ASS. THU. IN			800 TUDU /KVb	02/	d kerrordine.
email dain	KHY TED	ASSIGN	MENT (Office) A9M	D	23042018 9.08am
Estimated Con			Bill to		
To Inspect Vel		SKH TH	7.CS	Insured	
at Workshop in	Car	Times		Tel:	6771 5111
of	160	Sin Ming Div	400-04		
Policy No:		J	Claim No	5	3m00F8I
Sum lasured.			Exocus.	\$ 500°	00
	REP. / REV 24 H 33042013 GUJAM		al Chin		ILOJA Endersament nicle: IN OID
Date/Time	Action/Instruction SKN 979511 -		ate claims	@ cartimes	. lom.sg
24418		SMART (
26/4/18		ruse repair			
26418			cheng clA		
18 9 18	@ 10519m A	ingel said	her Supplier	person	In charge is on M

TALLUUT

From.

smut daim

Estimated Cost.

at Workshop m/s

Insured:

Policy No.

Claims No.

Sum Insured:

Make of Vetra

(Client's Record)

(Policy Condition)

Bal. or Market Value:

IDAC Accident Roort:

GIA / PR Seen:

Est Repairs:

Lum Sum

Date:

	0	- 51	0		
Dom/Time, File Page 107	: Prell. Report	Day	s Of Repair: 5		
1) Caso/Time, File Return to?	: Final Report	Res	survey No. of Trip:	Survey Fax Transportation	150
= 7/1 - typist		Add Fee:	Site Insp (\$)S+RSSI	
Report Format :	SMART claim	L	Interview (\$ Tech Invs (\$) Disks	
Lump Sum / I.Bif: (S	9415.90		Weekend (\$		
				TOTAL	290



LKK Auto Consultants Pte Ltd

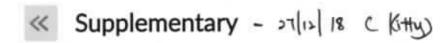
51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

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

		Affiliated to Federation Internat	onale Des Experts En Auto	mobile	
ΑXA	INSURANCE PTI	ELTD	Ref : CS/ASM18007424/Kvb		
	HENTON WAY #24 TOWERSINGAP		Date: 23-04-2018 Code: ASM		
1.	A STATE OF THE STA	Policy Particu	lars :- OWN DAMAGE	ALC: THE SE	
	Insured Veh.		Veh. Inspected	SKH 9798A	
	Policy No.		Coverage (\$)	0.00	
	Claim No.	S8M00E8I	Excess (\$)	500.00	
	Assign From	SMART CLAIM (KITTY TEO)	Assign Date	23/04/2018	
2.		Vehicle Part	iculars & Condition	of placements	
	Make & Model		c.c	0	
	Engine No.	HIDDEN	Year of Reg.		
	Chassis No.		Colour		
	Odometer		Steering		
	Brakes		Modification		
	General				
3.		Condit	tions 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	
1.		Descript	ion of Damages	one of the property of	
5.		Consu	al Information		
,	Accident Date	15/04/2018	ALCO CONTRACTOR OF THE PROPERTY OF THE PROPERT	23/04/2018	
_	Survey held at	160 SIN MING DRIVE #02-04	Inspection Date	2010412010	
	Repairer	CAR TIMES AUTOLUTION PTE	LTD		
5a.	Chemi 1881	R	temarks	A PROPERTY OF	
		ALUE IS S\$(EST. AVE			
	B)IN ACCORDANG	CE TO YOUR INSTRUCTIONS, V	VE HAVE AUTHORISED F	REPAIRS.	

Menu



Type

Question

Message

Hi Veron, IA \$9415.90 is approved.



LICK AUTO CONSULTANTS PTE LTD (OD) . Menu

New Message

Type *		
O Message		
Subject *		
IA SUBMITTED FOR SKH 9798A		
Message *		
Dear Kitty,		
Please be informed that new IA submitted. Thanks Veron Chen		

Cancel

Send.

