

INS. CASE OWNER:

franchman
Kornel

CC 4/AXA1800 7701, Kamb352

LKK:
IDAC:

ASSIGNMENT

DOI:

24/4/18

Date / Time :

19/4/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. :

Name of Insured :

Insured Tel No. :

Excess Sec II :\$S

Is driver the owner?

(YES / NO)

Nature of Accident :

If NO, Driver Name / Age : ME N HENRI MEYE

Driver Tel No. :

(V/L: YES / NO)

Claim 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:

BH Auto



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:

Date/Time

DATE / PIC

24/4/18
Beman

24/4/18 - x

24/4/18 - x

Smartdown.

24/4/18

Call old old new and to
left hand side to OI.1/10/2018 11:15
4pmSpoke to Beman told him our headroom is as follows.
will be replying to PCR.

23/1/19

RECEIVED 31 MAY 2018

DV suit

24/4/18 - Pre -> MICHELO

STAGE

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:

Repair Cost:

SS

days Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with Beman

Final Liability:

%

(Agreed / Assessed) BOLA S/N No. : 27

Repair Cost:

SS

(8 days)

> \$100

Loss of Rental (LOR):

SS

(\$

x

days)

Loss of Use (LOU):

SS

(\$

x

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

SS

LOR + LOU

SS

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

(e.g. Tow/ Independent)

Disbursement:

SS

Legal Cost

SS

Total:

SS

5458.41

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Payee 1:

SS

5458.41

Name 1:

BH Auto Services Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle
 2) Report Format:
 3) Survey fee: \$ 350.00

COPY SENT

REF: ASM(AXA)

ASSIGNMENT

From:

Date: 24042018

Estimated Cost:

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

To inspect Vehicle No:

SKF 5286Y

at Workshop m/s

Brl Auto

of

Blk 1 Sim Ming Ind Est #D1-113

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

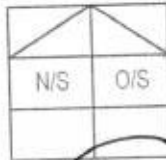
(Client's Record)

Make of Veh:

(Policy Condition)

12pm - 2pm

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



Bal. or Market Value:

849k

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

06 days

Res.: Yes or No

Lum Sum:

1.B.1 %

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SKF 5286Y Yr Regn: 08 / 12

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

Truck / Trailer or

Make:

Toy Altis

C.C.

1598

Colour:

2. Black

A/C: Insured / Std / NI / NA

Sp. Reading

78275

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

MR053REE 104137033

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: S/Rim / STD A/Rim or

Tyre Size:

F:

R:

195/65R15

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

TOYO / YOKO or

Front

R/Bal.

7

mm

L/Bal.

7

mm

D.O.A.

17/4/18

Rear

R/Bal.

6

mm

L/Bal.

6

mm

D.O.I.

24/4/18

Survey held at

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

Rear o/s

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

Date / Time

Action / Instruction

25/4 File pass to Corham

PIP \$ 4224.68 (Reel \$ 569732571)

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:

S + RS, SI

Photos

Other

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/ASM18007301/mb3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 19-04-2018		
		Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GY 4428J	Veh. Inspected	SKF 5286Y	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	19/04/2018	
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	17/04/2018	Inspection Date		
Survey held at	BH AUTO SERVICES PTE LTD BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-115 SINGAPORE 575636			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

BH AUTO SERVICES PTE LTD

Blk 1, Sector C, Sin Ming Industrial Estate #01-111 / 113 / 115 / 117 Singapore 575636
Tel: 6559 8944 / Fax: 6269 2404

AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore (068811)
ATTN: MOTOR CLAIM DEPARTMENT
Tel : 6338 7288 Fax : 6880 4838

Not Ashraf
1-B.1
Permy Bp gain
84674.68
Res 2/5/18

ACCIDENT REPAIR ON : SKF5286Y
MODEL : TOYOTA ALTIS 1.6
POLICY NO : GA108410/1
CHASSIS NO : ZNE100327121
YEAR OF MANUFACTURE : 2012

Date: 20/04/2018
Page : 1 of 2

DATE / TIME OF ACCIDENT: 17/04/2018 Time: 1650Hrs ALONG PAYA LEBAR RD TWDS TANJONG KATONG
THIRD PARTY VEHICLE NO : GY4428J

Appended below are the estimated cost of repair and parts to be replaced for the above vehicle: -

<u>Replacement Of Parts</u>		Quantity	Unit Price	Condition	Amount	
S/N			SS		SS	
1	Boot Lid	1	754.70	Dented	<i>R</i> 754.70	✓
2	Boot Lid Emblem	1	59.20	Necessary	<i>m</i> 59.20	✓
3	Boot Lid Lettering/Plate "Dual"	1		Necessary	-	✓
4	Boot Lid Lettering "1.6"	1		Necessary	-	✓
5	Boot Lid Lettering "VVT-I"	1		Necessary	-	✓
6	Boot Lid Lettering "Corolla"	1	57.40	Necessary	57.40	✓
7	Boot Lid Lettering "Altis"	1	56.13	Necessary	56.13	✓
8	Boot Lid Lettering/Plate "Elegance"	1		Necessary	-	✓
9	Boot Lid Hinge LH	1	158.94	Bented	<i>R</i> 158.94	X
10	Boot Lid Hinge RH	1	158.94	Bented	<i>R</i> 158.94	X
11	Boot Lid Finisher Chrome	1	196.59	Cracked	<i>sm</i> 196.59	X
12	Boot Lid Lock Assy	1	194.71	Bented	<i>R</i> 194.71	X
13	Boot Lid Weatherstrip	1	166.40	Cut	<i>sm</i> 166.40	X
14	Boot Lid Lamp RH	1	261.60	Broken	<i>cm</i> 261.60	✓
15	Rear Windscreen Moulding Set	1	118.80	Necessary	<i>sm</i> 118.80	X
16	Rear Bumper	1	539.60	Broken	<i>R</i> 539.60	✓
17	Rear Bumper Side Retainer (Long) LH	1	52.30	Necessary	<i>sm</i> 52.30	X
18	Rear Bumper Side Retainer (Short) LH	1	75.20	Necessary	<i>sm</i> 75.20	X
19	Rear Bumper Side Retainer (Long) RH	1	52.30	Necessary	<i>o/r</i> 52.30	✓
20	Rear Bumper Side Retainer (Short) RH	1	75.20	Necessary	<i>o/r</i> 75.20	✓
21	Rear Bumper Reflector RH	1	136.40	Broken	<i>sm</i> 136.40	X
22	Rear Fender RH	1	918.01	Dented	<i>R</i> 918.01	X
24	Rear Fender Seal Retainer RH	1	50.31	Broken	<i>sm</i> 50.31	X
25	Tail Lamp RH	1	347.80	Broken	<i>cm</i> 347.80	✓
26	Tail Lamp Bracket RH	1	174.48	Torn	<i>R</i> 174.48	✓
27	Tail lamp panel RH	1	147.48	Dented	<i>sm</i> 147.48	✓
28	Rear End Panel	1	580.90	Dented	<i>R</i> 580.90	✓
29	Rear End Panel Top Garnish	1	181.72	Kinked	<i>sm</i> 181.72	X
30	Spare Tyre Panel	1	702.93	Dented	<i>R</i> 702.93	X

sch 684

$\$ 3106.79 - 25\%$
 $= \$ 2330.09$

Sub-Total: 6,218.04
Less Discount 25% 1,554.51
Total Parts: 4,663.53

Special Nett Items

1	Anti-rust coating	3	80.00
2	Rear Bumper Clips	10	5.20
3	Rear Fender Shield Clips	10	3.50
4	Rear End Panel Top Garnish Clips	10	3.50
5	Windscreen sealant	1	80.00
6	Rear fender sealant	1	80.00
7	Rear end panel sealant	1	80.00
8	Spare tyre panel sealant	1	80.00
9	Rear bumper sensor set	1	250.00

