

CC 4 / ASM1800 2116, R1m39 LKK: 28687 IDAC: 28687

ASSIGNMENT
Sponsor: FASUL DOI: 5/7/18 Date / Time: 2/2/18 Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.: XB 8440R
Name of Insured: VEOUA ES SA PL
Insured Tel No.: 5,000.00 HP: 19-1-18
Excess Sec II :SS
Is driver the owner? (YES / NO) Nature of Accident:
If NO, Driver Name / Age: Mohamed Iskandar Bin Mohd
Driver Tel No.: 815-7448 (V/L YES / NO)

Claim No.: 58m0089N
Policy No.:
Make / Model: Mit.
Place of Accident: Yishun Ave 1
OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
Insured Liability: % Final? Yes / No



INSRS:
WSP: SMPT.
Tel:
Liability: (WPC)
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date / Time	STAGE	DATE / PIC
1/2/18	Non-Reporting ltr (1st):	
2/2/18	Non-Reporting ltr (2nd):	
2/2/18	Non-Reporting ltr (Final):	
2/2/18	Notification ltr (if non-pickup):	
2/2/18	Call OI:	25/2/19
2/2/18	After call ltr to OI:	
10/11/18	Documentation Check List: Handler	Typist
3/1/19	Notification ltr (if non-pickup)	
4/10/19	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: S\$ (days) Reduction: % Email Call

FINAL SETTLEMENT Date/Time: 3/1/19 Confirm with Karen Email Call

Final Liability: % (w) Agreed / Assessed BOLA S/N No.: NIL (4/1/19)

Repair Cost: S\$ 7340.65

Loss of Rental (LOR): S\$ (days)

Loss of Use (LOU): S\$ 6w.00 (S\$w) x 2 days

Loss of Income (LOI): S\$ (\$ x days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search S\$ 7.00

Medical: S\$

Disbursement: S\$ (e.g. Tow/Independent)

Legal Cost S\$

Total: S\$ 7947.65 Global Sum S\$: 7900.00

FINAL PAYMENT Date/Time: Confirm with: Email Call

Payee 1: S\$ 7900.00 Name 1: SMPT Buses Ltd.

Payee 2: (Strike if N.A.) S\$ Name 2:

Payee 3: (Strike if N.A.) S\$ Name 3:

ASSIGNMENT

From: _____ Date: 05.07.2018

Estimated Cost

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

To inspect Vehicle No: 86 5516J

at Workshop m/s: SMRT

of: Woodlands

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

(Client's Record)

Make of Ven: Sunny 9321 0958

(Policy Condition)

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

N/S	O/S

Sal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

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

Est. Repairs: 2 days Res: Yes or No

Lump Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Van No: 55 5516J Yr Regn: 2017 OUT

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover

Truck / Trailer or

Make: Volvo B9TL 9.4L A CC: 9264

Colour: Green A/C Insured / Std / NI / NA

Sp Reading: 11757 T/Ratio: Insured / Std / NI / NA

Eng No:

C No: 4U354P9214A183233

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 275/70R225

R: 2

BE / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal: 8 mm R/Bal: 8/8 mm

L/Bal: 8 mm L/Bal: 8/8 mm

D.O.A: 19/01/18 D.O.I: 05/02/18

Survey held at: SMRT

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

o/s Rear

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

Date / Time Action / Instruction

PIP # 2340.65C Red # 792/54.

Date/Time File Pass to:

☐

Prel. Report

Days Of Repair:

If:

☐

Final Report

Resurvey No. of Trip:

Date/Time File Return to:

Survey Fee

Transporter

To:

Add Fee:

☐

Staining \$

☐

Interior \$

☐

Tech. Ins \$

☐

Cleaning \$

Report Format:

Lump Sum / I.B. \$

Total



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

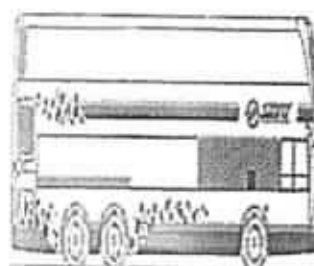
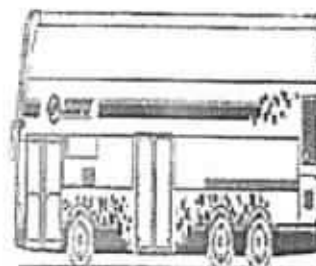
Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
AXA INSURANCE PTE LTD		Ref : CC4/ASM18002116/R1ya3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 02-02-2018	
		Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM			
	Insured Veh. XB 8440R	Veh. Inspected	SG 5516J
	Policy No.	Coverage (\$)	0.00
	Claim No. S8M0089N	Excess (\$)	0.00
	Assign From	Assign Date	02/02/2018
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 19/01/2018	Inspection Date	05/02/2018
	Survey held at SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SG5516J
 Ref. No : BUS/01/18/7042
 Reg. Date : 26/10/2017
 Vehicle Type : DOUBLE DECK
 Make : VOLVO
 Model : Volvo B9TL DD
 Name of Driver : Shahrizam Bin Zainal Abidin
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 19/01/2018 09:23:00 AM
 Accident Reported Date / Time : 26/01/2018 12:00:00 AM
 Surveyor Is Required? : Yes
 Survey by : AXA
 Vehicle Is Towed Back? : No
 Towed Back Date/Time : 01/01/2000
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094494
 Special Instruction to ARC,if any :
 rear right portion
 xb8440r (tp) - insured with AXA
 Prepared Date : 30/01/2018 12:32:14 PM



Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : YV3S4P921HA183233

Mileage

0

Work Shop :

Repair Completed Date / Time :

01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, If applicable
Total Labour Charges	: 1,325.00	1,080.00
Total Spray Painting Charges	: 432.00	300.00
Total Material Charges	: 5,980.65	5,980.65
Other Charges	: 0.00	0.00
TOTAL	: 7,737.65	7,340.65
Lump Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	2.00
Prepared / Adjusted By	:	RASUL LKK
Arc / Surveyor Sign Off Date	: 01/02/2018 01:48:49 PM	04/05/2018 06:35:19 PM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 01/02/2018 01:46:31 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :

Invoice No :

Quotation Date :

Invoice Date :

Invoice Amount :

Prepared Date :

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1,325.00	1,060.00
Total Labour	1,325.00	1,060.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	432.00	300.00
Total Spray Painting & Panel Beating	432.00	300.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

I, the undersigned, hereby acknowledge that I have read and understood the terms and conditions of the quotation provided by LKK Auto Consultants for the repair of my vehicle. I agree to 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: _____

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: _____

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
7612002L21		6011099	LIGHT, REVERSE: LED	1	861.86	10.00	775.67	Replace	Replace <i>CR</i>	No
7612001L21		6011100	LAMP LED STOP-TAIL-FLASHER	1	362.39	10.00	326.15	Replace	Replace <i>CR</i>	No
ATP-03414			EXT REAR N/S CORNER	1	1,648.08	10.00	1,483.27	Replace	Replace <i>CR</i>	No
A12-03302			FLYSCREEN ASSEMBLY	1	900.80	10.00	810.72	Replace	Replace <i>CR</i>	No
A12-03438			COOLER DOOR ASSEMBLY	1	2,872.05	10.00	2,584.84	Replace	Replace <i>CR</i>	No
TOTAL MATERIALS							5,980.66	5,980.65		
TOTAL MATERIALS(Discounted)							5,980.65	5,980.65		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
12-03302		FLYSCREEN ASSEMBLY	1	900.80	10.00	810.72	Replace	Replace	No
12-03438		COOLER DOOR ASSEMBLY	1	2,872.05	10.00	2,584.84	Replace	Replace	No
TOTAL SUPPLEMENTARY MATERIALS						3,395.56			

5980.65

1360.00

7340.65

2 days

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	292D
Vehicle Details	
Vehicle No.:	SG5516J
Vehicle to be Exported:	No
Intended Deregistration Date:	30 Aug 2019
Vehicle Make:	VOLVO
Vehicle Model:	B9TL 9.4L AUTO TURBO ABS
Primary Colour:	Multicolor
Manufacturing Year:	2016
Engine No.:	D9195972
Chassis No.:	YV354P921HA183233
Maximum Power Output:	-
Open Market Value:	\$505,887.00
Original Registration Date:	26 Oct 2017
First Registration Date:	26 Oct 2017
Transfer Count:	0
Actual ARF Paid:	\$0.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Rebate Amount:	\$0.00
Total Rebate Amount:	\$0.00

The information contained herein is correct as at 30 Aug 2019

OK



RE: FYA

Type

🔗 Question

Message

Hi Cynthia, We refer to snapshots of TP CCTV. The snapshots suggest that OID had veered near to TP, while TP had keeping within its own lane, leading to the collision. We will proceed to liaise with OI company and acquire the necessary. Thank you. Regards, Olivia.