STUREAVE 1, 1901-23 PAYA UREINDUSTRIAL PARK, SINGAPORE 400003 TEL. (005) 62563561 FAX: (005) 62564315

Immediate Advice

To: AXA Insurance Pte Ltd

Date:30/11/2018

Survey details

Date of loss	15/4/2018	
Date of appointment	23/4/2018	
Date of survey	23/4/2018	
Location of survey	CARTIMES AUTOLUTION	

Vehicle Details:

Claim Type:	Own Damage	
Vehicle number	SKH 9798A	
Make and Model	MERCEDES BENZ GLC250	
Date of registration	7/7/2017	
Excess	\$500	
Market Value	\$182,000.00	
Parf Rebate	\$90,661.00	
Nett Loss	\$91,339.00	

Repair details

		÷
Initial Estimate	\$15,720.60 (INCL SUPPLEMENTARY \$1358.50)	ı

Proposed/Revised repair cost:

Parts	\$8,135.90
"Check items (Estimated)	
Labour	\$1,280.00
Total	\$9,415.90 (INCL.SUPPLEMENTARY \$1358.50)
Lump Sum (Estimated)	

Number of days of repair	5 days (est)
--------------------------	--------------

Remarks:

The vehicle sustained damages at the front portion

Damages Consistent Repair Cost Economical

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Wednesday, 28 November 2018 10:21 AM

To:

Kitty Teo Poh Guek

Cc:

SUR

Subject:

RE: New message for service request 41313, vehicle number SKH9798A

Attachments:

SUPPLEMENTARY.pdf

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.

Best Regards, Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message-----

From: kitty.teo@axa.com.sg [mallto:kitty.teo@axa.com.sg]

Sent: Monday, 26 November 2018 11:56 PM

To: assignments@lkkauto.com

Subject: New message for service request 41313, vehicle number SKH9798A

AXA Insurance has sent you a message for claim number S8M00E8I.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This email has been checked for viruses by AVG.

https://www.avg.com

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Friday, 27 April 2018 4:24 PM

To:

'claims@cartimes.com.sg'; SUR

Subject:

SKH 9798A-DOA: 15/4/2018 (AXA OD)

Dear Sir,

As spoken on 26/4/18 ,instructed by our client AXA , please proceed to repair the insured vehicle SKH 9798A (Excess \$500/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Menu



Re:IA SUBMITTED FOR SKH 9798A - AUTHORISE

Type

Question

Message

Hi Veron, Please authorise at \$11,239 before excess of \$500.

Reply

Meani



Re: IA SUBMITTED FOR SKH 9798A

Type

Question

Message

Hi Veron, This case we just sent to investigator yesterday, we will keep you informed. Thanks.

Reply



IA SUBMITTED FOR SKH 9798A

Type

Q Question

Message

Dear Sir/Madam, Please be informed that IA submitted. We have Not Authorize repair. Kindly let us have your approval please. Repairer's Estimate (Gross): S\$13,369.00 Revised Estimate Amount: S\$5,119.00 "Check" Items Amount: S\$6,120.00 Total: S\$11,239.00 Market Value: S\$182,000.00 COE/PARF Rebate: S\$90,661.00 Nett Value: S\$91,339.00 Thanks Veron Chen

Reply



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

Your ref:

S8M00E8I

Our ref:

CS/ASM18007424/Kvb

DATE: 24/4/18

The Motor Claims Department M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.SKH 9798A

Please be informed that we had conducted the inspection of the above mentioned vehicle at the premises of M/s CAR TIMES AUTOLUTION PTE LTD on 23/4/2018 and have the following to report:-

Repairer's Estimate (Gross)	: S\$13,369.00	
Revised Estimate Amount	: S\$5,119.00	
"Check" Items Amount	: S\$6,120.00	
Total	: S\$11,239.00	
Market Value	: S\$182,000.00	
COE/PARF Rebate	: S\$90,661.00	
Nett Value	: S\$91,339.00	

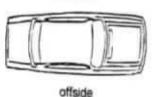
Description of Damage:

The vehicle sustained damages at the

front portion

nearside

tear



front

Survey date and time: 23/4/2018 at 12PM

We have Not authorise repair.

