

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	09 Apr 2018 11:26	<b>CIm Veh Model Changed</b>	(200888) TOYOTA ALPHARD 2.4 S (A).	[A] HOW MEI KWAN
2	09 Apr 2018 11:26	<b>CIm Created</b>	Reg No: ES933Z. Acct Date: 2018/03/30. Claim Type: TP. Insurer: FWD Singapore Pte. Ltd. (HQ). TP Insurer: Liberty Insurance Pte Ltd (HQ). Workshop: Cruise Autocare Pte Ltd ()	[A] HOW MEI KWAN
3	09 Apr 2018 11:26	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ);; RR Region: FWD - Ext Auto Adj Assignment. Suggested Adj. : Infiniti Appraisal Service.	[A] HOW MEI KWAN
4	09 Apr 2018 11:26	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/04/18	[A] HOW MEI KWAN
5	09 Apr 2018 11:26	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
6	09 Apr 2018 11:26	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
7	12 Apr 2018 10:55	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2018/04/18	[A] HOW MEI KWAN
8	27 Jun 2019 16:18	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
9	27 Jun 2019 16:18	<b>CIm Dtl Modified</b>	JPJ Reg. Date: -> 2013/11/01.	[A] JOANNE LEE KHANG MIN
10	27 Jun 2019 16:18	<b>CIm Details Notified</b>		[A] JOANNE LEE KHANG MIN
11	01 Jul 2019 16:12	<b>Label Added</b>	(20005):Direct Settlement .	[A] Asher Sng Rong Yi
12	01 Jul 2019 16:14	<b>Claim Offer Type Changed</b>	Offer Type: Cost of Repairs->Contract Repair	[A] Asher Sng Rong Yi
13	01 Jul 2019 16:15	<b>Adj Mandate Request</b>	Cur.Reg:900.00:LIABILITY: 50% B:CONFLICTING VERSION / SIDE SWIPE QUANTUM: (a) COR w/ GST: \$1,444.50 (\$722.25) + (b) LOU: \$300 (\$150)(3days x \$100) + (c) LTA : \$7.49 Total: a+b+c = \$1,751.95 (\$879.70 - 900.00) PLEASE REVERT WITH YOUR APPROVAL / MAND	[A] Asher Sng Rong Yi
14	03 Jul 2019 15:20	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/04/18. Mandate Remarks: Hi Asher, please request a copy of final PIR from TP repairer, thank you.	[I] Clara Li Zi Rong
15	03 Jul 2019 15:20	<b>Adj Mandate Set</b>	Maintained:Hi Asher, please request a copy of final PIR from TP repairer, thank you.	[I] Clara Li Zi Rong
16	22 Aug 2020 11:31	<b>Adj Mandate Request</b>	Cur.Reg:900.00:HI, 2 SEPERATE EMAIL OF 10 DAYS NOTICE IN DIFF DATE SEND TO TP SINCE JUNE. TILL DATE STILL NO RESPONSE. WE WILL PROCEED TO SUBMIT WP AND CLOSE THE CASE. THANKS	[A] Chong Pui Lin

Date From  Date To  Audit Type

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1774589	12 Apr 2018 10:55:22	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	ES933Z	FBK9112U	10.70

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 4 June 2020 1:23 PM  
**To:** cruiseac@singnet.com.sg  
**Subject:** RE: YOUR REF: ES 933Z (OUR REF: CC4/FWD18006452/Aga3q2) \*\*\* ACCIDENT INVOLVING FBK 9112U & ES 933Z ON 20/03/2018 \*\*\*

Your ref: ES 933Z  
Our Ref: CC4/FWD18006452/Aga3q2

Dear Sir/Madam,

### ACCIDENT INVOLVING FBK 9112U AND ES 933Z ON 30/03/2018

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s FWD Insurance Pte Ltd.

Please respond and let us have a copy of **Police Investigation Result** within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

“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.”

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Sunday, 19 April 2020 12:56 PM  
**To:** cruiseac@singnet.com.sg  
**Subject:** RE: YOUR REF: ES 933Z (OUR REF: CC4/FWD18006452/Aga3q2) \*\*\* ACCIDENT INVOLVING FBK 9112U & ES 933Z ON 20/03/2018 \*\*\*

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Sunday, 19 April 2020 11:08 AM  
**To:** CRUISEAC@SINGNET.COM.SG  
**Subject:** YOUR REF: ES 933Z (OUR REF: CC4/FWD18006452/Aga3q2) \*\*\* ACCIDENT INVOLVING FBK 9112U & ES 933Z ON 20/03/2018 \*\*\*

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Your ref: ES 933Z  
Our Ref: CC4/FWD18006452/Aga3q2

Dear Sir/Madam,

### **ACCIDENT INVOLVING FBK 9112U AND ES 933Z ON 30/03/2018**

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s FWD Insurance Pte Ltd.

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