\$ 55.00</b>       |
|     | <b>Labour Charge</b>                              |      |            |                       |
|     | Panel Beating                                     |      |            | \$ 380.00             |
|     | Spray Painting Charge                             |      |            | \$ 200.00             |
|     |   |      |            | <sup>200</sup><br>180 |
|     | <b>TOTAL LABOUR</b>                               |      |            | <b>\$ 580.00</b>      |
|     | <b>ESTIMATE TOTAL</b>                             |      |            | <b>\$ 3,819.64</b>    |

Nett  
Nett

Kalvin (LKK)  
 ✓ 22/1/18 1615 hrs.  
 2 Days  
 PIP  
 After Repair photo

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before spray painting
- To display damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party survey on all but "prejudice" basis
- No ...
- Sup: ...
- is out - ...

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.

## << Request for OI video footage - S8M007CA

Type

🔗 Question

Message

Hi, Insured submitted his car video at the time of reporting. Kindly assist to upload a copy of our insured's car video footage in SMART claim for our viewing. Thank you. Hsiao Tong -  
31/01/2018

Reply

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 13 February 2018 9:10 AM  
**To:** 'service@smemotor.com.sg'  
**Subject:** Your Ref: SBY 358M; DOA: 17/01/2018  
**Attachments:** GIA REPORT\_SBY 358M.PDF

Dear Sirs/Madam,

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by AXA Insurance Pte Ltd to deal with the third party claim against our insured(SBY 358M).

We would like to request a copy of our insured's car video footage as stated in his GIA report for our necessary action.

Appreciate an early reply.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAuto)

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Monday, 5 March 2018 9:14 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: New message for service request 26911, vehicle number SH6693T

MESSAGE- Please proceed for DS.ernest

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, 5 March 2018 7:40 AM  
To: Admin A <admin-a@lkkauto.com>  
Subject: FW: New message for service request 26911, vehicle number SH6693T

BEST REGARDS,  
G.Nivitha | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6841-1972 | 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, 3 March 2018 10:17 PM  
To: admin-d@lkkauto.com  
Subject: New message for service request 26911, vehicle number SH6693T

AXA Insurance has sent you a message for claim number S8M007CA.  
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.

## Hsiao Tong (LKKAuto)

---

**From:** rajen <flyinmama96@yahoo.com.sg>  
**Sent:** Friday, 23 March 2018 4:48 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** SBY 358M

Mr Chew,

I'm trying to send you the video from my rear camera, still trying to reduce the size of the file to send via email. although i agree the accident was my fault, i had never expected the taxi driver to attempt to move his vehicle head first into the space. when you watch the video, you will understand what i mean.thank you and regards,

rajen

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 29 March 2018 9:36 AM  
**To:** 'williamtan@cde.com.sg'; 'catherinekoh@cde.com.sg'  
**Subject:** Your Ref: T 0118/ SH 6693T/ WT(st) \*Our Ref: CC4/ASM18001384/K1pa3  
[ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018]

Your Ref: T 0118/ SH 6693T/ WT(st)  
Our Ref: CC4/ASM18001384/K1pa3

*Without Prejudice*

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018**

We refer to the above matter.

We propose settlement at a global sum of **\$2,600.00(all-in)**.

Please confirm acceptance.

*\*\*Offer of number of days: 5days*

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

[<<](#) <Seek Mandate – No. of days> S8M007CA

## Type

📍 Question

## Message

Hi, For Loss of rental & loss of income, we have offered up to 5days (2 repair days + 3 days survey, PRI) . However third party rejected our offer and proposed 6days. \*\*17/01/2018(Wednesday): DOA; \*\*18/01/2018(Thursday): TP sent notification to AXA for arrange survey; \*\*19/01/2018(Friday): TP sent reminder to AXA for arrange survey; 20/01/2018(Saturday): Off; 21/01/2018(Sunday): Off; \*\*22/01/2018(Monday): LKK received assignment & conducted survey on TP's vehicle; \*\*24/01/2018(Wednesday): Repair done. Kindly advise if we may revise our offer up to 6days or else advise further instruction please. Hsiao Tong - 02/04/2018

[Reply](#)

## Hsiao Tong (LKKAuto)

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Monday, 23 April 2018 9:47 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: New message for service request 26911, vehicle number SH6693T

4/22/18 9:17 AM NG Stacey -Pls proceed to offer up to 6 days

Best Regards,  
Shu Pei | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6366-0055 | email: shupe@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, 23 April 2018 9:43 AM  
To: Admin A <admin-a@lkkauto.com>  
Subject: FW: New message for service request 26911, vehicle number SH6693T

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: stacey.ng@axa.com.sg [mailto:stacey.ng@axa.com.sg]  
Sent: Sunday, 22 April, 2018 9:18 AM  
To: admin-d@lkkauto.com  
Subject: New message for service request 26911, vehicle number SH6693T

AXA Insurance has sent you a message for claim number S8M007CA.  
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.

