

INS. CASE OWNER:

CC / ASM1800

IDAC:

50041

ASSIGNMENT

DOI:

Date / Time:

Registered in Merimen:

Assign / CCU / FTE

Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:

HP:

D.O.A.:

Nature of Accident:

Claims No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

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:

S\$

(days) Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email ☒ Call ☐

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$ 4,081.51

Loss of Rental (LOR):

S\$ 585.15

(5 days) x 4,116.63

Loss of Use (LOU):

S\$ -

(3 days)

Loss of Income (LOI):

S\$ 250.00

(S 50 x 5 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\$ 4,921.66

Global Sum S\$:

-

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$ 4,900.00

Name 1:

ENRT TAXIS PTE LTD

Payee 2 (Strike if N/A.):

S\$ -

Name 2:

-

Payee 3 (Strike if N/A.):

S\$ -

Name 3:

-

REF:

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____

Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repair: 2 days Res.: Yes or NoLum Sum: 2.82 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Date / Time / Action / Instruction

Veh No: SHB 1773ETr Regn: 10/10/2017Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Toyota Peris 4cc 1799Colour Maroon

A/C: Insured / Std / NI / NA

Sp. Reading 44419

T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: JTOKB JFL 203572678Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orMod: NI / S/Rim / STD A/Rim orTyre Size: F: 195/65 R15

R: _____

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

TOYO / YOKO or

Front

Rear

R/Bal. 6 mmR/Bal. 6 mmL/Bal. 6 mmL/Bal. 6 mmD.O.A. 5/2/18D.O.I. 8/2/18Survey held at SMART

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

Frt O/S

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

9/10/18: Confirm 2.B.2 \$4081.51 with 2 working days

JAX 102/18/3030

LKE

AXA

PC 64614

(Ad. \$12970.05

42/1)

Date/Time, File Pass to?

☐

: Prel. Report

☐

: Final Report

1)

Date/Time, File Return to?

2)

Report Format :

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

☐

: Site Insp (\$ _____)

☐

: Interview (\$ _____)

☐

: Tech Invs (\$ _____)

☐

: Weekend (\$ _____)

Survey Fee: _____

Transportation: _____

) Phone _____

) Others _____

TOTAL



SMRT Automotive Service Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number : 68662623

Accident Reporting Number : 68662672

10-2-18 / 09:38

10-2-18 / 13:38

SMRT Accident Vehicle Repair Estimates

8-2-18 / 13:38

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

Reg. No : SHB1973E
 Ref. No : TAX/02/18/2030
 Reg. Date : 10/10/2017
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS4
 Name of Driver : YEO HAI CHOON
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 05/02/2018 12:00:00 PM
 Accident Reported Date / Time : 05/02/2018 12:00:00 AM
 Surveyor Is Required? : Yes
 Survey by : Sebastian
 Vehicle Is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094486
 Special Instruction to ARC, if any :
 PC6461H - AXA P/P
 BEFORE PAINT PHOTO, FOR CHECK ITEM AND REPLACE ITEM PLEASE CALL SURVEYOR SEBASTIAN (LKK)
 & Email : sebastianyeang @lkkauto.com HP:90036121
 Prepared Date : 05/02/2018 02:43:21 PM

Recording Camera ☐Radio Antenna ☐1st witness U

Date

8-2-18

2nd witness

Date

Supplementary

* Refer to the Supplementary part list ✓

QC 10/2/18 11:30 Rect

RHP Fog Lamp Adjust

LHP Bumper Lower Liner Adjust

11.41 P/L

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 10/02/2018

Vehicle Return Time: 11:02

SMRT staff sign: _____

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

Chassis No : JTDKB3FU203572698

Mileage :

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 845.00	200.00
Total Spray Painting Charges	: 756.00	200.00
Total Material Charges	: 3,689.18	3,631.51
Other Charges	: 340.00	50.00
TOTAL	: 5,630.18	4,081.51
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 5.00	2.00
Prepared / Adjusted By	:	SEBASTIAN (LKK)
Arc / Surveyor Sign Off Date	: 06/02/2018 08:37:30 AM	08/02/2018 01:38:29 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 06/02/2018 08:37:30 AM