\$ 82

nn	240.00	90%
nn	52.00	✓
nn	35.00	x
nn	35.00	x
nn	80.00	x
nn	80.00	x
nn	80.00	x
nn	80.00	x
nn	250.00	x

Total Parts: 932.00

Labour Charges For Front and Side Portion

- 1 Provide skill labour to remove all damaged parts, panel beat, cut & weld if necessary and align all panel and reinstall all damaged parts.
- 2 Provide skill labour & material to putty all damaged parts & panel & to respray with 2K paint with oven spray booth facilities
- 3 Provide skill labour to disconnect and check electrical wiring
- 4 Remove and refit rear windscreen
- 5 Remove and refit rear end panel lining and garnish to facilitate repair
- 6 Remove and replace bumper sensors
- 7 Remove and reinstall cushions, seats, backrest, inner trim, garnish, roof lining and/or upholstery to facilitate repairs
- 8 Provide skill labour to realign chassis alignment bench
- 9 Remove and refit exhaust pipe/system to facilitate repair
- 10 Dismantle and transfer bootlid fittings and mechanism to new/facilitate repair

Total Labour:

\$ 2080

Total Parts & Labour:

GST 7%

Grand Total:

10000	2,200.00	800
12000	1,200.00	650
30.00	30.00	✓
nn	150.00	x
nn	50.00	x
nn	50.00	✓
nn	100.00	800
nn	250.00	x
nn	80.00	x
nn	60.00	✓
	4,170.00	
	9,765.53	
	683.59	
	10,449.12	

Estimate Repair Duration

17 days

6 days

ACCIDENT VEHICLE OF : SKF5286Y

Page : 2 of 2

Remark: Supplementary estimate will be raised in the event additional damaged parts are found in the course of repair.

Yours sincerely,

ESTIMATOR: ANTHONY

Survey attended by:

Name : Kennen
 Company : LKLC
 Date : 24/11/18
 Time : 12.30pm
 Contact No : 96910663
 Email :

Part: \$ 3106.79 + \$ 243.46 - 25%
 = \$ 2512.68

S/N: \$ 82

Labour: \$ 2080

Total: \$ 4674.68

BH AUTO SERVICES PTE LTD

Blk 1, Sector C, Sin Ming Industrial Estate #01-111 / 113 / 115 / 117 Singapore 575636
Tel: 6559 8944 / Fax: 6269 2404

AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore (068811)
ATTN: MOTOR CLAIM DEPARTMENT
Tel : 6338 7288 Fax : 6880 4838

ACCIDENT REPAIR ON : SKF5286Y

MODEL : TOYOTA ALTIS 1.6

POLICY NO : GA108410/1

CHASSIS NO : ZNE100327121

YEAR OF MANUFACTURE : 2012

DATE / TIME OF ACCIDENT: 17/04/2018 Time: 1650Hrs ALONG PAYA LEBAR RD TWDS TANJONG KATONG

THIRD PARTY VEHICLE NO : GY4428J

Date: 20/04/2018

Page: 1 of 2

Appended below are the estimated cost of repair and parts to be replaced for the above vehicle: -

Replacement Of Parts

S/N	Quantity	Unit Price	Condition	Amount
		S\$		S\$
1 Rear bumper sponge	1	128.10	Broken	CM 128.10 ✓
2 Rear boot air vent RH	1	115.36	Necessary	CM 115.36 ✓
3 Rear reinforcement bracket RH	1	98.50	Necessary	✓ 98.50 X
4	1		Necessary	-

\$243.46 - 25%

= \$182.59

Res 27/4/18

Sub-Total: 341.96
Less Discount 25% 85.49
Total Parts: 256.47

Special Nett Items

Total Parts: -

Labour Charges For Front and Side Portion

Total Labour:

Total Parts & Labour: 256.47
GST 7% 17.95
Grand Total: 274.42

1000.00

BH AUTO SERVICES PTE LTD

Blk 1, Sector C, Sin Ming Industrial Estate #01-111 / 113 / 115 / 117 Singapore 575636
Tel: 6559 8944 / Fax: 6269 2404

AXA Insurance Singapore Pte Ltd

8 Shenton Way

#27-01 AXA Tower

Singapore (068811)

ATTN: MOTOR CLAIM DEPARTMENT

Tel : 6338 7288 Fax : 6880 4838

*Not Authored
1-B.1
Recovery B4 print*

ACCIDENT REPAIR ON : SKF5286Y

MODEL : TOYOTA ALTIS 1.6

POLICY NO : GA108410/1

CHASSIS NO : ZNE100327121

YEAR OF MANUFACTURE : 2012

DATE / TIME OF ACCIDENT: 17/04/2018 Time: 1650Hrs ALONG PAYA LEBAR RD TWDS TANJONG

THIRD PARTY VEHICLE NO : GY4428J

Date: 20/04/2018

Page : 1 of 2

Appended below are the estimated cost of repair and parts to be replaced for the above vehicle: -

<u>Replacement Of Parts</u>		Quantity	Unit Price	Condition	Amount	
S/N			S\$		S\$	
1	Boot Lid	1	754.70	Dented	754.70	✓
2	Boot Lid Emblem	1	59.20	Necessary	59.20	✓
3	Boot Lid Lettering/Plate "Dual"	1		Necessary	-	✓
4	Boot Lid Lettering "1.6"	1		Necessary	-	✓
5	Boot Lid Lettering "VVT-I"	1		Necessary	-	✓
6	Boot Lid Lettering "Corolla"	1	57.40	Necessary	57.40	✓
7	Boot Lid Lettering "Altis"	1	56.13	Necessary	56.13	✓
8	Boot Lid Lettering/Plate "Elegance"	1		Necessary	-	✓
9	Boot Lid Hinge LH	1	158.94	Bented	158.94	X
10	Boot Lid Hinge RH	1	158.94	Bented	158.94	X
11	Boot Lid Finisher Chrome	1	196.59	Cracked	196.59	X
12	Boot Lid Lock Assy	1	194.71	Bented	194.71	X
13	Boot Lid Weatherstrip	1	166.40	Cut	166.40	?
14	Boot Lid Lamp RH	1	261.60	Broken	261.60	✓
15	Rear Windscreen Moulding Set	1	118.80	Necessary	118.80	X
16	Rear Bumper	1	539.60	Broken	539.60	✓
17	Rear Bumper Side Retainer (Long) LH	1	52.30	Necessary	52.30	X
18	Rear Bumper Side Retainer (Short) LH	1	75.20	Necessary	75.20	X
19	Rear Bumper Side Retainer (Long) RH	1	52.30	Necessary	52.30	✓
20	Rear Bumper Side Retainer (Short) RH	1	75.20	Necessary	75.20	✓
21	Rear Bumper Reflector RH	1	136.40	Broken	136.40	?
22	Rear Fender RH	1	918.01	Dented	918.01	X
24	Rear Fender Seal Retainer RH	1	50.31	Broken	50.31	?
25	Tail Lamp RH	1	347.80	Broken	347.80	✓
26	Tail Lamp Bracket RH	1	174.48	Torn	174.48	?
27	Tail lamp panel RH	1	147.48	Dented	147.48	?
28	Rear End Panel	1	580.90	Dented	580.90	?
29	Rear End Panel Top Garnish	1	181.72	Kinked	181.72	X
30	Spare Tyre Panel	1	702.93	Dented	702.93	X