No of days :5 days

Yours faithfully,

KENNETH KONG

Licensed Appraiser

Menu



Service Request Details

Claim

S8M00E8I

Reference

None 🥒

Loss Date

April 15, 2018

Request Date

April 23, 2018

Due Date

April 30, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (OD)

Type of Loss

Own Damage

Services

Accelerated workshop survey

Actions		
Next Step		
Agree to perform service		

Vehicle Information

Incident Vehicle Registration # SKH9798A

Make

MERCEDES

Menu

Service Address

160 Sin Ming Drive, Autocity, , , 575722

Primary Contact/Insured

TAN CHEOW CHONG KELVIN 11 PASIR RIS LINK, #03-27, 518180, Singapore 97642764

Claim Handler

TEO Kitty 6568804602

kitty.teo@axa.com.sg

Additional Instructions

EXCESS \$500

Messages	Invoices	History	Documents	Assessment	Metrics	Notes	
New Message							
TYPE				0			
SENT		4/2	3/18 9:23 AM				
FROM		TEO	Kitty				
SUBJECT		SKH	9798A - VEH @ (CAR TIMES			
BODY		Hì Pi	ease survey WP.				
		4					

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	NAC TO THE WAY
Owner ID Type:	Singapore NRIC
Owner ID: Vehicle Details	7640E
Vehicle No.:	SKH9798A
Vehicle to be Exported:	No
ntended De-registration Date:	24 Apr 2018
Vehicle Make;	MERCEDES BENZ
Vehicle Model:	GLC250 COUPE AMG AUTO
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	27492030906357
Chassis No.:	WDC2533462F190633
Maximum Power Output:	155.0 kW (207 bhp)
Open Market Value:	\$48,425.00
Original Registration Date:	07 Jul 2017
First Registration Date:	07 Jul 2017
Transfer Count:	0
Actual ARF Paid: Intended PARF Rebate Details	\$59,795.00
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	06 Jul 2027
PARF Rebate Amount: Intended COE Rebate Details	\$44,846.00
COE Expiry Date:	06 Jul 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$49,802.00
COE Rebate Amount:	\$45,815.00
Total Rebate Amount:	\$90,661.00

The information contained herein is correct as at 24 Apr 2018

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

Driving Experience

Mobile Number

Fax Number Contact Number

EMail Address

Gender

- 1. Please report correctly the details of the accident to speed up the claims process.
- 2. This Form must be completed by the Policyholder and/or the Authorised Driver.
- Information provided must be as <u>truthful and accurate</u> as possible. Any wilful misrepresentation or witholding of material facts may allow insurance companies to repudiate policy ability.
- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.

5. Any false reporting may be referred to the Police for Investigation.

- This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
- 7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

	ACCIDENT STATEMENT
Date Of Report	17/04/2018 09:45
Date Of Accident	15/04/2018 15:15
Exact Location Of Accident	NORTH SOUTH EXPRESSWAY TOWARDS SINGAPORE
Country/State of Loss	SINGAPORE
	DETAILS OF OWN VEHICLE
Vehicle Registration Number	SKH9798A
Insured/Policyholder	
Name Of Registered Owner	KELVIN TAN CHEOW CHONG
NRIC No	S7077640E
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97642764
Alternative Phone No	OFFICE-97642764
Vehicle Particulars	
Manufacturer	MERCEDES-BENZ
Model	GLC 250-2.0 4MATIC (A)
Exact Purpose for which vehicle was being used at time of accident	
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR
Insurance Company	
Name of Insurance Company	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	GA239841/1
Cover Note Number	
Driver	
Name of Driver	KELVIN TAN CHEOW CHONG
NRIC No	S7077640E
Date Of Birth	30/12/1970
Occupation	INDOOR
Date Of Driving Pass	22/12/2001

16 YEARS AND 3 MONTHS

(LOCAL) +65-97642764

OFFICE-97642764

MALE

NOEMAIL

BLK 11 PASIR RIS LINK #03-27 SINGAPORE

518180

OWNER

Was driver an employee of the Insured's Company NO

If No. Relationship of the Driver with the Insured Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

CHAIN COLLISION

Weather Conditions

RAINING

Road Surface

WET

Other Information

Was any foreign vehicle involved in this accident?

YES

Foreign Vehicle Registration Number

WA3383K (PRIVATE CAR)

Number of vehicles involved in the accident Was any body injured in the Accident?