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

Quotation No : QN-1802-0504

Quotation Date : 22/2

Invoice Amount :

Invoice No :

Invoice Date :

Prepared 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
5380147080			FENDER SUB-ASSY, FR, RH	0	933.10	25.00	0.00	Replace	Not given	No X
7537447140			EMBLEM, SIDE PANEL (HYBRID)	0	52.90	25.00	0.00	Replace	Not given	No X
5211947962			COVER, FR BUMPER	1	495.50	25.00	371.62	Replace	Replace	No /
5211547050			SUPPORT, FR BUMPER RH	1	76.90	25.00	57.68	Replace	Check	No X
8114547691			UNIT, HEADLAMP, RH	1	2,558.90	10.00	2,303.01	Replace	Replace	No /
8121047020			LAMP ASSY, FOG, RH	1	910.20	10.00	819.18	Replace	Replace	No /
8531547160			WIPER WASHER JAR	1	183.60	25.00	137.70	Replace	Replace S	No /
TOTAL MATERIALS							3,689.19	3,631.51		
TOTAL MATERIALS(Discounted)							3,689.18	3,631.51		

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
1531547130		WIPER WASHER JAR	1	183.60	25.00	137.70	Replace	Replace	No
TOTAL SUPPLEMENTARY MATERIALS						137.70			

3631.51 /
 + 200.00 /
 + 250.00 /

 4081.51 /

Substition
 28/1/18

Section D - Details of Repair Estimates**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH FRONT PORTION	845.00	200.00 /
Total Labour	845.00	200.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT FENDER RH	378.00	0.00
TO REPSRAY FRONT BUMPER	378.00	200.00 /
Total Spray Painting & Panel Beating	756.00	200.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	30.00 /
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00
TO REPLACE SUNDRY PARTS	100.00	20.00 /
TO WASH AND VACUUM	60.00	0.00
Total Other Costs	340.00	50.00

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHB1973E
 Ref. No : TAX/02/18/2030
 Reg. Date : 10/10/2017
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS4
 Name of Driver : YEO HAI CHOON
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 05/02/2018 12:00:00 PM
 Accident Reported Date / Time : 05/02/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024094486
 Special Instruction to ARC, if any :
 PC6461H
 Prepared Date : 05/02/2018 02:43:21 PM



Sebastian
8/2/18.

- Part by part repair
 - Photo Before Paint
 - Question Mark Iron Photo
 90036121

Sebastian Young @ LKK Auto
com

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:

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

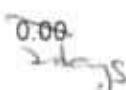
Chassis No : JTDKB3FU203572698

Mileage : 0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 845.00	0.00
Total Spray Painting Charges	: 756.00	0.00
Total Material Charges	: 5,110.15	5,110.15
Other Charges	: 340.00	0.00
TOTAL	: 7,051.15	0.00
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 5.00	0.00
Prepared / Adjusted By	:	
Arc / Surveyor Sign Off Date	: 06/02/2018 08:37:30 AM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 06/02/2018 08:37:30 AM

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 :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH FRONT PORTION	845.00	0.00 300
Total Labour	845.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT FENDER RH	378.00	0.00 ✓
TO REPSRAY FRONT BUMPER	378.00	0.00 300
Total Spray Painting & Panel Beating	756.00	0.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 30
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00 ✗
TO REPLACE SUNDRY PARTS	100.00	0.00 30
TO WASH AND VACUUM	60.00	0.00 ✗
Total Other Costs	340.00	0.00