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 23 April 2018 11:18 AM  
**To:** 'williamtan@cdge.com.sg'; 'catherinekoh@cdge.com.sg'  
**Subject:** RE: Your Ref: T 0118/ SH 6693T/ WT(st) \*Our Ref: CC4/ASM18001384/K1pa3 [ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018]

### Without Prejudice

Hi Mr William,

We refer to the above matter.

We are prepared to improve our offer at a global sum of **\$2,780.00(all-in)**.

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto: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, 29 March 2018 9:36 AM  
**To:** 'williamtan@cdge.com.sg' <williamtan@cdge.com.sg>; 'catherinekoh@cdge.com.sg' <catherinekoh@cdge.com.sg>  
**Subject:** Your Ref: T 0118/ SH 6693T/ WT(st) \*Our Ref: CC4/ASM18001384/K1pa3 [ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018]

Your Ref: **T 0118/ SH 6693T/ WT(st)**  
Our Ref: CC4/ASM18001384/K1pa3

*Without Prejudice*

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018**

We refer to the above matter.

We propose settlement at a global sum of **\$2,600.00(all-in)**.

Please confirm acceptance.

*\*\*Offer of number of days: 5days*

"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."

## Hsiao Tong (LKKAuto)

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**From:** Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>  
**Sent:** Monday, 23 April 2018 11:57 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** Re: ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018

Dear Hsiao Tong

We spoke moment ago. The contents of your email went missing when replying. You may wish to check at your end. We have no problem with others.

Strictly without prejudice, we accept your revised offer at \$2780.00. Kindly forward DV soonest.

Thank you.

Best Regards  
Catherine Koh  
Claims Department | ComfortDelgro Engineering Pte Ltd  
Off : 62148733 | Fax : 62141843

---

From: "Hsiao Tong (LKKAuto)" <chewht@lkkauto.com>  
To: "catherinekoh@cdge.com.sg" <catherinekoh@cdge.com.sg>  
Date: 23/04/2018 11:47 AM  
Subject: ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018

Your Ref: **T 0118/ SH 6693T/ WT(st)**  
Our Ref: CC4/ASM18001384/K1pa3

*Without Prejudice*

Dear Sirs/Madam,

**ACCIDENT INVOLVING SBY 358M(AXA) & SH 6693T ON 17/01/2018**

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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This message and any attachments may contain confidential, privileged or proprietary information. If you



**THIRD PARTY EXPRESS SETTLEMENT  
(PAYMENT BREAKDOWN)**

|                   |                     |        |  |
|-------------------|---------------------|--------|--|
| Vehicle No:       | SBY 358M (Insd veh) | Model: | HYUNDAI<br>I40 1.7 CRDI F/L AT ABS<br>AIRBAG 4DR |
|                   | SH 6693T (TP veh)   |        |  |
| Date of Accident: | 17/01/2018          |        |  |

|                       |   |   |                             |                           |
|-----------------------|---|---|-----------------------------|---------------------------|
| Global Sum Settlement | : | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |                           |
| Repair Estimate       | : | \$                                      | 4,087.01                    |                           |
| Final Repair Cost     | : | \$                                      | 1,732.33                    |                           |
| Loss of Token Sum     | : | \$                                      | 300.00                      | 6 days at \$50.00 per day |
| Rental (if any)       | : | \$                                      | 750.00                      | 6 days                    |
| LTA / GIA Search Fee  | : | \$                                      | 7.49                        |                           |

Others: : \$

: \$

Final Settlement Sum (GLOBAL SUM) : \$ 2,780.00

Is Third Party Workshop GIA Registered?  YES  NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability \_\_\_\_\_(%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No:  
\_NIL\_

BOLA Liability: \_\_\_\_ 100 \_\_\_\_ (%) Assessed Liability (\*): \_\_\_\_\_(%)

\* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks \_\_\_\_\_  
\_\_\_\_\_

|   |                                   |               |
|---|-----------------------------------|---------------|
| <b>Payment Instruction: Payee's Breakdown</b> |                                   |               |
| 1)  | COMFORTDELGRO ENGINEERING PTE LTD | : \$ 2,780.00 |