7 NO

Was any injured conveyed to hospital by

ambulance?

NO

Was any other material or property damaged?

YES

I have been approached by unknown person(s)

NO

soliciting/offering accident claims assistance.

Number of Passengers (Including Driver)

3

Passenger 1

NAME:

: JANE LAI TSE YEUN

GENDER:

FEMALE

Passenger 2

NAME:

: FAITH NATHANIA TAN MIN RUI

GENDER:

FEMALE

Details of Police Action

Was the accident reported to the police?

YES

If Yes, Please state which Police Station Police Station Name

TRAFFIC POLICE DIVISION HQ - SINGAPORE CITY

Police Station Address

ROAD: 10 UBI AVENUE 3 . POSTCODE: 408865 , COUNTRY:

SINGAPORE

Police Station Contact

TEL NO: 65470000 - FAX NO:

Was notice of intended Prosecution given?

NO

If Yes, against whom?

Circumstances of Accident

SEE ATTACH SKETCH PLAN & POLICE STATEMENT

Attachment(s)

Are accident photos available for attachment?

YES

Was there any video captured by Car Camera?

NO

NO

Was there any audio recorded?

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number

WA3383K

Vehicle Make/Model/Colour

Details Of Properties

PRIVATE CAR

Vehicle Category Name of Driver

Page 2 of 20

- NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number

SLH6507G

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 3

Vehicle Registration Number

JJF2838

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

MOTOR TRADE

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 4

Vehicle Registration Number

SJZ529L

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 5

Vehicle Registration Number

JMW6708

Vehicle Make/Model/Colour

Details Of Properties
Vehicle Category
Oriver

PRIVATE CAR

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 6

Vehicle Registration Number

WC6589X

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category

PRIVATE CAR

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

- Please report correctly the details of the accident to speed up the clares process.
- 2. This Form must be completed by the Policyholder and/or the Authorised Drivet
- 3 internation provided must be as truthful and accurate as possible. Any will a misrepresentation or withholding of material facts may afficial insurance companies to repudiate policy liability.
- 4. The state and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance
- 3. Any false reporting may be referred to the Police for investigation.
- 6 The report will be forwarded by the reports of the side Records Management Centre established by the General Insurance Association of Singapore (SIA) for archiving and that copies of this report will for a fee be reade available upon application by unit reside parties.
- 2 By the codgment of this report to the assurers, you hereby convent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
- E. Consent under the Personal Data Protection Act (PDPA)

Fundentand, acknowledge, agree and consent that

- (a) My resurer, my workungs and the General insurance Association of Singapore ("GIA") integrate permitted to extect, use, disclose analyze process, my personal data/personal information set out in this (form) and any other personal information provided by me or positioned by my insurer (collectively the "Personal Information") and disclose and transfer such Personal information to all insurers who have insured vehicles) involved in the acceleration the collectively referred to at the "Insurers"), the insurers is separative form. The Monetary Authority of Singapore and any integral appropriationary (such as the police), for the purposess)
 - anocessing, handling and/or dealing with my claims including the artherment of the colors and any necessary myeologistics retaining to the claims;
 - Diff investigating the accepted and/or my dome.
 - We carrying out end/or desiring with my instructions or responding to any ensurines by mic.
 - (iv) administrating my claims (including the rapiling of correspondence, statements, invoices, reports or potions to the, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of creatopics/mail sackages), and/or
 - (v) streptung erth applicable law in administering, processing, handling analytic dealing with the "Purposes".
- (b) all insurers) selections and/or proposes and Personal Information for one or more of the places Purposes; and
- (c) my Personal information monitors by any of the incurrent and/or GIA to their thirti party service provides or agents/individing their lawyers/law firms), which may be used putside of Singapore, for one or record of the above Purposes.
- (d) one Personal Information will also be collected and used to correctly claims history for the purpose of fraud detective.
 Investigation and management in present and all future claims.
- (b) The information so collected under (d) above may be shared / ducined
 - III to all insurers and/or any other third parties that assist in evaluating, investigating controlling or managing inside, regulators, low enforcement and government agencies as reasonably required to the purposes stated, or
 - (iii) for complying with requirements under any regulations, laws or court orders.

hologradien's lightrunt Door & Tither Criser's Signature Int enser is not the procured der? State & Time: Reporting Collete Possonnel's Signiciale Name: 1887/778 (vs.)