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
5380147030			FENDER SUB-ASSY, FR, RH	1	933.10	25.00	699.82	Replace	Replace X	No
7537447110			EMBLEM, SIDE PANEL (HYBRID)	1	52.90	25.00	39.67	Replace	Replace X	No
5211947912			COVER, FR BUMPER	1	495.50	25.00	371.62	Replace	Replace ✓	No
5211547030			SUPPORT, FR BUMPER RH	1	76.90	25.00	57.67	Replace	Replace ✓	No
1114547611			UNIT, HEADLAMP, RH	1	2,558.90	10.00	2,303.01	Replace	Replace ✓	No
1121047010			LAMP ASSY, FOG, RH	1	910.20	10.00	819.18	Replace	Replace ✓	No
TOTAL MATERIALS							4,290.99	4,290.97		
TOTAL MATERIALS(Discounted)							5,110.15	5,110.15		

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
TOTAL SUPPLEMENTARY MATERIALS									

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	5369K
Vehicle Details	
Vehicle No.:	SHB1973E
Vehicle to be Exported:	No
Intended De-registration Date:	09 Feb 2018
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS HYBRID 1.8 CVT
Primary Colour:	Maroon
Manufacturing Year:	2017
Engine No.:	2ZRS096915
Chassis No.:	JTDKB3FU203572698
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$29,007.00
Original Registration Date:	10 Oct 2017
First Registration Date:	10 Oct 2017
Transfer Count:	0
Actual ARF Paid:	\$5,000.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	09 Oct 2025

PARF Rebate Amount:	\$3,750.00
Intended COE Rebate Details	
COE Expiry Date:	09 Oct 2025
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	8
PQP Paid:	\$34,052.00
COE Rebate Amount:	\$32,633.00
Total Rebate Amount:	\$36,383.00
Message	
Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.	

The information contained herein is correct as at 09 Feb 2018

OK



Service Request Details

Claim

S8M008HX

Reference

None 

Loss Date

February 5, 2018

Sebastian

Request Date

February 8, 2018

Due Date

February 15, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SHB1973E

Make

TPVD TOYOTA

Service Address

Primary Contact/Insured

ACE TOURS & TRAVEL PTE LTD
101 UPPER CROSS STREET, #07-08 PEOPLE'S PARK CENTRE, 058357, Singapore
82828611
INSURANCE@SCCREDIT.COM.SG

Claim Handler

TAY Ernest
6568804835
ernest.tay@axa.com.sg

Additional Instructions

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)

Document Type

Document SubType

[+ Upload Documents](#)

NAME

 EMAIL WITH TP GIA & ESTIMATE.msg

TYPE

Forms / Claim Documents

SUB-TYPE

Estimate / Quotation

AUTHOR

KUMAR Shailendra

DATE UPLOADED

February 6, 2018



Re:RE: Re:S8M008HX- Mandate approval

Type

🔗 Question

Message

Hi, please settle at best and engage with insured, thanks.

Reply

Vivian Lau (LKKAuto)

From: Vivian Lau (LKKAuto)
Sent: Wednesday, 31 October, 2018 12:55 PM
To: 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)'
Cc: Thin Thin (LKKAuto); Admin A
Subject: RE: URGENT / FINAL REMINDER Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg) *** LKK REF: CC4/ASM18002556/Swa3
Attachments: PC 6461H.mp4

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your Ref: TAX/02/18/2030/lg
Our Ref: CC4/ASM18002556/Swa3

Dear Sir/Madam,

Accident on 5/2/2018 involving SHB 1973E & PC 6461H

We refer to the above matter

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Based on our Insured's video, your client was driving along the parking lot overtake OI's bus. If your client follow behind our Insured ,Our Insured would not brush against stationary vehicle .

We attached herewith our insured's CCTV video Footage for your perusal.

Under such circumstances, we have our principal's instruction to deny liability of your client's claim

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Wednesday, 31 October, 2018 10:03 AM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: URGENT / FINAL REMINDER Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg) *** LKK REF: CC4/ASM18002556/Swa3

Dear Vivian,

We have just sent a reminder to Richard Ang for an offer.

Please let us know if you have received the required document from your insured. We cannot be waiting indefinitely.