Sub-Total: 6,218.04
Less Discount 25% 1,554.51
Total Parts: 4,663.53

Special Nett Items

1	Anti-rust coating	3	80.00	240.00	301
2	Rear Bumper Clips	10	5.20	52.00	✓
3	Rear Fender Shield Clips	10	3.50	35.00	x
4	Rear End Panel Top Garnish Clips	10	3.50	35.00	x
5	Windscreen sealant	1	80.00	80.00	x
6	Rear fender sealant	1	80.00	80.00	x
7	Rear end panel sealant	1	80.00	80.00	x
8	Spare tyre panel sealant	1	80.00	80.00	x
9	Rear bumper sensor set	1	250.00	250.00	
Total Parts:				932.00	

Labour Charges For Front and Side Portion

1	Provide skill labour to remove all damaged parts, panel beat, cut & weld if necessary and align all panel and reinstall all damaged parts.	2,200.00	901
2	Provide skill labour & material to putty all damaged parts & panel & to respray with 2K paint with oven spray booth facilities	1,200.00	881
3	Provide skill labour to disconnect and check electrical wiring	30.00	201
4	Remove and refit rear windscreen	150.00	x
5	Remove and refit rear end panel lining and garnish to facilitate repair	50.00	x
6	Remove and replace bumper sensors	50.00	✓
7	Remove and reinstall cushions, seats, backrest, inner trim, garnish, roof lining and/or upholstery to facilitate repairs	100.00	801
8	Provide skill labour to realign chassis alignment bench	250.00	x
9	Remove and refit exhaust pipe/system to facilitate repair	80.00	x
10	Dismantle and transfer bootlid fittings and mechanism to new/facilitate repair	60.00	501
Total Labour:		4,170.00	
Total Parts & Labour:		9,765.53	
GST 7%		683.59	
Grand Total:		10,449.12	

Estimate Repair Duration

17 days
6 days

ACCIDENT VEHICLE OF : **SKF5286Y**

Page : 2 of 2

Remark: Supplementary estimate will be raised in the event additional damaged parts are found in the course of repair.

Yours sincerely,

ESTIMATOR: ANTHONY

Survey attended by:

Name : Kenneth
 Company : Lkk
 Date : 24/4/18
 Time : 12.30pm
 Contact No : 96910663
 Email : _____

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:

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 02/05/2018

Survey details

Date of loss	17-Apr-18
Date of appointment	19-Apr-18
Date of survey	24-Apr-18
Location of survey	BH AUTO SERVICES PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SKF 5286Y
Make and Model	TOYOTA COROLLA ALTIS 1.6 A
Date of registration	12/6/2012
Excess	
Market Value	\$49,000
Parf Rebate	\$36,541
Nett Loss	\$12,459

Repair details

Initial Estimate	\$	9,765.53
------------------	----	----------

Proposed/Revised repair cost:

Parts	\$	1,734.95
Labour	\$	1,980.00
Total (Revised)	\$	3,714.95
"Check" Items	\$	941.98
Total (Including Check Items)	\$	4,656.93
Lump Sum(if applicable)		\$

Number of days of repair	6
--------------------------	---

Remarks:

We have not authorized repairs.

27/8/17 11.34pm Saw Theng



STATUS OF CLAIM

Type

🔍 Question

Message

Dear LKK, please advise on the status of this matter. If matter not yet been settled, please attempt settlement with labour at \$400 & paint at \$300.

Reply

TYPE SENT FROM SUBJECT BODY

8/27/18 11:34 PMKHOR Saw ThengSTATUS OF CLAIMDear LKK, please advise on the status of this matt... ←

5/3/18 1:10 PMCHAN Kian ChuanRe:IA uploadedPLS PROCEED FOR DS AND PLS DO YOUR UTMOST TO FURTH... ←

5/2/18 8:02 PMLKK AUTO CONSULTANTS PTE LTD (TP)IA uploaded. ←

4/29/18 1:32 AMCHAN Kian ChuanRe:RE: Re:RE: Re:RE: Re:VNIPLS TALK TO TP WS AND PROCEED FOR DS. YOU MAY WISH... ←

4/27/18 3:24 PMLKK AUTO CONSULTANTS PTE LTD (TP)RE: Re:RE: Re:RE: Re:VNIDear KC, We refer to your earlier message. TP clai... ←

4/26/18 3:02 PMCHAN Kian ChuanRe:RE: Re:RE: Re:VNIPLS COMMUNICATE WITH TP AND INFORM THEM NOT TO DIR... ←

4/25/18 1:47 PMCHAN Kian ChuanRe:RE: Re:RE: Re:VNIHI, TP HAD BEEN CALLING IN AND CHASING US, PLEASE ... ←

4/24/18 11:52 AMCHAN Kian ChuanRe:RE: Re:RE: Re:VNIPLS REQ FOR REPAIRS ESTIMATE AND IA TO SEEK MANDAT... ←

4/24/18 11:51 AMCHAN Kian ChuanRe:RE: Re:RE: Re:VNIHI, NO POLICY ISSUE, NO TP EXCESS, LIAB CLEAR PL... ←

4/24/18 9:16 AMLKK AUTO CONSULTANTS PTE LTD (TP)RE: Re:RE: Re:VNIDear Kian Chuan,Please advise whether have any pol... ←

4/23/18 2:46 PMCHAN Kian ChuanRe:RE: Re:VNIRIGHTS GRANTED. THANK YOU. ←

4/23/18 10:46 AMLKK AUTO CONSULTANTS PTE LTD (TP)RE: Re:VNIDear Kian Chuan,Please be informed that we are pen... ←

4/20/18 8:43 AMCHAN Kian ChuanRe:VNIOI REPORTED, REQ FOR TP REPAIR ESTIMATE ←

4/19/18 11:35 AMCHAN Kian ChuanRe:VNIOI NON REPORTING, TO REQ FOR REPAIR ESTIMATE ←

4/19/18 9:28 AMLKK AUTO CONSULTANTS PTE LTD (TP)VNIPlease be informed that vehicle currently not in t... ←

◀ Service Request Details

Claim

S8M00EIO

Reference

None ✎

Loss Date

April 17, 2018

Request Date

April 19, 2018

Due Date

April 26, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

19042018 @ 9:27am
Jacelyn vehnot in

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SKF5286Y

Make

TPVD TOYOTA

Service Address

...