SKETCH PLAN		
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5		65074
3		F 1836
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	7	N 6708
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P	THE RESERVE THE PERSON NAMED IN COLUMN 1	
Paragraphics Spinish	Triver's Signature	Regarding Centre Personnel's Signature
me & from	Of oniver is not the policyholder! Date & Time:	Name NRCFIN No.



POLIS DIRAJA MALAYSIA

REPOT POLIS

TRAFIK KULAUAYA

Pegawai Penyiasat

R131301

Distrati

- KULALIAYA

No Repot Bersongkut : TRAFIK.

Kontingen

: JOHOR

HULALIAYA/003811/18

No Repot Tankh

TRAFIK KULALIAYAKKISETSETE

15/04/2018

Waicta

Banasa Otterima : 6. Malaysia

1746 PM

Butir-butir Penerima Rapot

Nama: NOR MOHD ASYHAD NAIM BIN ZAKARIA.

No Personal R200065

Pangkat: KONSTIP

Buttr-buttr Jurubahasa (Jika Ada)

Nama: -

No K/P (Baru): --

No Polis/Tenterz: -

No Paspot: -

Alamat: --

Bahasa Asai -

Buttr-buttr Pengadu

Name: KELVIN TAN CHEDW CHONG

No K/P (Baru): --

No Polis/Tenters :-

No Passot : 67077640E

No Bijii Beranak : -

Jantina: Lolaki

Terith Labir: 30/12/1970 Warganepara: Singapore Umur : 47 bitur: 3 bulan

Keturiman : Cirus

Pekarjaan : SWASTA

Alamat Tempet Tinggat: APT BLK 11 PASIR RIS LINK #03-27, BINGAPORE, 518190

Alamet Ibu/Bapa : -

Alumat Pajabat: --

No Tel (Ruman): --

No Tei (Pejabet): ---

No Tel (HP): 6697642784

Emel :-

Pempadu Menyatakan:-

PADA 15/04/2018 JAM LEBIH KURANG 1515 HRS SAYA MEMANDU MIKAR ND SKHWYSBA JENIS MERCEDES DARI KUALA LUMPUR MENGHALA KE SINGAPURA KETIKA MEMANDU DAN SAMPAI DI KM 35.7 (S) LEBUHRAYA UTARA SELATAN, MEMANDU DI LORONG SEBELAH KANAN, TIBA-TIBA ADA SEBUAH MIKAR NO.WA3383K JENIS NIALMERA TELAH MEMBREK SECARA MENGEJUT DI HADAPAN LALUAN SAYA. SAYA BREK DAN ELAK TAP: TELAH TERLANGGAR DI BAHAGIAN BELAKANG MIKAR ITU. SAYA TIDAK CEDERA. KERCSAKAN MIKAR SAYA PADA BAHAGIAN DEPAN, BUMPER, BONET DAN LAIN-LAIN KERCSAKAN BELLIM PASTI SEKIAN LAPORAN SAYA.

Tonidatangan Jurubahasas Jiku ada)

SALIMAN YAMO © Poncetak | Tarikh @ Masa CetaskiiYA - 9203005 (75/04/2018 06:54:16 PM