Please let us have your offer **by 8th November 2018**.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

Sent: 11/09/2018 16:42

To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Cc: Khor Saw Theng; vale oh (vale.oh@axa.com.sg); Admin A

Subject: RE: URGENT / FINAL REMINDER Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg) *** LKK REF: CC4/ASM18002556/Swa3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the email below,

We are pending letter of authorisation from our insured.

We will get back to you for an update/offer in due course.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

Sent: Wednesday, 29 August, 2018 4:21 PM

To: Khor Saw Theng <sawtheng.khor@axa.com.sg>; vale oh (vale.oh@axa.com.sg) <vale.oh@axa.com.sg>

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: URGENT / FINAL REMINDER Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg) *** LKK REF: CC4/ASM18002556/Swa3

URGENT

FINAL REMINDER

Dear All,

Please let us have your offer by **5th September 2018** otherwise please let us have your consent to escalate the matter to GIA for deliberation.

If we do not hear from you by the due date, we shall deem that you have given your consent and we will proceed accordingly. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Sent: 29/06/2018 17:14

To: 'vivian lau'

Subject: URGENT / 2ND REMINDER Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg) *** LKK REF: CC4/ASM18002556/Swa3

URGENT

2ND REMINDER

Dear Vivian,

We attach the video footage for your perusal.

Since your insured has reported and liability is clear, please let us have your offer by **6th July 2018**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department



L



Re:RE: Re:S8M008HX- Mandate approval

Type

🔗 Question

Message

Hi LKK, pls reject TP's claim. Thank you.

Reply



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



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. : IV180300038
Date : 02.03.2018
Vehicle No. : SHB1973E
Your Ref No. : TAX/02/18/2030
Our Ref No. : 24094486
Terms : 30 Days

Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
Parts					
FENDER SUB-ASSY, FR, RH	0.00	\$ 933.10	(25.00)	\$ 0.00	\$ 0.00
EMBLEM, SIDE PANEL (HYBRID)	0.00	\$ 52.90	(25.00)	\$ 0.00	\$ 0.00
COVER, FR BUMPER	1.00	\$ 495.50	(25.00)	\$ 123.87	\$ 371.62
SUPPORT, FR BUMPER RH	0.00	\$ 76.90	(25.00)	\$ 0.00	\$ 0.00
UNIT, HEADLAMP, RH	1.00	\$2558.90	(10.00)	\$ 255.89	\$ 2303.01
LAMP ASSY, FOG, RH	1.00	\$ 910.20	(10.00)	\$ 91.02	\$ 819.18
WIPER WASHER JAR	1.00	\$ 183.60	(25.00)	\$ 45.90	\$ 137.70
Sub-Total					\$ 3631.51
Labour					
TO REPAIR RH FRONT PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
Others					
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FRONT FENDER RH	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
GRAND TOTAL					\$ 4,081.51

Remark :

Make/Model : PRIUS4
Accident Date : 05.02.2018

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


Authorised Signatory
for SMRT Automotive Services Pte Ltd

Vivian Lau (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Tuesday, 27 March, 2018 10:34 AM
To: CS A Team; Admin A
Subject: Re: Accident on 5/2/2018 involving SHB 1973E & PC 6461H (Our Ref: TAX/02/18/2030/lg)
Attachments: 02 18 2030.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$4081.51
Loss of Rental	\$583.15 (5 days x \$116.63)
Loss of Income	\$300.00 (5 days x \$60.00)
LTA Search Fee	\$7.00
Total	\$4971.66

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Letter of Authorisation
- 5) Accident vehicle laid-up report
- 6) LTA search

We have notified AXA of PRS on 6/2/2018 at 11.40am and our taxi was surveyed on 8/2/2018 at 1.38pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