Reply



Hsiao Tong (LKKAUTO)

From: Rasul (LKKAUTO)
Sent: Wednesday, 8 August 2018 5:20 PM
To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR)
Cc: Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); AutoSvs-ARC (Bus); Olivia Lau (LKKAUTO)
Subject: RE: Finalisation - SG5516J (BUS/01/18/7042) - AXA

Hi Catherine,

Finalised amount confirmed

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) [<mailto:catherineleesc@smrt.com.sg>]
Sent: Tuesday, 12 June, 2018 3:26 PM
To: Rasul (LKKAUTO)
Cc: Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); AutoSvs-ARC (Bus)
Subject: Finalisation - SG5516J (BUS/01/18/7042) - AXA

Hi Rasul,

Attached herewith our copy and your marked copy of the bus repair estimate for the case.

Our finalised amount is \$7,340.65 @ 2 working days under part by part repair. Attached herewith the before and after paint photos for perusal.

Please confirm the COR by return email ASAP.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



Moving People, Enhancing Lives



<TP - Mandate IA> - S8M0089N [ACCIDENT INVOLVING XB 8440R(OI) & SG 5516J(TP) ON 19/01/2018]

Type

🔗 Question

Message

Liability: 100%. TP snapshots suggest that OID had veered near to TP, while TP had keeping within its own lane, leading to the collision. Inform OI about third party claim. Agreed to settle at best. We seek your mandate at \$7,947.65(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 30-Aug-19

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 30/08/2019

Survey Details:

Date of loss	19.01.2018
Date of appointment	02.02.2018
Date of survey	05.02.2018
Location of survey	SMRT Automotive Services PL

Vehicle Details:

Claim Type:	Third party
Vehicle number	SG5516J
Make and Model	Volvo B9TL (9364cc)
Date of registration	26.10.2017
Excess	
Market Value/ Book Value	(est)
Parf/COE Rebate	(est)
Nett Value/ ERV	(est)

Repair details:

Initial Estimate	\$ 7,737.65
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Proposed/Revised repair cost:

Parts	\$ 5,980.65
Check items (estimate)	NIL
Labour	\$ 1,360.00
Supplementary	NIL
Total	\$ 7,340.65
Lump Sum(if applicable)	-

Number of days for repair	2
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Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Remarks:

TP snapshots suggest that OID had veered near to TP, while TP had keeping within its own lane, leading to the collision

Mandate:

Liability(TP)	100%	
Proposed repair cost	\$ 7,340.65	
Loss of use	\$ 600.00	(2days x \$300.00)
Loss of rental	NIL	
Loss of income	NIL	
LTA/GIA search fees	\$ 7.00	
Others	NIL	
Proposed Total	\$ 7,947.65	

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 4 September 2019 12:13 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: New message for service request 28687, vehicle number SG5516J

4/9/19 11:36 AM *** Hi Hsiao Tong, Please proceed. - TEO Kitty

-----Original Message-----

From: kitty.teo@axa.com.sg <kitty.teo@axa.com.sg>
Sent: Wednesday, 4 September, 2019 11:37 AM
To: admin-d@lkkauto.com
Subject: New message for service request 28687, vehicle number SG5516J

AXA Insurance has sent you a message for claim number S8M0089N.

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: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
<ChanSiauChin@smrt.com.sg>
Sent: Monday, 30 September 2019 11:08 AM
To: Hsiao Tong (LKKAuto); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A
Subject: RE: Your Ref: BUS/01/18/7042/AW (SG5516J) *Our Ref: CC4/ASM18002116/R1pa3
[ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018]

Importance: High

Without Prejudice

Offer accepted. Please let us have your DV soon.