Primary Contact/Insured

HENRY TRADING AND DELIVERY SERVICES
BLK 705 JURONG WEST STREET 71, #03-90, 640705, Singapore
90710718

Claim Handler

CHAN Kian Chuan
6568804269
kianchuan.chan@axa.com.sg

Additional Instructions

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

Report Remarks Entry - CC4/ASM18007301/Kmb3s2

Remarks

Remarks

Add

Remarks 1	By	On
☐ SKF 5286Y ; GY 4428J	LSP	19/4/2018 4:50:32 PM
☐ EST : \$ --- SUR ;KSC --- WKSP : BH AUTO SERVICES PTE LTD	LSP	25/4/2018 3:32:08 PM
☐ Claim S8M00EIO	LSP	19/4/2018 4:50:55 PM
☐ Services Pending verification - Direct Settlement	LSP	19/4/2018 4:51:00 PM
☐ 4/19/18 11:35 AM CHAN Kian Chuan -OI NON REPORTING, TO REQ FOR REPAIR ESTIMATE	LSP	19/4/2018 4:51:10 PM
☐ 4/20/18 8:43 AM CHAN Kian Chuan -OI REPORTED, REQ FOR TP REPAIR ESTIMATE	LSP	20/4/2018 12:48:10 PM
☐ FILE PASS TO BEVAN	LSP	24/4/2018 9:06:27 AM
☐ PENDING SURVEY	LSP	24/4/2018 9:06:32 AM
☐ 2404208 Called insured. Confirm accident details. OI rear ended TP. inform TP claim, letter sent to OI	LCS	24/4/2018 11:17:36 AM
☐ 100% BOLA27 OI REAR ENDED TP	LCS	24/4/2018 11:17:56 AM
☐ <u>HI, NO POLICY ISSUE, NO TP EXCESS, LIAB CLEAR PLS PROCEED FOR DS IF ALL IS IN ORDER. PLEASE CHECK FOR DAMAGES CONSISTENCY. -KIAN CHUAN</u>	LSP	24/4/2018 11:59:01 AM
☐ <u>PLS REQ FOR REPAIRS ESTIMATE AND IA TO SEEK MANDATE AS PER OUR NEW REVISED WORKFLOW FOR DIRECT SETTLEMENT. -KIAN CHUAN</u>	LSP	24/4/2018 11:59:22 AM
☐ 92730032 mr yee delay in approve for repair	LCS	25/4/2018 3:00:04 PM
☐ 25042018 email to TP liability clear	LCS	26/4/2018 8:17:48 AM
☐ 4/26/18 3:02 PM CHAN Kian Chuan-PLS COMMUNICATE WITH TP AND INFORM THEM NOT TO DIRECT THEIR CUSTOMER TO US FOR ANY UPDATES.	LSP	26/4/2018 3:43:37 PM
☐ Hi, We had since given the approval to proceed for direct settlement for this matter. As such, please proceed with the necessary for this matter. TP claimant (also insured with AXA) had been calling in our hotline daily for chaser and update to this claim. Please liaise with TP workshop and handle TP claimant accordingly. Thank you, Warmest Regards KC Chan	LSP	30/4/2018 8:30:13 AM
☐ 4/29/18 1:32 AM CHAN Kian Chuan-PLS TALK TO TP WS AND PROCEED FOR DS. YOU MAY WISH TO SEEK ADVISE AND HANDLE ACCORDINGLY.	LSP	30/4/2018 9:12:59 AM
☐ ESTIMATE & SURVEYOR ASSIGNMENT PAPER PASS TO HANDLER	LSP	3/5/2018 8:41:28 AM
☐ 03052018 file pass to kenneth to finalise ASAP	LCS	3/5/2018 8:58:16 AM
☐ 5/3/18 1:10 PM CHAN Kian Chuan-PLS PROCEED FOR DS AND PLS DO YOUR UTMOST TO FURTHER CUT ON THE LABOUR CHARGES.	LSP	3/5/2018 3:26:57 PM
☐ FILE PASS TO TYPIST FOR MANDATE REPORT	LCS	31/5/2018 10:58:45 AM
☐ FILE PASS TO SHAQILAH SEE MANDATE	LKM	1/6/2018 10:52:46 AM
☐ FILE PASS BACK TO BEVAN	NSA	11/6/2018 4:39:56 PM
Hi Bevan, We had send in to AXA for their attention on this case to look into it for confirm due	HMK	18/6/2018

Bevan Lim (LKK Auto)

To: BHAS - Moo Wen Zheng
Cc: BHAS - Bernard Kee; BHAS - Janice Koh; BHAS - Jacelyn Loh; BHAS - Anthony Lau; assignments; Admin A; Admin-D (LKKAuto)
Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Without Prejudice

Dear Wen Zhang,

We understand your client have been calling AXA.

Kindly assist to handle and communicate your client regard to his claim and concerns.

Thank you.

"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."

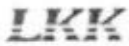
Best Regards,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@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.

From: BHAS - Moo Wen Zheng [mailto:wenzheng.moo@bhauto.com.sg]

Sent: Wednesday, 25 April 2018 3:19 PM

To: Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>

Cc: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Dear Bevan,

Thanks for your prompt reply

Appreciate it

Best Regards,
Wen Zheng



BH AUTO SERVICES PTE LTD

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

(W) +65-6559 8945 (F) +65-6269 2404 (HP) +65 9621 2084
(E) wenzheng.moo@bhauto.com.sg <http://www.bhauto.com.sg>



From: Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]

Sent: Wednesday, 25 April 2018 3:08 PM

To: BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>

Cc: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Your ref: **SKF 5286Y**

Without Prejudice

Our Ref: CC4/ASM18007301/mb3

Dear Sirs,

ACCIDENT INVOLVING GY 4428J & SKF 5286Y ON 17/04/2018

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"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,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@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.

"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."

From: Admin-D (LKKAuto)

Sent: Tuesday, 24 April 2018 10:57 AM

To: 'BHAS - Moo Wen Zheng' <wenzheng.moo@bhauto.com.sg>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'BHAS - Bernard Kee' <bernard.kee@bhauto.com.sg>; 'BHAS - Janice Koh' <janice.koh@bhauto.com.sg>; 'BHAS - Jacelyn Loh' <jacelyn.loh@bhauto.com.sg>; 'BHAS - Anthony Lau' <anthony.lau@bhauto.com.sg>; assignments <assignments@lkkauto.com>

Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Dear Wen Zheng,

Thank you for your email.

Dear Bevan,

Kindly assist. Our Ref: CC4/ASM18007301/mb3

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

Sent: Tuesday, 24 April, 2018 10:45 AM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; 'assignments' <assignments@lkkauto.com>

Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Dear Catherine,

Can check with you about this case liability status ?

Your insured had made an accident report yet ?

Kindly assist and revert as soon as possible

Thank You

Best Regards,
Wen Zheng



BH AUTO SERVICES PTE LTD

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

(W) +65-6559 8945 (F) +65-6269 2404 (HP) +65 9621 2084
(E) wenzheng.moo@bhauto.com.sg <http://www.bhauto.com.sg>



From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 23 April 2018 2:41 PM

To: BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>

Cc: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>; 'assignments' <assignments@lkkauto.com>

Subject: RE: Surveyor appointed - SKF5286Y TP AXA

Dear Wen Zheng,

Noted with thanks.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: BHAS - Moo Wen Zheng [<mailto:wenzheng.moo@bhauto.com.sg>]

Sent: Monday, 23 April, 2018 2:35 PM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Cc: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: Surveyor appointed - SKF5286Y TP AXA

Hi Catherine,

As Spoken I would like to arrange survey on DATE:24/04/2018 AND TIME:1200hr to 1400hr of the above mentioned accident vehicle.