(Task beek digurated and have properties

POL316



POLIS DIRAJA MALAYSIA CAWANGAN TRAFIK IBU PEJABAT POLIS DAERAH KULAIJAYA, B1000, KULAI 076632222

17 STAIR WATER 0766	532222
Resit Akuan Penerimaan Repo	rt Polis :
Name Pengadu	KELVEN TAN CHEOW CHONG
No Kad Pengenalan / Paspot	\$70,77540E
No Repot Polis	TRAFEK KULADAYA/003615/18
Tarikh @ Masa Repot Poiss	: 33/04/2019 © 17:46
Pengesahan Penerimaan Repot	Tandatangan Kebua Pejabat Pertanyaan
Pepawai Penvissat :	CHICAGON CONTRACTOR PROPERTY CONTRACTOR CONT
Nama Pogawai Penyiasat	The same of the sa
Tempet Tugas	(RISISE) SIN ASMANI B OTHMAR
No Telefon Pejabat	BUKIT AMAN , Interne KDN/KA
DATE OF THE PARTY	No Telefon flimbit 1 0193448960
Tarikh & masa Perjumpaan	
Pengesahan Penerimaan Reput	LASMANN BUN CETHARANS SUN LASSIA
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Juna Gember I	SET BLAS TOTAL
Name	No Badan Pangkat
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	Tandatangan Juru Gember
Unit Pembekalan Dokumen Si	The state of the s
No Telefon Unit Pembekalan D	
Wakto Polabet :	Jenis Dokumen Dibekal Kenada Pensadu I
Isnin - Khamis : 08:00 Pagl - 04:35 Petang	1. Salinan Repot Polis
Jumeet	2. Gambar Kendersen
08:00 Pagi - 12:15 Tengah Har 02:45 Petage - 04:30 Person	
02:45 Petang - 04:30 Petang Cuti Umum / Khas i Tutup	3. Rajah Kasur Kemalangan
	4. Keputusan Siasatan
	5, Lain-lain Dokumen
	Tankh @ Masa Dokumen Diserah :
	Pengesahan Kaunter Pembekalan Dokumen :
	Tandatannan Penguai Kaumier

Tendatangan Pegawai Kaunter Pombekatan Dukumen

Sketch Plan #5





Police Station Of Origin: Traffic Police Division HQ 10 Ubi Avenue 3 SINGAPORE 408865

Tel No: 65470000

Report No. 1720150415/7010

REPORT OF A TRAFFIC ACCIDENT

Station Diary No. Vide Report No.: Date/Time Report Made: 16/04/2018 15:07 Informant's Particulars Name of Informant APT BLK 11 PASIR RIS LINK #03-27 SINGAPORE 518180 KELVIN TAN CHEOW CHONG ID Type / ID No. Contact No. NRIC NO / S7077640E Home/Office Mobile: 97642764 Email: Nationality: SINGAPORE CITIZEN ttboys_kel@yahoo.com.sg Type of Informant: Age: Date of Birth: Sex 47 30/12/1970 Driver Male Institution / School Name: Race Language: Chinese English Driving Licence Information: Occupation: Class: 3 Date of Expiry: Management executive

Type of Accident:	Injury Attended by Police	Drink Drive No	Date/Time of Accident: 15/04/2018 15:15	Type of Location Straight Road
	D along KM 35 7 of Malaysia he location in order to proc			he map location as I
		Road Surface:	1	Road Spend Limit.
		Wet	19	10 Km/h
Weather: Heavy rain Traffic Flow: One Way			1	

	ehicle invo		-			
Vehicle No.	Туре	Make	Madel	Color	Condition	No of Passenger
SKH9798A		MERCEDES BENZ	GLC250 COUPE AMG AUTO	White	Slightly Demaged	3
WA3383K	Car	NISSAN	ALEMRA	Black	Seriously Damaged	0

Details of Vehicle Insurance		The second	
Vehicle No: Insurance Company	Insurance No	Effective	Expiry Date

Sketch Plan #6





Police Station Of Origin Traffic Police Division HQ 10 Ubi Avenue 3 SINGAPORE 408865 2 of 4 Report No. Tr2018041677010

Tel No: 65470000

CONTINUATION OF REPORT

Details of Vehicle Insurance					
Vehicle No.	Insurance Company	Insurance No.	Effective	Expiry Date	
SKH9798A	AXA INSURANCE SINGAPORE PTE	GA239841	07/07/2017	06/07/2018	

No. of Pedestrian	s Injured: NIL	Use of Ped	lestrian Cross	ing: NA
Driver				
Name	KELVIN TAN CHEOW CHONG		ID No.	S7077840E
Related Vehicle	SKH9798A (Car)		Contact No	97642764
Haspital/Clinic	NIL		Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Disci	narge NIL	
No. of Days gran	ted Medical Leave NIL	Degree of	Injury NIL	
Driver				
Name	LUI SOOK CHIN		ID No.	730527053310
Related Vehicle	WA3383K (Car)		Contact No.	NIL
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: 27/05/2018
Date Treatment	NIL	Date Disc	harge NIL	
No. of Days gran	ted Medical Leave NIL	Degree of	Injury Sligh	t

Brief Details.