Thanks & Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 27/09/2019 10:54
To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: Your Ref: BUS/01/18/7042/AW (SG5516J) *Our Ref: CC4/ASM18002116/R1pa3 [ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018]

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to improve our offer at a global sum of **\$7,900.00(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 | fax: 6741-4108

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

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Sent: Tuesday, 24 September 2019 5:27 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

<ChanSiauChin@smrt.com.sg>

Subject: RE: Your Ref: BUS/01/18/7042/AW (SG5516J) *Our Ref: CC4/ASM18002116/R1pa3 [ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018]

WITHOUT PREJUDICE

Dear Hsiao Tong

We refer to your email sent to us on 24/09/2019.

For a quick amicable settlement, we are prepared to accept your offer as follows:-

Cost of repair	\$ 7,340.66
Loss of use (2 days @\$325.00/day)	\$ 650.00
LTA search fee	\$ 7.00
Total	\$ 7,997.66

Please note that the involved bus was a double decker bus.

If you are agreeable to the above, kindly let us have your discharge voucher as soon as possible.

We look forward to hearing from you soon. Thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

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

Sent: 24/09/2019 14:29

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

Cc: Admin A

Subject: RE: Your Ref: BUS/01/18/7042/AW (SG5516J) *Our Ref: CC4/ASM18002116/R1pa3 [ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018]

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

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: Hsiao Tong (LKKAuto)

Sent: Friday, 6 September 2019 8:30 AM

To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>

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

Subject: Your Ref: BUS/01/18/7042/AW (SG5516J) *Our Ref: CC4/ASM18002116/R1pa3 [ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018]

Your Ref: **BUS/01/18/7042/AW (SG5516J)**

Without Prejudice

Our Ref: CC4/ASM18002116/R1pa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING XB 8440R(AXA) AND SG 5516J ON 19/01/2018

We refer to the above matter.

We propose settlement at a global sum of **\$7,800.00(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 | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Friday, 16 November 2018 5:53 PM
To: LOH Cynthia; motor.doc@axa.com.sg; cts@axa.com.sg; Admin A; Vivian Lau (LKKAuto)
Subject: 2nd Reminder : LOD to AXA - BUS/01/18/7042/AW - Accident involving SG5516J and XB8440R on 19 Jan 2018 along Yishun Ring Road after Bus Stop No. 59561 , Blk 798
Attachments: lmg-828145857-0001.pdf
Importance: High
Follow Up Flag: Follow up
Due By: Thursday, 22 November 2018 10:45 AM
Flag Status: Flagged

2nd Reminder

SMRT : BUS/01/18/7042/AW
AXA : XB8440R

Dear LKK & AXA Officer,

It has been 3 months since LOD issuance.

This is a clear cut Bola S15 case, whereby **AXA insured lorry's wing mirror encroached into SMRT Bus's lane** and hit unto bus. Please let us have AXA's offer/DV soon. Thanks !

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Friday, 12 October, 2018 1:56 PM
To: 'Admin A'; 'vivianlau@lkkauto.com'
Cc: LOH Cynthia; 'motor.doc@axa.com.sg'; 'cts@axa.com.sg'
Subject: Reminder : LOD to AXA - BUS/01/18/7042/AW - Accident involving SG5516J and XB8440R on 19 Jan 2018 along Yishun Ring Road after Bus Stop No. 59561 , Blk 798
Importance: High

SMRT : BUS/01/18/7042/AW
AXA : XB8440R

Dear LKK Officer,

Above attached refer. LOD had been issued to AXA c/o LKK on 28 August 2018 and we have not heard from LKK since. This is a clear cut Bola S15 case, whereby **AXA insured lorry's wing mirror encroached into SMRT Bus's lane** and hit unto bus. Please let us have AXA's offer/DV soon. Thanks !