Please kindly assist

Thank You

P/S: Owner will be waiting

Best Regards,
Wen Zheng



BH AUTO SERVICES PTE LTD

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-111/113/115/117
SINGAPORE 575636 TEL: (65) 6559 8944 FAX: (65) 6269 2404
CO. REG. NO.: 200917512K GST REG. NO.: 200917512K

(W) +65-6559 8945 (F) +65-6269 2404 (HP) +65 9621 2084

(E) wenzheng.moo@bhauto.com.sg <http://www.bhauto.com.sg>

bizSAFE, 

Olivia Lau (LKKAUTO)

From: Olivia Lau (LKKAUTO)
Sent: Monday, 1 October, 2018 4:09 PM
To: PAN Chee Keong
Cc: Hsiao Tong (LKKAUTO); Simon Ho (LKKAUTO); Celine Fong (LKKAUTO)
Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y
Attachments: TP ESTIMATE_MARKED.PDF

Categories: Yellow Category

Hi Chee Keong,

Apologies for the late reply.

The breakdown is as follows:

- A. Main labour amount of \$900 (\$200 x 4.5 days)
- B. Paintwork labour amount of \$880
 - Bootlid: \$150
 - Rear bumper: \$150
 - End panel: \$150
 - Fender left: \$150
 - Fender right: \$150
 - Spare tyre panel: \$130

Please let us know further instruction, if any.

Thanks.

Best Regards,

Olivia Lau | Admin Manager

LKX Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108
Blk 51, Poyia Ute Industrial Park, Ubi Avenue 1, #02-25 | S1408933)

Make good use of Today

From: PAN Chee Keong [mailto:cheekeong.pan@axa.com.sg]

Sent: Friday, 21 September, 2018 6:47 PM

To: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Hi Olivia

Please **do not** re-submit the IA. We just want to know how are these values derived as we are trying to settle amicably with our APW concern.

Thank you.

Best regards,

Pan Chee Keong | Manager, Claims Services
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cheekeong.pan@axa.com.sg
DID: (65) 6880 4273



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From: Olivia Lau (LKKAUTO) [mailto:olivialau@lkkauto.com]

Sent: Friday, September 21, 2018 6:44 PM

To: PAN Chee Keong <cheekeong.pan@axa.com.sg>

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Hi Chee Keong,

We have reviewed the matter, and will re-submit the IA in SMAAT for approval.

Thank you.

Best Regards,

Olivia Lau | Admin Manager

LKX Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108
Blk 51, Poyia Ute Industrial Park, Ubi Avenue 1, #02-25 | S1408933)

Make good use of Today

From: Olivia Lau (LKKAUTO)

Sent: Thursday, 20 September, 2018 3:45 PM

To: 'PAN Chee Keong' <cheekeong.pan@axa.com.sg>

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>; Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Hi Chee Keong,

Thank you for your note. Our surveyor is further reviewing the matter. Kindly allow us to come back to you by tomorrow.

Make good use of Today

Best Regards,
Olivia Lau | Admin Manager
LKK Auto Consultants
phone: 62563561 | email: olivialau@lkkauto.com | fax: 6741-4108
84-51, Poyia Industrial Park, 10th Avenue 1, #02-25 | 51426933

From: PAN Chee Keong [mailto:cheekeong.pan@axa.com.sg]
Sent: Thursday, 20 September, 2018 10:06 AM
To: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>
Subject: RE: [AXA]: AXA Ref: S8M000EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Hi Olivia

The reply from LKK Surveyor is still pending. Can you please help.

Thank you.

Best regards,

PAN Chee Keong | Manager, Claims Services
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cheekeong.pan@axa.com.sg
DID: (65) 6880 4273



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From: PAN Chee Keong
Sent: Thursday, September 13, 2018 6:33 PM
To: 'Olivia Lau (LKKAuto)' <olivialau@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>
Subject: RE: [AXA]: AXA Ref: S8M000EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Hi Olivia

Thanks for highlighting the discrepancies. It was a typo error at my end. It should have read as follows.

- Main Labour amount of ~~\$1,800.00~~ \$900.00 (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of ~~\$1,500.00~~ \$880.00 (i.e. What is the no. of panels given and what is the spray painting rate applied)

Thank you.

Best regards,

PAN Chee Keong | Manager, Claims Services
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cheekeong.pan@axa.com.sg
DID: (65) 6880 4273



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From: Olivia Lau (LKKAuto) [mailto:olivialau@lkkauto.com]
Sent: Thursday, September 13, 2018 6:28 PM
To: PAN Chee Keong <cheekeong.pan@axa.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>
Subject: RE: [AXA]: AXA Ref: S8M000EIO AXA Veh: GY4428J TP Veh: SKF5286Y
Importance: High

Hi Chee Keong,

I refer to the figures quoted in your email –

- Main Labour amount of ~~\$1,800.00~~ (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of ~~\$1,500.00~~ (i.e. What is the no. of panels given and what is the spray painting rate applied)

May we clarify how the above figures were derived? Screenshot of labour portion appended below.

Labour Charges For Front and Side Portion

- 1 Provide skill labour to remove all damaged parts, panel beat, cut & weld if necessary and align all panel and reinstall all damaged parts.
- 2 Provide skill labour & material to putty all damaged parts & panel & to respray with 2K paint with oven spray booth facilities
- 3 Provide skill labour to disconnect and check electrical wiring
- 4 Remove and refit rear windscreen
- 5 Remove and refit rear panel lining and garnish to facilitate repair
- 6 Remove and replace bumper sensors
- 7 Remove and reinstall cushions, seats, backrest, inner trim, garnish, roof lining and/or upholstery to facilitate repairs
- 8 Provide skill labour to realign chassis alignment bench
- 9 Remove and refit exhaust pipe/system to facilitate repair
- 10 Dismantle and transfer bootlid fittings and mechanism to new/facilitate repair

Total Labour:

Total Parts & Labour:
GST 7%
Grand Total:

Estimate Repair Duration

ACCIDENT VEHICLE OF : SKF5286Y

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivia.lau@lkkauto.com | fax: 6741-4108
8K S1, Poyo Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Make good use of Today

From: Olivia Lau (LKKAuto)

Sent: Thursday, 13 September, 2018 3:29 PM

To: PAN Chee Keong <cheekeong.pan@axa.com.sg>

Cc: Hsiao Tong (LKKAuto) <cheewhit@lkkauto.com>; Simon Ho (LKKAuto) <simonho@lkkauto.com>

Subject: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Importance: High

Hi Chee Keong,

Your email well-received. Will look into this, and get back.

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivia.lau@lkkauto.com | fax: 6741-4108
8K S1, Poyo Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Make good use of Today

From: PAN Chee Keong [<mailto:cheekeong.pan@axa.com.sg>]

Sent: Thursday, 13 September, 2018 10:54 AM

To: Olivia Lau (LKKAuto) <olivia.lau@lkkauto.com>

Subject: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Importance: High

Hi Olivia

This survey was done by Kenneth from LKK. Could you get him to advise how was the following figures derived.

- Main Labour amount of \$1,800.00 (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of \$1,500.00 (i.e. What is the no. of panels given and what is the spray painting rate applied)

We feel that this Direct Settlement case with our APW is on the high side and we are in discussion with the APW to try to amicably settle this case.

Thank you.

Best regards,

Pan Chee Keong | Manager, Claims Services

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: cheekeong.pan@axa.com.sg

DID: (65) 6880 4273



redefining / insurance

AXA's Values at Work:



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Hsiao Tong (LKKAUTO)

From: PAN Chee Keong <cheekeong.pan@axa.com.s>
Sent: Thursday, 13 September 2018 6:33 PM
To: Olivia Lau (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Simon Ho (LKKAUTO)
Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4

Ask Kenneth:
For spray paint
\$880.00
Breakdown as follows

Hi Olivia

Thanks for highlighting the discrepancies. It was a typo error at my end. It should have read as follows.

