

INS. CASE OWNER:

CC 4 / ASM1800

LKK:

IDAC:

Surveyor:

DOI:

Date / Time:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

TP \$250.00

Form 1035

Name: Kalvin

REF:

ASSIGNMENT

From: _____ Date: _____

Estimate # _____

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

To Insp of Vehicle No: _____

at Work shop m/s _____

of _____

Insured: _____

Policy No _____

Claims No _____

Sum Insured: _____

Excess: _____

(Client Record)

Make of Veh: _____

(Policy Condition)

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

| | |
|-----|-----|
| | |
| N/S | O/S |
| | |

Ball or Market Value: _____

IDAC Accident Report: _____ Consistent? : Yes or No

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

Est. Repairs: 02 days Res: Yes or No

Luna Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SHC 33135

Yr Regn: 21 Mar 2014

Type: M/Car / M/Cycle / Bus / Van / Lorry / T/O / Prime Mover /

Truck / Trailer or

Make: Hyundai

Z 40

C.C

1685

Colour: Blue

A/C:

Insu 0 / Std / NI / NA

Sp. Reading: 410523

T/Radio:

Insu 0 / Std / NI / NA

Eng/No: _____

C/No: KMHLB844E4052986

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inoper / Jammed / Leaked / Burnt or

Brake: Inoper / Jammed / Leaked / Burnt or

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

Tyre Size: F: 205/60R16

R: _____

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

TOYO / YOKO or West Me

Front

Rear

R/Bal. 7 mm

R/Bal. 7 mm

L/Bal. 7 mm

L/Bal. 7 mm

D.O.A. 6/4/15

D.O.I. 9/4/15

Survey held at CD4E (Loyang)

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

N/S Body

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

| Date / Time | Action / Instruction |
|----------------|---|
| <u>14/4/15</u> | <u>Cost 45 \$ 1450 / 2 hrs.</u> |
| | <u>215 \$ 1450 (Real \$ 601.49 29%)</u> |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

AXA
45

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

\$ + RS. \$1

Pixos

Add Fee: ☐

: Site Insp (\$)

: Interview (\$)




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/ASM18006520/K1pa3 | | |
| 8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 | | Date : 09-04-2018 |  | |
| | | Code : ASM | | |
| 1. Policy Particulars :- THIRD PARTY CLAIM | | | | |
| Insured Veh. | FX 5066E | Veh. Inspected | SHC 3313S | |
| Policy No. | | Coverage (\$) | 0.00 | |
| Claim No. | S8M00DBF | Excess (\$) | 0.00 | |
| Assign From | | Assign Date | 09/04/2018 | |
| 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 | 06/04/2018 | Inspection Date | 09/04/2018 | |
| Survey held at | COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969 | | | |
| 5a. Remarks | | | | |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. | | | | |

Team: ARC Repair TP(CLS0)1

JOB CARD Sales Order:

JC No305139216

| | | |
|---|--|---|
| CUSTOMER | REGN NO: SHC3313S | MILEAGE |
| R/MS CUSTOMER NO ADDRESS Singapore SINGAPORE 575717 65508755 L. (R) (P) | MAKE HYUNDAI MODEL I-40 YR OF MANU. 21.03.2014 CHASSIS CODE KMHLB41UMEU052986 | FUEL E.....1/2.....F DATE/TIME IN 06.04.2018 11:55 TARGET DATE COMPLETION DATE/TIME: |
| SCOUNT CARD NO. | | |

JOB DESCRIPTION

Accident Date: 06.04.2018
NATURE: 3P 06.04.2018

| S/NO | LABOR CODE | DESCRIPTION |
|------|------------|-------------|
|------|------------|-------------|

CHECKED & PASSED OUT BY:

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

Acknowledgement Slip

Exit Pass

to:
Vehicle No.: SHC3313S
Signature/Date: CHIANG @

Vehicle No.: SHC3313S

Signature of Service Advisor

Signature/Date

Name of Service Advisor

Date

To be returned to Service Reception upon collection

To be kept by Security Guard

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHC 3313S

DATE 6/4/2018 16:14

MAKE :

MODEL : HYUNDAI i40

| Qty | Parts Description/ Labour | Type | Unit Price | Amount |
|-----|---|------|------------|-------------|
| | Rear Door (LH) <i>dent, scratch</i> | | | \$ 1,351.10 |
| | Rear Wheel Hup-Cap (LH) | | | \$ 150.70 |
| | SUB TOTAL | | | \$ 1,501.80 |
| | LESS 20% | | | \$ 300.36 |
| | DISCOUNTED TOTAL | | | \$ 1,201.44 |
| | Rear Door Advertisement Logo (LH) <i>me</i> | | | \$ 100.00 |
| | Rear Door Comfortdelgro & Apps Sticker (LH) <i>me</i> | | | \$ 80.00 |
| | | | | \$ 180.00 |
| | Labour Charge | | | 200 |
| | Panel Beating | | | \$ 250.00 |
| | Spray Painting Charge | | | \$ 250.00 |
| | Tuff Kote | | | \$ 50.00 |
| | Rear Wheel Alignment | | | \$ 120.00 |
| | TOTAL LABOUR | | | \$ 670.00 |
| | ESTIMATE TOTAL | | | \$ 2,051.44 |