Cost of Repair	\$ 7340.66
Loss of Use (2 Days x \$350, DOUBLE DECKER BUS)	\$ 700.00
LTA search fee	\$ 7.00
Total	\$ 8047.66

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Sent: Tuesday, 28 August, 2018 3:10 PM

To: SG AXA Insurance SM Motor Doc (motor.doc@axa.com.sg); Admin A (admin-a@lkkauto.com);

'vivianlau@lkkauto.com'

Subject: LOD to AXA - BUS/01/18/7042/AW - Accident involving SG5516J and XB8440R on 19 Jan 2018 along Yishun Ring Road after Bus Stop No. 59561, Blk 798

Importance: High

SMRT : BUS/01/18/7042/AW

AXA : XB8440R

Dear AXA c/o LKK Motor Claims officer,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SG5516J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 7340.66
Loss of Use (2 Days x \$350, DOUBLE DECKER BUS)	\$ 700.00
LTA search fee	\$ 7.00
Total	\$ 8047.66

We enclose the following documents,

- Repair Invoice
- LTA Search
- GIA report
- Survey Report and Bus Photos to be furnished by AXA's own appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

Audrey Woo | DID : 6556 3521 | FAX : 6368 7421 | Email : audrey@smrt.com.sg | Claims Department | SMRT BUSES LTD | 6 Ang Mo Kio Street 62 Singapore 569140





Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV180800137
Date : 11.08.2018
Vehicle No. : SG5516J
Your Ref No. : BUS/01/18/7042
Our Ref No. : 24094494
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
LIGHT, REVERSE:LED, FOR ADL E500 DD BUS	1.00	\$ 861.86	(10.00)	\$ 86.19	\$ 775.67
LAMP:LED, STOP-TAIL-FLASHER, ADL E500 DD	1.00	\$ 362.39	(10.00)	\$ 36.24	\$ 326.15
EXT REAR N/S CORNER	1.00	\$1648.08	(10.00)	\$ 164.81	\$ 1483.27
FLYSCREEN ASSEMBLY	1.00	\$ 900.80	(10.00)	\$ 90.08	\$ 810.72
COOLER DOOR ASSEMBLY	1.00	\$2872.05	(10.00)	\$ 287.20	\$ 2584.85
Sub-Total					\$ 5980.66
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$1060.00	0.00	\$ 0.00	\$ 1060.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
GRAND TOTAL					\$ 7,340.66

Remark :

Make/Model : Volvo B9TL DD
Accident Date : 19.01.2018

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorized Signature
for SMRT Automotive Services Pte Ltd



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

25 FEB 2019

VEOLIA ES SINGAPORE PTE LTD
17 TUAS AVENUE 12
SINGAPORE 639037
ATTN: THE MANAGEMENT

Dear Sir/ Mdm

OUR REF : CC4/ASM18002116/R1pa3
YOUR REF : XB8440R
ACCIDENT INVOLVING XB 8440R AND SG 5516J ALONG/AT YISHUN AVE 1 ON 19/01/2018

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 SMRT AUTOMOTIVE SERVICES PTE LTD acting on behalf of the owner of SG 5516J against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy. We also wish to advise that there is an excess of S\$5,000.00 attached with Third Party Claims.

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 us.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 10 days from the date of this letter **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 AXA's prior knowledge and consent.

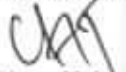
This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

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

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

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

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Cc *AXA Insurance Pte Ltd
(Motor Claims Dept)*


AUTHORISATION TO ACT

I/We, SMRT BUSES LTD ("the third party claimant") of 6 ANG MO KIO STREET 62 (S)569140 (address), owner of SG 5516J (vehicle no.) hereby authorize SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. SG 5516J that was damaged pursuant to the accident which occurred on 19/01/2018 (date) along YISHUN RING RD AFT BS:59561 BLK 798 (location) involving vehicle no/s XB 8440R ("the accident").

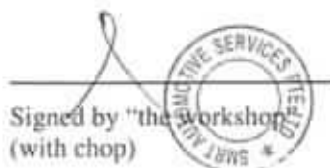
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT BUSES LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 04 (day) of 10 (month) 2019 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)



AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	XB 8440R	(Insd veh)	Model: Vo/ve B9TL 9.4L - 9364cc
	SG 5516J	(TP veh)	
Date of Accident/ Time:	19/01/2018 -		

Repair Estimate	: \$	8,402.18	
Final Repair Cost	: \$		
Loss of Use	: \$		days at \$ per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$		
Others:	: \$		
	: \$		
Final Settlement Sum (Global Sum)	: \$	7,900.00	
Payee Name : SMRT BUSES LTD			
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)			
A)	For Non GIA Registered Workshop:	Agreed Liability _____ (%)	
B)	For GIA Registered Workshop:	BOLA Applicable: Yes / No BOLA Scenario No: <u>NIL</u>	
	BOLA Liability: _____ (%)	Assessed Liability (*): <u>100</u> (%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply			
Remarks:			