- Main Labour amount of ~~\$1,800.00~~ \$900.00 (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of ~~\$1,500.00~~ \$880.00 (i.e. What is the no. of panels given and what is the spray painting rate applied)

Thank you.

\$1000.00 (5 x \$200)
\$880.00 ()

Best regards,

Pan Chee Keong | Manager, Claims Services

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

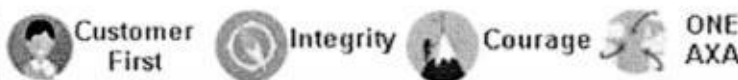
Email: cheekeong.pan@axa.com.sg

DID: (65) 6880 4273



redefining / insurance

AXA's Values at Work:



Backlit: \$150.00
Rear Bumper: \$150
Front panel: \$150
Fender: \$150
... \$150
Spray-type panel: \$130.00

\$880

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From: Olivia Lau (LKKAUTO) [mailto:olivialau@lkkauto.com]

Sent: Thursday, September 13, 2018 6:28 PM

To: PAN Chee Keong <cheekeong.pan@axa.com.sg>

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>

Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Importance: High

Hi Chee Keong,

I refer to the figures quoted in your email –

- Main Labour amount of \$1,800.00 (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of \$1,500.00 (i.e. What is the no. of panels given and what is the spray painting rate applied)

Olivia Lau (LKKAUTO)

From: PAN Chee Keong <cheekeong.pan@axa.com.sg>
Sent: Thursday, 13 September, 2018 6:33 PM
To: Olivia Lau (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Simon Ho (LKKAUTO)
Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Categories: Yellow Category

Hi Olivia

Thanks for highlighting the discrepancies. It was a typo error at my end. It should have read as follows.

- Main Labour amount of ~~\$1,800.00~~ \$900.00 (i.e. What is the no. of repair days given and what is the daily rate applied)
- Paintwork Labour amount of ~~\$1,500.00~~ \$880.00 (i.e. What is the no. of panels given and what is the spray painting rate applied)

Thank you.

Best regards,

Pan Chee Keong | Manager, Claims Services

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: cheekeong.pan@axa.com.sg

DID: (65) 6880 4273



AXA's Values at Work:



Customer
First



Integrity



Courage



ONE
AXA

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From: Olivia Lau (LKKAUTO) [mailto:olivialau@lkkauto.com]

Sent: Thursday, September 13, 2018 6:28 PM

To: PAN Chee Keong <cheekeong.pan@axa.com.sg>

Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Simon Ho (LKKAUTO) <SimonHo@lkkauto.com>

Subject: RE: [AXA]: AXA Ref: S8M00EIO AXA Veh: GY4428J TP Veh: SKF5286Y

Importance: High

Hi Chee Keong,

I refer to the figures quoted in your email –

- Main Labour amount of \$1,800.00 (i.e. What is the no. of repair days given and what is the daily rate applied)

PB - panel beating / \$400
SP - spray painting / \$300

4.5 x 200

complete car \$400 to \$600

\$Barnard. Kce
L.

end panel = 30 days

Booster:

Repairing

Chee Keong did call

Estimate

panel : 1 day = \$100

spry 1 panel = \$150

Insurance

\$150.00 -

Barnard: \$

Bevan Lim (LKK Auto)

From: Bevan Lim (LKK Auto)
Sent: Monday, 30 April 2018 9:48 AM
To: CHAN Kian Chuan
Cc: Admin A; Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto); Vic (LKKAuto)
Subject: RE: S8M00EIO: GY4428J (INSD) HIT REAR OF SKF5286Y (TP) on 17/4/18

Dear KC,

We refer to your email below.

We had emailed TP's Repairer for direct settlement.

We have spoken to the workshop and TP owner's agent Mr Yee. Both parties mentioned that they could not handle their client.

The claimant called in last Friday. We have ask for his concern, he want to claim for the down time from the date of accident to the car being surveyed and repaired. We have advise him to submit his claim through his workshop and we will review and seek instruction from AXA. We have already answered to his enquiries to our best but he is adamant to speak to AXA case handler and is not willing to talk to any of the third parties and his agent, Mr Yee have been avoiding answering his calls. He requested only representative from AXA should contact him or he will lodge a complaint against AXA.

Kindly assist to contact the claimant.

Thank you.

Best Regards,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@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.

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Sent: Sunday, April 29, 2018 1:31 AM

Subject: S8M00EIO: GY4428J (INSD) HIT REAR OF SKF5286Y (TP) on 17/4/18

To: Admin A <admin-a@lkkauto.com>, Olivia Lau (LKKAuto) <olivialau@lkkauto.com>, Admin-B <admin-b@lkkauto.com>

Hi,

We had since given the approval to proceed for direct settlement for this matter.

As such, please proceed with the necessary for this matter.

TP claimant (also insured with AXA) had been calling in our hotline daily for chaser and update to this claim.

Please liaise with TP workshop and handle TP claimant accordingly.

Thank you.

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



GLOBAL
INSURANCE
BRAND
FOR THE 9TH
CONSECUTIVE
YEAR

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Hsiao Tong (LKKAUTO)

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Thursday, 10 January 2019 11:57 AM
To: Mei Kwan (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO)
Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

Importance: High

Hi Mei Kwan,

Mandate given via smart claim.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: kianchuan.chan@axa.com.sg
Customer Care No. 1800 8804888



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From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]
Sent: Thursday, January 10, 2019 11:26 AM
To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

URGENT

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear KC,

We refer to the above matter.

TP repairer rejected our offer and counter proposed for the below mentioned;

COR accepted

LTA accepted

LOR 6 repair days (surveyor's recommended) +1day for supplementary +1 Sunday

Total 8 DAYS X \$100.00

Please advise.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Wednesday, 19 December, 2018 3:01 PM

To: 'CHAN Kian Chuan' <kianchuan.chan@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear KC,

We refer to the above matter.

TP repairer rejected our offer and counter proposed for the below mentioned;

COR accepted

LTA accepted

LOR 6 repair days (surveyor's recommended) +1day for supplementary +1 Sunday

Total 8 DAYS X \$100.00

Please advise.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Tuesday, 18 December, 2018 10:53 AM

To: 'CHAN Kian Chuan' <kianchuan.chan@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear KC,

We refer to the above matter.

TP repairer rejected our offer and counter proposed for the below mentioned;

COR accepted

LTA accepted

LOR 6 repair days (surveyor's recommended) +1day for supplementary +1 Sunday

Total 8 DAYS X \$100.00

Please advise.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Friday, 14 December, 2018 11:52 AM

To: 'CHAN Kian Chuan' <kianchuan.chan@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear KC,

We refer to the below email.