Nett

Nett

200

20

x 1.1

Kalvin (UKK)

9/4/18 1330hrs

2 Days

4s

After Repair pht

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
- Supplemental claim(s) must be resurveyed and is subject to approval from Insurance Company

Accepted by: _____

Signature: _____

Date: _____

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.



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: S8M00DBF
Our ref: CC4/ASM18006520/K1pa3

Date: 10.04.2018

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHC 3313S

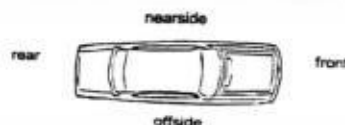
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 09.04.2018 at the premises of M/s ComfortDelGro Engineering Pte Ltd (Loyang) and have the following to report:-

| | | |
|-------------------------------|-------|----------|
| Workshop Estimate Amount | : S\$ | 2,051.40 |
| Revised Estimate Amount | : S\$ | 1,450.00 |
| "Check" Items Amount | : S\$ | - |
| Total (Including Check Items) | : S\$ | 1,450.00 |
| Market Value | : S\$ | - (est.) |
| LTA Reimbursement Value | : S\$ | - (est.) |
| Nett Value | : S\$ | - (est.) |

Description of Damage:

The vehicle sustained damages at the
N/S Body



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2.0 days

Yours faithfully,

KALVIN ANG

Remarks:




Service Request Details

Claim

S8M00DBF

Reference

None 

Loss Date

April 6, 2018

Kevin

Request Date

April 9, 2018

Due Date

April 16, 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 #

SHC3313S

Make

TPVD HYUNDAI

Service Address

...

Primary Contact/Insured

MOHAMED NOOR MUHAMMAD FARIS BIN
641 JURONG WEST STREET 61, #10-36, 640641, Singapore

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  FX5066E INS GIA.PDF

TYPE Reports & Statement

SUB-TYPE GIA Report

AUTHOR KUMAR Shailendra

DATE UPLOADED April 9, 2018

NAME  TP SURVEY REQ.msg

TYPE Letters and Correspondence

SUB-TYPE Workshop

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 19 July 2018 3:58 PM
To: 'catherinekoh@cdge.com.sg'; 'williamtan@cdge.com.sg'
Subject: <Request for Video Footage> Your Ref: T 0418/ SHC3313S/ WT (st) *Our Ref: CC4/ASM18006520/K1pa3 [ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018]
Attachments: Statement of FX 5066E.pdf

Your Ref: **T 0418/ SHC3313S/ WT (st)**
Our Ref: CC4/ASM18006520/K1pa3

Without Prejudice

Dear Sirs,

ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018

We refer to the above matter.

Please be informed that liability is unclear as our driver reported that your client cut into his lane and hit onto his motorbike. Attached here with a copy of our insured driver accident report for your easy reference.

We would like to request a copy of **video footage** as stated in your client accident report for our necessary action.

Appreciate an early reply.

"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 | fax: 6741-4108

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

Hsiao Tong (LKKAUTO)

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Thursday, 19 July 2018 4:37 PM
To: Hsiao Tong (LKKAUTO)
Subject: Re: <Request for Video Footage> Your Ref: T 0418/ SHC3313S/ WT (st) *Our Ref: CC4/ASM18006520/K1pa3 [ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018]
Attachments: SHC3313S doa 6.4.18.mov

Dear Hsiao Tong

Attached as requested. Taxi turned into the extreme right lane. Your principal's insured from the left lane encroached into the path of taxi and initiated the accident. Kindly settle our PD claim as per BOLA S15.

Thank you.

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

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, 19 July 2018 3:57:53 PM
To: Catherine Koh Mui Gek; William Tan Thoo Seng
Subject: <Request for Video Footage> Your Ref: T 0418/ SHC3313S/ WT (st) *Our Ref: CC4/ASM18006520/K1pa3 [ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018]

Your Ref: **T 0418/ SHC3313S/ WT (st)** Without Prejudice
Our Ref: CC4/ASM18006520/K1pa3

Dear Sirs,

ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018

We refer to the above matter.