NUR SHAQILAH BTE ABDOL  
WAHAB

07/05/2018

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))

## Service Request Details

|              |  |   |              |
|--------------|--|---|--------------|
| Claim        | S8M007CA   | Vehicle Information   |              |
| Reference    | CC4/ASM18001384/K11pas  | Incident Vehicle  | SH6693T      |
| Request Date | January 17, 2018   | Registration #  | TPVD HYUNDAI |
| Due Date     | January 23, 2018   | Make  | HYUNDAI      |
| Vendor Name  | October 31, 2018   | Model   | I40          |
| Type of Loss | LKK AUTO CONSULTANTS PTE LTD (TP)  | Contact/Insured   | Primary      |
| Services     | Third Party Vehicle Damage   | NAGAPPA BALAKRISHNAN<br>RAJENDRAN S/O<br>10D BEDOK SOUTH AVENUE 2,<br>463010, Singapore<br>90098807 |              |

### Actions

- Next Step
- Finish the work
- Complete Work
- More

| NAME                     | TYPE                    | SUB-TYPE                         | AUTHOR                            | DATE UPLOADED    |
|--------------------------|-------------------------|----------------------------------|-----------------------------------|------------------|
| WORKSHOP INVOICE.pdf     | Invoice                 | Repairer                         | LKK AUTO CONSULTANTS PTE LTD (TP) | May 7, 2018      |
| DISCHARGE VOUCHER.pdf    | Forms / Claim Documents | Satisfaction / Discharge Voucher | LKK AUTO CONSULTANTS PTE LTD (TP) | May 7, 2018      |
| AUTHORISATION TO ACT.pdf | Forms / Claim Documents | POA / Authority Letter           | LKK AUTO CONSULTANTS PTE LTD (TP) | May 7, 2018      |
| LETTER TO OI.pdf         | Forms / Claim Documents | POA / Authority Letter           | LKK AUTO CONSULTANTS PTE LTD (TP) | May 7, 2018      |
| LOD.pdf                  | Forms / Claim Documents | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | May 7, 2018      |
| SBY358M - INSD VIDEO.mp4 | Evidence                | Videos                           | TAY Ernest                        | March 3, 2018    |
| Preliminary Advice.pdf   | Forms / Claim Documents | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | January 26, 2018 |
| TP ESTIMATE - MARKED.pdf | Forms / Claim Documents | Estimate / Quotation             | LKK AUTO CONSULTANTS PTE LTD (TP) | January 24, 2018 |

## Service Request Details

Claim S8M007CA

Reference

CC4/ASM18001384/K11pa3 Date



January 17, 2018 Request Date

January 23, 2018 Due Date

October 31, 2018 Vendor Name

LKK AUTO Type of  
CONSULTANTS PTE Loss  
LTD (TP)

Third Party Vehicle Services  
Damage

### Vehicle Information

Incident Vehicle SH6693T  
Registration # TPVD HYUNDAI  
Make Address

Model I40

Contact/Insured Primary

NAGAPPA BALAKRISHNAN  
RAJENDRAN S/O  
10D BEDOK SOUTH AVENUE 2,  
463010, Singapore  
90098807

### Actions

Next Step Finish the work

Complete Work

More


**Assessment Details**

[General & Workshop Details](#)
[Vehicle & Driver Details](#)
[Vehicle Condition](#)
[Taxes & Ratio](#)
[Parts & Labour](#)
[Miscellaneous](#)

Summary

Vehicle & Driver Details

|                                  |  |
|----------------------------------|--|
| Vehicle Registration#<br>SH6693T | Purchase Date<br>mm/dd/yyyy         |
| Registration State<br>SINGAPORE  | Registration Date *<br>09/15/2016  |
| Mileage<br>210164                | Age of Vehicle<br>1  |

Driver Details

|                         |                    |                                |             |
|-------------------------|--------------------|--------------------------------|-------------|
| CATEGORY                | Manufacturing Year | CATEGORY                       | Driver Name |
| POLICY INFORMAT... 2011 |                    | FNOL INFORMATI... LAI KUM FATT |             |
| ASSESSMENT INFO... 2016 |                    | POST SURVEY INF...             |             |

ASSESSMENT INFO... KMHLB41UMGU093511

FNOL INFORMATI... 0

CATEGORY Engine No

POST SURVEY INF...

CATEGORY Driver License #

POLICY INFORMAT... CGW029351

FNOL INFORMATI...

ASSESSMENT INFO... D4FDGU670249

POST SURVEY INF...

CATEGORY Engine Capacity

License Type

POLICY INFORMAT...