Please advise.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Wednesday, 12 December, 2018 1:28 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Confirm Due Course *** AXA ref: S8M00EIO

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Kc,

TP repairer rejected our offer and counter proposed for the below mentioned;

COR accepted
LTA accepted
LOR 6 repair days (surveyor's recommended) +1day for supplementary +1 Sunday
Total 8 DAYS X \$100.00



Wed 12/12/2018 12:18 PM

BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>

FW: Confirm Due Course / SKF5286Y *** LKK REF: CC4/ASM18007301/Kmb3s2

To Mei Kwan (LKKAuto); Admin A; Hsiao Tong (LKKAuto)

Cc BHAS - Moo Wen Zheng; BHAS - Chan Yun Shi; BHAS - Jacelyn Loh



lod.pdf
478 KB

Dear Mei kwan

We would like to counter proposed for the below mentioned;

COR accepted

LTA accepted

LOR we are looking at surveyor recommended 6 repair days +1day for supplementary +1 Sunday

Total 8 DAYS X \$100.00

THANK YOU

Best Regards,

Bernard Kee

BH AUTO SERVICES PTE LTD

(W) +65-6559 8945 (F) +65-6269 2404 (M) +65 9747 8383

Bernard.kee@bhauto.com.sg <http://www.bhauto.com.sg>

Please advise.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Sent: Wednesday, 12 December, 2018 11:45 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Confirm Due Course

Importance: High

Hi Mei Kwan,

Please proceed.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: kianchuan.chan@axa.com.sg
Customer Care No. 1800 8804888



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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, December 12, 2018 11:43 AM
To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Confirm Due Course

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear KC,

We refer to our teleconversation this morning.

As spoken, we seek mandate to offer as follow.

COR @ \$4,324.68 (before GST) ...\$4,627.41 (based on AXA's instruction, we will further reduce \$80.00 from labour to get this amount)
Rental 6 days x \$100.00\$600.00
Disbursement (search fee) \$31.00
Total\$5,258.41

Kindly let us have your approval.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Wednesday, 12 December, 2018 11:30 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: FW: Confirm Due Course

Hi,

Email as attached.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: kianchuan.chan@axa.com.sg
Customer Care No. 1800 8804888



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From: PAN Chee Keong
Sent: Friday, October 26, 2018 12:02 PM
To: BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>
Cc: BHG - Johnny Lim <johnny@bhglobal.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; KHOR Saw Theng <sawtheng.khor@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Zhou Ya Ping <yaping.zhou@bhauto.com.sg>; BHG - Johnny Lim <johnny@bhglobal.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Ngai Kar Kit <karkit.ngai@bhauto.com.sg>
Subject: RE: Confirm Due Course

Hi Bernard

Glad that we are able to resolve this case amicably.

Please proceed to forward the LOD and Final Bill to LKK. We will inform LKK at our end of this agreement.

Thank you.

Best regards,



Chee Keong Pan
Manager, Claims Services
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811
DID: +65 6880 4273
www.axa.com.sg



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From: BHAS - Bernard Kee [<mailto:bernard.kee@bhauto.com.sg>]
Sent: Thursday, October 25, 2018 9:49 AM
To: PAN Chee Keong <cheekeong.pan@axa.com.sg>
Cc: BHG - Johnny Lim <johnny@bhglobal.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; KHOR Saw Theng <sawtheng.khor@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Zhou Ya Ping <yaping.zhou@bhauto.com.sg>; BHG - Johnny Lim <johnny@bhglobal.com.sg>; BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>; BHAS - Ngai Kar Kit <karkit.ngai@bhauto.com.sg>
Subject: RE: Confirm Due Course

Dear Chee Keong

Your Reference: SKF5286Y
Our Reference: SM00EIO

We accept the counter proposed for the below mentioned;

SKF5286Y COR \$4324.68 (before GST) @ 6 days

Please advise that we will forward the LOD and Final Bill to AXA or LKK ?

Thank you

Best Regards,

Bernard Kee

BH AUTO SERVICES PTE LTD

(W) +65-6559 8945 (F) +65-6269 2404 (M) +65 9747 8383
Bernard.kee@bhauto.com.sg <http://www.bhauto.com.sg>

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BH AUTO SERVICES PTE LTD

BLK 1 SIN MING INDUSTRIAL ESTATE SECTOR C #01-115 SINGAPORE 575636

Tel: 6559 8944 Fax: 6269 2404

CO. REG. NO. 200917512K

GST REG NO. 200917512K

PLEASE QUOTE OUR FILE REFERENCE WHEN REPLYING

Your Reference: SKF5286Y

Our Reference: GY4428J

Date:

M/s AXA Insurance Pte Ltd
8 Shenton Way
#24-01 AXA Tower
Singapore 068811

BY POST ONLY

Attention: Claims Department

CLAIMANT: AJIT SINGH CHAUHAN

PROPERTY DAMAGED CLAIM ARISING FROM A ROAD TRAFFIC ACCIDENT ON 17/04/2018 ALONG PAYA LEBAR RD TWDS TANJING KATONG INVOLVING VEHICLE NO SKF5286Y & GY4428J

We act **AJIT SINGH CHAUHAN** who was the owner of motor vehicle no. SKF5286Y.

We are instructed by the above named to claim damages against you/your insured in connection with a road traffic accident on 17/04/2018 involving our client's vehicle registration number SKF5286Y and vehicle registration number GY4428J, driven by you/your insured at the material time.

We are instructed that the accident was caused by you/your insured's negligent driving and /or management of your/you insured vehicle. As a result of the accident, our client's vehicle was damaged and our client has been put to loss and expense, particulars of which are as follows:-

1	Cost of Repair (Included 7% GST)	\$ 4627.41
2	Loss of Rental (\$120.00 x 9days)	\$ 1080.00
3	LTA Search Fee	\$ 31.00
	Total Amount:	\$ 5738.41

We enclose a copy of each of the following documents for your consideration: -

- (a) GIA/ Police report lodged by driver of;
- (b) Final Repair Bill
- (c) Rental Invoice / Loss Of Use
- (d) LTA Search Fee Invoice
- (e) Letter Of Authorization

Kindly revert to our client's claim within the next 7 days.

Yours faithfully,

Janice Koh

(O): 6559 8944 (F): 6269 2404

Email: Janice.koh@bhauto.com.sg



THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	GY 4428J (Insd veh)	Model:	TOYOTA
	SKF 5286Y (TP veh)		COROLLA ALTIS 1.6 AUTO
Date of Accident:	17/04/2018		

Global Sum Settlement	:	[] Yes	[X] No
Repair Estimate	:	\$	10,449.12
Final Repair Cost	:	\$	4,627.41
Loss of Use	:	\$	days at \$0.00 per day
Rental (if any)	:	\$	800.00 8 days
LTA / GIA Search Fee	:	\$	31.00

Others:	:	\$
---------	---	----

	:	\$
Final Settlement Sum	:	\$ 5,458.41

Is Third Party Workshop GIA Registered?		[X] YES	[] NO	(Kindly indicate below)
A) For Non GIA Registered Workshop:		Agreed Liability _____(%)		
B) For GIA Registered Workshop:		BOLA Applicable: Yes/ No BOLA Scenario No: _____		
BOLA Liability: _____100_____(%)		Assessed Liability (*): _____(%)		
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.				
Remarks _____				

Payment Instruction: Payee's Breakdown			
1)	BH AUTO SERVICES PTE LTD	:	\$ 5,458.41

NUR SHAQILAH BTE ABDOL
WAHAB

02/05/2019
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

Claim	S8M00EIO
Reference	CC4/ASM18007301/Kpb3x2
Loss Date	April 17, 2018
Report Date	Apr 19, 2018 9:03:05 AM
Request Date	April 19, 2018
Due Date	April 19, 2019
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Additional Instructions

MessagesInvoicesHistoryDocumentsAssessmentMetricsNotes

Document TypeDocument SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Accident Statement	Reports & Statement		Merimen	
GJA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	June 11, 2018

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work

More

Vehicle Information	
Incident Vehicle Registration #	SKF5286Y
Make	TPVD TOYOTA
Model	COROLLA ALTIS-1.6 ELEGANCE
Service Address	

...