Please be informed that liability is unclear as our driver reported that your client cut into his lane and hit onto his motorbike. Attached here with a copy of our insured driver accident report for your easy reference.

We would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

"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 | fax: 6741-4108

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

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]



Re:RE: PROCEED DS

Type

🔗 Question

Message

Hi LKK, please obtain video footage from TP. If not, we will reject the claim based on S13B. TP while exiting should do it on the outer lane. Thank you.

Reply



<SEEK MANDATE> - S8M00DBF [ACCIDENT INVOLVING FX 5066E(OI) & SHC 3313S(TP) ON 06/04/2018]

Type

Question

Message

Liability: 50%. TP video shows that TP turned into the right lane and suddenly there is an impact. It is likely that both parties changing lane and resulted the collision. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate up to 50% - \$1,109.24(all-in). IA with mandate had been uploaded in Smartclaims. Kindly let us have your comments/instruction after vieweing the video. Hsiao Tong - 22 Oct 2018

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 22.10.2018

Survey Details:

| | |
|---------------------|-------------|
| Date of loss | 06.04.2018 |
| Date of appointment | 09.04.2018 |
| Date of survey | 09.04.2018 |
| Location of survey | CDGE LOYANG |

Vehicle Details:

| | |
|--------------------------|----------------------|
| Claim Type: | Third party |
| Vehicle number | SHC 3313S |
| Make and Model | Hyundai I40 (1685cc) |
| Date of registration | 21.03.2014 |
| Excess | NIL |
| Market Value/ Book Value | (est) |
| Parf/COE Rebate | (est) |
| Nett Loss | (est) |

Repair details:

| | |
|------------------|-------------|
| Initial Estimate | \$ 2,051.44 |
|------------------|-------------|

Proposed/Revised repair cost:

| | |
|--------------------------------|--------------------|
| Parts | \$ 1,381.44 |
| Check items (estimate) | |
| Labour | \$ 420.00 |
| Supplementary | NIL |
| Total | \$ 1,801.44 |
| Lump Sum(if applicable) | \$ 1,450.00 |

| | |
|---------------------------|----------|
| Number of days for repair | <u>2</u> |
|---------------------------|----------|



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Date:

Remarks:

TP video shows that TP turned into the right lane and suddenly there is an impact. It is likely that both parties changing lane.

Mandate:

| Liability(TP) | 50% | |
|------------------------------|--------------------|--------------------|
| | | |
| Proposed repair cost (w/GST) | \$ 1,551.50 | |
| Loss of use | NIL | |
| Loss of rental | \$ 452.00 | (4days x \$113.00) |
| Loss of income | \$ 200.00 | (4days x \$50.00) |
| | \$ 2,203.50 | |
| @ 50% | \$ 1,101.75 | |
| LTA/GIA search fees | \$ 7.49 | |
| Others | NIL | |
| Proposed Total | \$ 1,109.24 | |



Re:<SEEK MANDATE> - S8M00DBF [ACCIDENT INVOLVING FX 5066E(OI) & SHC 3313S(TP) ON 06/04/2018]

Type

🔔 Question

Message

Hi LKK, the video already showed that TP taxi was exiting from the inner lane, also our ins'd was travelling along the outer lane, ins'd has the right of way. Please reject TP claim. We maintained at BOLA S13 (b).

Thank you.

Reply

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 24 November 2018 11:11 AM
To: 'williamtan@cdge.com.sg'; 'catherinekoh@cdge.com.sg'
Subject: Your Ref: T 0418/ SHC3313S/ WT (st) *Our Ref: CC4/ASM18006520/K1pa3
[ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018]
Attachments: Statement of FX 5066E.PDF

Your Ref: **T 0418/ SHC3313S/ WT (st)**
Our Ref: CC4/ASM18006520/K1pa3

Without Prejudice

Dear Sirs,

ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018

We refer to the above matter.

Attached here with a copy of our insured accident report for your easy reference. Our principal had reviewed the matter and based on your client's video, it shows that your taxi was exiting the roundabout from the inner lane, our insured was travelling along the outer lane has the right of way. We are of the view that BOLA S13(b) is applicable.

In view of this, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

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: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Tuesday, 27 November 2018 4:54 PM
To: Hsiao Tong (LKKAuto)
Cc: William Tan Thoo Seng; ANG Richard; kianchuan.chan@axa.com.sg; KKLau
Subject: Re: Your Ref: T 0418/ SHC3313S/ WT (st) *Our Ref: CC4/ASM18006520/K1pa3
[ACCIDENT INVOLVING FX 5066E(AXA) & SHC 3313S ON 06/04/2018]

Dear Hsiao Tong

We disagree with your contention.

Kindly refer below video screenshots and settle our PD claim as per BOLA S15.