NOTE:

1. PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
2. THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
3. AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a full and final settlement that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

 Signature of workshop representative / Workshop stamp Name of Representative:  Date: 04-10-2019 MRB	 Signature of Witness / Workshop stamp (if applicable) Name of Witness: Balaich Date: 4-10-19
Signature of AXA's surveyor/representative Name of AXA's surveyor /Representative: Date: 7-10-19	

Enquire Transaction History

Transaction History Details

Log Date/Time:	30 Jan 2018 / 12:31:15	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	XBB440R		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESA5BAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180130123115090217
Search Date / Time:	19 Jan 2018 09:23:00		
Insurance Company:	AXA INSURANCE PTE LTD		

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)

**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/ASM18002116/R1pa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:KITTY			Date : 14-10-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	XB 8440R	Veh. Inspected	SG 5516J	
Policy No.	CN871953	Coverage (\$)	0.00	
Claim No.	S8M0089N	Excess (\$)	0.00	
Assign From		Assign Date	02/02/2018	
2. Vehicle Particulars & Condition				
Make & Model	VOLVO B9TL 9.4L (A)	c.c	9364	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	YV3S4P921HA183233	Colour	GREEN	
Odometer	11757	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	275/70 R22.5	BRIDGESTONE	8 mm	
L/H Front Tyre	275/70 R22.5	BRIDGESTONE	8 mm	
R/H Rear Tyre	275/70 R22.5 (D)	BRIDGESTONE	8/8 mm	
L/H Rear Tyre	275/70 R22.5 (D)	BRIDGESTONE	8/8 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	19/01/2018	Inspection Date	05/02/2018	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		2 Working Days		



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

Page No.1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SG 5516J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	LIGHT REVERSE:LED (CONSISTENT)	CRACKED	861.86	861.86
1	LAMP LED STOP-TAIL-FLASHER (CONSISTENT)	CRACKED	362.39	362.39
1	EXT REAR N/S CORNER (CONSISTENT)	CRACKED	1,648.08	1,648.08
1	FLYSCREEN ASSEMBLY (CONSISTENT)	CRACKED	900.80	900.80
1	COOLER DOOR ASSEMBLY (CONSISTENT)	DEFORMED	2,872.05	2,872.05
	LESS 10% DISCOUNT		-	-664.53
			6,645.18	5,980.65
	LABOUR			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		1,325.00	1,060.00
	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS.		432.00	300.00
			1,757.00	1,360.00
	GRAND TOTAL		8,402.18	7,340.65
	RECOMMENDED COST OF REPAIRS			7,340.65

Report Ref No. GC4/ASM18002116/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

Service Request Details

Claim	SGIM00819N
Reference	CCA/ASM19002116/R1paQaZ 
Loss Date	19 January 2018
Report Date	2 Feb 2018 12:24:00 PM
Request Date	30 May 2019
Due Date	
Vendor Name	LKX AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for Approve Invoice

Approve Invoice

Vehicle Information	
Incident Vehicle Registration #	SG5516J
Make	TPVO MERCEDES-BENZ
Model	BU5
Service Address	
...	
Primary Contact/Insured	VEOLIA ES SINGAPORE PTE LTD 17 TUAS AVENUE 12, 639037, Singapore soekchan.ho@veolia.com
Claim Handler	TEO KITTY 6568804602 kitty.tee@axa.com.sg

Additional Instructions

- 1
- Messages Documents History Documents Assessment Metrics Notice

Document Type

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 U00Invoice1 (7).pdf	Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TP)	17 October 2019

 <small>Click to download pictures, documents, and more</small>	Documents TYPE	Certificate of Insurance SUB-TYPE	Author AUTHOR	DATE UPLOADED
 XIBB440H INSD GIA.PDF	Forms / Claim Documents	Claim Form	PATIL Anil	2 February 2018
 SG5516J TP GIA.PDF	Forms / Claim Documents	Claim Form	PATIL Anil	2 February 2018
 Email received from workshop with TP GIA.mng	Letters and Correspondence	Others	PATIL Anil	2 February 2018