FNOL INFORMATI...

ASSESSMENT INFO... 1685 cc

POST SURVEY INF...

CATEGORY Sum Insured

License Issue Date

POLICY INFORMAT... 0

FNOL INFORMATI...

ASSESSMENT INFO... 0

POST SURVEY INF...

CATEGORY Market Value

License Expiration Date

POLICY INFORMAT... 0

FNOL INFORMATI...

ASSESSMENT INFO... 0

POST SURVEY INF...

CATEGORY Address

POST SURVEY INF...



SERVICE REQUESTS

MESSAGES

CLAIMS



# Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Front left side

HANKOOK 7mm

Rear left side

HANKOOK 7mm

Front right side

HANKOOK 7mm

Rear right side

HANKOOK 7mm



SERVICE REQUESTS

MESSAGES

CLAIMS



# Assessment Details

General & Workshop Details    Vehicle & Driver Details    Vehicle Condition    Taxes & Ratio    Parts & Labour    Miscellaneous

Summary

## Tax Eligibility & Additional Deduction for Parts

Depr./Bttr%

Salvage%

Discount%

Settlement%

Paint Labour/Material Ratio

Paint Labour Ratio

Paint Material Ratio

Cash Loss

Yes    No

Part Supplied by AXA

Assessment Details

General & Workshop Details    Vehicle & Driver Details    Vehicle Condition    Taxes & Ratio    Parts & Labour    Miscellaneous    Summary    Parts

| EDIT                     | SR NO | QUANTITY | MATERIAL | SIDE | PART NAME                         | PART NUMBER | REPAIR/REPLACE (PARTS) | CONDITION   | LIST PRICE | DEPR./BTR% | DISC QUNTY% | SALV AGE% | PART PRICE(NET) |
|--------------------------|-------|----------|----------|------|-----------------------------------|-------------|------------------------|-------------|------------|------------|-------------|-----------|-----------------|
| <input type="checkbox"/> | 1     | 1        |          |      | RADIATOR GRILLE                   |             |                        | Cracked     | 1480       |            | 20          |           | 1184            |
| <input type="checkbox"/> | 2     | 1        |          |      | RADIATOR GRILLE H EMBLEM          |             |                        | Serviceable | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 3     | 1        |          |      | RADIATOR GRILLE CHROME MOULDING   |             |                        | Serviceable | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 4     | 1        |          |      | FRONT BUMPER COVER                |             |                        | Repair      | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 5     | 1        |          |      | FRONT BUMPER SPONGE               |             |                        | Serviceable | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 6     | 1        |          |      | FRONT BUMPER REINFORCEMENT        |             |                        | Serviceable | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 7     | 2        |          |      | FRONT BUMPER BRACKET TOP (L/R/RH) |             |                        | Serviceable | 0          |            | 20          |           | 0               |
| <input type="checkbox"/> | 8     | 2        |          |      | FRONT BUMPER BRACKET (L/R/RH)     |             |                        | Serviceable | 0          |            | 20          |           | 0               |

Labour

SERVICE REQUESTS    MESSAGES    CLAIMS

## Assessment Details

General & Workshop Details    Vehicle & Driver Details    Vehicle Condition    Taxes & Ratio    Parts & Labour    Miscellaneous

Summary

| EDIT                     | SR NO | NAME                      | ACTION    | AMOUNT | COMMENT | REMOVE                   |
|--------------------------|-------|---------------------------|-----------|--------|---------|--------------------------|
| <input type="checkbox"/> | 1     | DAYS OF REPAIR            | Reviewing |        |         | <input type="checkbox"/> |
| <input type="checkbox"/> | 2     | FRONT NUMBER PLATE        | Reviewing | 25     | CRACKED | <input type="checkbox"/> |
| <input type="checkbox"/> | 3     | FRONT NO PLATE TRIM COVER | Reviewing | 30     | CRACKED | <input type="checkbox"/> |

SERVICE REQUESTS    MESSAGES    CLAIMS

## Assessment Details

General & Workshop Details    Vehicle & Driver Details    Vehicle Condition    Taxes & Ratio    Parts & Labour    Miscellaneous

Summary    Claim Amount    \$1,619.00    Claim Amount    \$1,619.00

| CATEGORY      | ESTIMATE   | REVISED AMOUNT |
|---------------|------------|----------------|
| Labour        | \$380.00   | \$380.00       |
| Miscellaneous | \$55.00    | \$55.00        |
| Spare Parts   | \$1,184.00 | \$1,184.00     |

Submit for Review