Primary Contact/Insured	
HENRY TRADING AND DELIVERY SERVICES BLK 705 JURONG WEST STREET 71, #03-90, 640705, Singapore 90710718	
Claim Handler	
CHAN Kian Chuan 6568804269 kianchuan.chan@axa.com.sg	

Claim S8M00EIO

Reference CC4/ASM18007301/Kpb3s2

Loss Date April 17, 2018

Report Date Apr 19, 2018 9:03:05 AM

Request Date April 19, 2018

Due Date April 19, 2019

Vendor Name LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss Third Party Vehicle Damage

Services Pending verification - Direct Settlement

Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Add

CREATED USER	VERSION DATE	ESTIMATED AMOUNT	APPROVED AMOUNT
VISHNU BATHAM Shekhar	4/19/18 9:12 AM	4324.68	4324.68

Open

Share

Clone

Vehicle Information

Incident Vehicle Registration # SKF5286Y

Make TPVD TOYOTA

Model COROLLA ALTIS-1.6 ELEGANCE

Service Address

...

Primary Contact/Insured

HENRY TRADING AND DELIVERY SERVICES
BLK 705 JURONG WEST STREET 71, #03-90,
640705, Singapore
90710718

Claim Handler

CHAN Kian Chuan
656804269
kianchuan.chan@axa.com.sg

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work

More

Vehicle & Driver Details

Vehicle Registration#	SKF5286Y	Purchase Date	mm/dd/yyyy
Registration State	SINGAPORE	Registration Date *	06/12/2012
Mileage	78275	Age of Vehicle	5

CATEGORY	POLICY INFORMATION	ASSESSMENT INFORMATION
Manufacturing Year		2012
Make	TPVD TOYOTA	TOYOTA
Model	COROLLA ALTIS-1.6 ELEGANCE	COROLLA ALTIS 1.6 AU
Type		
Type of Paint		
Chassis No		MR053REE104137033
Engine No		1ZRX194327
Engine Capacity		1598 cc
Sum Insured	0	

CATEGORY	FNOL INFORMATION	POST SURVEY INFORMATION
Driver Name	AUT SINGH CHAUHAN	
Date of Birth	June 13, 1974	mm/dd/yyyy
Age	44	
Occupation	Unknown	
Education Qualification	Other	
Driving Experience	0	
Driver License #		
License Type		
License Issue Date		mm/dd/yyyy



SERVICE REQUESTS

MESSAGES

CLAIMS

Claim Portal

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

Detailed Assessment

Inspection Date *

04/24/2018



Condition of Vehicle at time of survey

General condition

Good

Total Loss

Yes No

Steering (Serviceable)

Yes No

Towing Charges

0

Footbrake (Serviceable)

Yes No

Voluntary Excess

0

Handbrake (Serviceable)

Yes No

Compulsory Excess

0

Young/Inexperienced/Unarmed Driver Excess

0

Engine Modification

Yes No

Other Excess

Pre-accident condition

Good

Tyre Condition

Age of Tyres

Spare wheel

Front Tyre Size

195/65R15

Rear Tyre Size

195/65R15

Front left side

YOKOHAMA 7mm

Rear left side

YOKOHAMA 6mm

Front right side

YOKOHAMA 7mm

Rear right side

YOKOHAMA 6mm

🏠 SERVICE REQUESTS MESSAGES CLAIMS

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

Parts

Add

Approve

Empty

Submit All

EDIT	SR NO	QUAN TITY	MATERIAL	SIDE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEPR/ BTTRN	DISC COUNTH	SALV AGE%	PART PRICE(NET)	ACTION (PARTS)	REMOVE
	1	1			BOOT LID (DISC 25%)			Bent	566.03		0		566.03	Reviewing	
	2	1			BOOT LID EMBLEM (DISC 25%)			Necessary	44.4		0		44.4	Reviewing	
	3	1			BOOT LID LETTERING/PLATE "DUAL" (NPA)			Necessary	0		0		0	Reviewing	
	4	1			BOOT LID LETTERING "1.6" (NPA)			Necessary	0		0		0	Reviewing	
	5	1			BOOT LID LETTERING "VVT-I" (NPA)			Necessary	0		0		0	Reviewing	
	6	1			BOOT LID LETTERING "COROLLA" (DISC 25%)			Necessary	43.05		0		43.05	Reviewing	
	7	1			BOOT LID LETTERING "ALTS" (DISC 25%)			Necessary	42.1		0		42.1	Reviewing	
	8	1			BOOT LID LETTERING/PLATE "ELEGANCE" (NPA)			Necessary	0		0		0	Reviewing	
	9	1			BOOT LID HINGE LH			Repair	0		0		0	Reviewing	



SERVICE REQUESTS MESSAGES CLAIMS

REAR FENDER
SEAL RETAINER
RH

24

1

TAIL LAMP RH
(DISC 25%)

25

1

TAIL LAMP
BRACKET RH
(DISC 25%)

26

1

TAIL LAMP PANEL
RH (DISC 25%)

27

1

REAR END PANEL
(DISC 25%)

28

1

REAR END PANEL
TOP GARNISH

29

1

SPARE TYRE
PANEL

30

1

REAR BUMPER
SPONGE (DISC
25%)

31

1

REAR BOOT AIR
VENT RH (DISC
25%)

32

1

REAR
REINFORCEMENT
BRACKET RH

Labour

Add

Approve

Deny

Submit All

EDIT

SR NO

REPAIR/REPLACE (LABOUR)

PART NAME

LABOUR REPAIR

LABOUR REPAIR

PAINT

ACTION (LABOUR)

COMMENT

REMOVE

Engine default = 1.8L AUTO CONSULTANT'S TITLE (TP) *													
	SERVICE REQUESTS		MESSAGES		CLAIMS		PART NAME	LABOUR BSR	LABOUR REPAIR	PAINT	ACTION (LABOUR)	COMMENT	REMOVE
	20												
							DISMANTLE AND TRANSFER BOOOTLUD FITTINGS AND MECHANISM TO NEW / FACILITATE REPAIR.	60	0	0	Reviewing		

SERVICE REQUESTSMESSAGESCLAIMS

General & Workshop DetailsVehicle & Driver DetailsVehicle ConditionTaxes & RatioParts & LabourMiscellaneousSummary

AddApproveDenySubmit All

EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
	1	DAYS OF REPAIR	Reviewing	6		
	2	ANTI-RUST COATING	Reviewing	90	NECESSARY	
	3	REAR BUMPER CLIPS	Reviewing	52	NECESSARY	
	4	REAR FENDER SHIELD CLIPS	Reviewing	0	NOT NECESSARY	
	5	REAR END PANEL TOP GARNISH CLIPS	Reviewing	0	NOT NECESSARY	
	6	WINDSCREEN SEALANT	Reviewing	0	NOT NECESSARY	
	7	REAR FENDER SEALANT	Reviewing	0	NOT NECESSARY	
	8	REAR END PANEL SEALANT	Reviewing	0	NOT NECESSARY	
	9	SPARE TYRE PANEL SEALANT	Reviewing	0	NOT NECESSARY	

General & Workshop Details		Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio	Parts & Labour	Miscellaneous	Summary
Claim Amount		\$4,324.68		Claim Amount		\$4,324.68	
CATEGORY	ESTIMATE	REVISED AMOUNT					
Spare Parts	\$2,512.68			\$2,512.68			
Labour	\$1,670.00			\$1,670.00			
Miscellaneous	\$142.00			\$142.00			

Submit for Review