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/ASM18002556/Sha3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:JAS			Date : 26-11-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	PC 6461H	Veh. Inspected	SHB 1973E	
Policy No.	GA292214/1	Coverage (\$)	0.00	
Claim No.	S8M008HX	Excess (\$)	0.00	
Assign From		Assign Date	08/02/2018	
2. Vehicle Particulars & Condition				
Make & Model	TOYOTA PRIUS 4	c.c	1798	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	JTDKB3FU203572698	Colour	MAROON	
Odometer	44414	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	YOKOHAMA	6 mm	
L/H Front Tyre	195/65 R15	YOKOHAMA	6 mm	
R/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm	
L/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	05/02/2018	Inspection Date	08/02/2018	
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. SHB 1973E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	COVER ,FR BUMPER (DISC 25%) (CONSISTENT)	CUT	495.50	371.62
1	WIPER WASHER JAR (DISC 25%)(CONSISTENT)	DEFORMED	183.60	137.70
1	UNIT ,HEADLAMP ,RH (DISC 10%)(CONSISTENT)	SCRATCHED	2,558.90	2,303.01
1	LAMP ASSY ,FOG ,RH (DISC 25%) (CONSISTENT)	SCRATCHED	910.20	819.18
1	FENDER SUB-ASSY ,FR,RH (CONSISTENT)	NOT NECESSARY	933.10	-
1	EMBLEM ,SIDE PANEL (HYBRID) (CONSISTENT)	NOT NECESSARY	52.90	-
1	SUPPORT ,FR BUMPER RH (CONSISTENT)	NOT NECESSARY	76.90	-
			5,211.10	3,631.51
LABOUR				
	PANEL BEATING & BODY WORK.		845.00	200.00
	SPRAY PAINT.		756.00	200.00
	TO CHECK WIRING AND SYSTEM FUNCTION.		80.00	30.00
	TO APPLY RUST-PROOFING ON AFFECTED AREA.	NOT NECESSARY	100.00	-
	TO REPLACE SUNDRY PARTS.		100.00	20.00
	TO WASH AND VACUUM.	NOT NECESSARY	60.00	-
			1,941.00	450.00
GRAND TOTAL			7,152.10	4,081.51
RECOMMENDED COST OF REPAIRS				4,081.51

Report Ref No. CC4/ASM18002556/Sha3q2

YEANG WAI KEEN

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	SLM008HX
Reference	CC4/ASM1B002556/Sha3a2 
Loss Date	5 February 2018
Report Date	6 Feb 2018 12:17:07 PM
Request Date	30 May 2019
Due Date	

Vendor Name	L&K 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 #	SHB1973E
Make	TRINO TOYOTA
Model	PRIUS TAXI-1.8 (A)
Service Address	
...	

Primary Contact/Insured	
ACE TOURS & TRAVEL PTE LTD 101 UPPER CROSS STREET, #07-08 PEOPLE'S PARK CENTRE, 058357, Singapore 82828611 INSURANCE@SCCREDIT.COM.SG	

Claim Handler	
TAN Jas 6568804844 jas.tan@asa.com.sg	

Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

⬇ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
⚑ Accident Statement	Reports & Statement		Merimen	

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKhvoice1 (2).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 LKKinspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 LKKAdjustment1a (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 LETTER TO OI.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 Email from TP dtd 140119.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	18 November 2019
 Email to whatsapp reject claim.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	18 November 2019
 Letter to OI.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	31 October 2018
 PC 646314.mp4	Evidence	Video	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 AXA MANDATE-94B 1973E.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 LCD.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 Marked Estimate.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 Before Paint Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 LKK Inspection Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 LKK Reinspection Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 My Movie.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2018
 OI GIA REPORT - amended.PDF	Reports & Statement	GIA Report	LKK AUTO CONSULTANTS PTE LTD (TP)	7 May 2018
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	12 February 2018
 Preliminary Advice.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	12 February 2018
 EMAIL RECEIVED FROM WORKSHOP INCLUDING ESTIMATE & SHB1973E TP GIA.mpg	Letters and Correspondence	Workshop	NIKAM Sanjosh Pandurang	8 February 2018
 EMAIL WITH TP GIA & ESTIMATE.mpg	Forms / Claim Documents	Estimate / Quotation	KUMAR Shalendra	6 February 2018