As I was travelling from Kuala Lumpur, Malaysia, toward Singapore along the NorthSouth highway, it was raining heavily and visibility was reduced.

The car in front of me suddenly brake & stopped. I reacted by breaking but due to the slipery condition, my car still hit the Nissan (WA3383K) in front of me.

There was no injury sustained to me, my wife & my daughter who were in my car. This collision involved 7 cars & mine was the last.

Malaysian traffic police arrived & led all 7 cars to the police station and made a investigation & report accordingly.

After the completion of police report, everyone went their own way Malaysia Police report refino: TRAFIK KULAUJAYA/003611/18

POLICE REPORT



Police Station Of Origin: Traffic Police Division HQ 10 Ubi Avenue 3 SINGAPORE 408865 Tei No: 65470000



Report No. T/20180416/7010

CONTINUATION OF REPORT

POLOICE REPROT



Police Station Of Origin: Traffic Police Division HQ 10 Ubi Avenue 3 SINGAPORE 408865 Tel No: 65470000



4 of

Report No. Tt20180418/7010

CONTINUATION OF REPORT

Sketch Plan

Authentication Stamp

NP166

Informant is not able to provide sketch plan

Signature Of Officer Recording The Report
Not applicable

Signature Of Informant.
The identity of the person making this report has been authenticated by SingPass. No signature is required

Date/Time:
16/04/2018 15:07

Officer in Charge Of Case:
TP / TPIB /
MOHAMMAD ABDILLAH BIN PALIL
Contact No.: 65476246

Signature Of Informant.
The identity of the person making this report has been authenticated by SingPass. No signature is required

Classification Of Case:



Car Times Autolution Pte Ltd (Co.Reg.No:20165716G) 160 Sin Ming Drive, #02--04 AutoCity Singapore 575722

Tel: 6471 5111 Email: claims@cartimes.com.sg

INSURER: AXA

PARTICULARS OF CLAIM

Claim Type:

OD (OWN DAMAGE)

Policy No:

GA239841/1

Vehicle Reg. No.:

SKH 9798 A

Driver Age/Info:

48/MALE

TP Injury Involved?

NO

Insured/Claimant:

KELVIN TAN CHEOW CHONG

KELVIN TAN CHEOW CHONG

Ref. No:

Date of Accident:

Driveable?

YES

Party At Fault

DRIVER

15/4/2018

Third Party

YES

Involved?

Contact No:

+65 9764 2764

Make/Model:

Driver

MERCEDES GLC 250

Vehicle Colour:

WHITE

Engine No:

27492030906357

Vehicle Reg. Date:

7 JUL 2017

Chassis No:

WDC2533462F190633

Total Loss? Est. Duration of

Repair (day)

5 days

Description of

Accident/Loss

Present Location:

PLEASE SEE ATTACHED SKETCH

CAR TIMES AUTOLUTION PTE LTD



VEHICLE NO: SKH 9798 A MERC.GLC 250

CLASSIC: WDC2533462F190633

/EHICI	E NO: SKH 9798 A MERC.GLC 250	CLASSIC : WDC	2533462F190633	
QTY	DESCRIPTION	CONDITION	REPAIRER'S ESTIMATE(\$\$)	SURVEYORS ADJUSTMENT
	PARTS (HIST HEMS) COM 95>		B4 000000	_
	FRONT BONNET	Damaged	\$982.00	
1	FRONT BONNET 'MERCEDES' LOGO 33	Damaged	\$33.00	C-24 (1 - Gal)
1	FRONT BONNET LOCK	Damaged	\$35.00	
1	FRONT BONNET INSULATOR	Damaged	\$160.00	X
2	FRONT LHS & RHS HEADLAMP OIS MIN NISMEN.	Damaged	\$2,900.00	X 1458
2	FRONT RHS & LHS HEADLAMP BRACKET	Damaged	\$470.00	7 X
1	FRONT BUMPER TOW COVER 33	Damaged	\$33.00	
1	FRONT UPPER GRILL 123	Damaged	nu 5133.00	_
1	FRONT GRILL "STAR" LOGO	Damaged	CP1 \$28.00	— .
1	FRONT GRILL " STAR" ASSY 3	Damaged	CM \$36.00	-
1	FRONT TOP PANEL	Damaged	\$ 5235.00	7×
1	FRONT LOWER GRILL 58	Damaged	DD \$110.00	2 V
2	FRONT UPPER GRILL CHROME 31 x3 = 63	Damaged	Mr. \$64.00	_
1	FRONT BUMPER V 735	Damaged	cm \$775.00	_
1	FRONT BUMPER BRACKET	Damaged	\$105.00	The Control of the State of the
1	FRONT REINFORCEMENT BAR (\$\sum_{\infty}\$)	Damaged	BT \$230.00	
2	FRONT BUMPER LHS & RHS STRUT	Damaged	\$54.00	** X
1	FRONT BUMPER SPONGE	Damaged	cra \$75.00	7/
1	FRONT BUMPER NUMBER PLATE GARNISH	Damaged	\$60.00	-
1	FRONT BUMPER LOWER LID 330	Damaged "	1/8/ 5250.00	_
2	FRONT BUMPER RHS & LHS SIDE FOGLAMP COVER@	Damaged	\$80.00	X
2	FRONT BUMPER RHS & LHS SIDE RETAINER	Damaged	∽ \$80.00	
1	CONDENSER	Damaged	\$696.00	3
1	RADIATOR	Damaged	\$540.00	
1	FRONT COWLING	Damaged	\$1,080.00	X
1	FRONT LH FENDER 1490	Damaged	Bu 5490.00	×
		141	9761	
			\$9,744.00	-
	CONTRACT INTEREST			
	SPECIAL NETT ITEMS		Me com	
	FRONT BUMPER CLIPS	Necessary	\$40.00	
pcs.	FRONT SENSOR(FRONT BUMPER,FRONT GRILLE,FRONT	Damaged	\$510.00	•
050	BUMPER GARNISH)	1100000000	Na	*6
1	RADIATOR COOLANT	Necessary	\$80.00	1
1	Front number plate w/holder	Damaged	CM \$45.00	
		TOTAL PARTS	\$675.00	

Not Nothair Penny B4 pain Ex & 500/ Fax: 62564315



VEHICLE NO: SKH 9798 A MERC.GLC 250

S/N	DESCRIPTION	REPAIRER'S ESTIMATE (S\$)	SURVEYORS
	LABOUR	C311111ATE (33)	ADJUSTMENT
1	To remove the affected parts & fittings to commence repairs; replace damaged parts and components	1000.00	5001
2	To supply paint materials, expandable items & putty, respray paint on parts replaced & repaired	1200.00	bod
3	To remove and re-fix wiring and check all electrical components at damaged areas for proper functions	150.00	201
4	To remove and replace front bumper sensor and check for proper function.	150,00	601
5	Perfrom diagnois on vehicle	150.00	7001
6	Remove and replace condenser and top up gas	150.00	×
7	Remove and replace radiator and top up coolant and perfrom pressure test check for leakage	150.00	*
\dashv	Labour Total :	2950.00	
_	TOTAL (PARTS & LABOUR):	13369.00	



CARTIMES

VEHICLE NO: SKH 9798 A MERC.GLC 250

S/N	DESCRIPTION	REPAIRER'S ESTIMATE (S\$)	SURVEYORS ADJUSTMENT
1	LABOUR To remove the affected parts & fittings to commence repairs; replace damaged parts and components	1000.00	5001
2	To supply paint materials, expandable items & putty, respray paint on parts replaced & repaired	1200.00	6001
3	To remove and re-fix wiring and check all electrical components at damaged areas for proper functions	150.00	201
4	To remove and replace front bumper sensor and check for proper function.	150.00	601
5	Perfrom diagnois on vehicle	150.00	, 1∞
6	Remove and replace condenser and top up gas	150.00	*
7	Remove and replace radiator and top up coolant and perfrom pressure test check for leakage	150,00	×
	Labour Total :	2950.00	
	TOTAL (PARTS & LABOUR):	13369.00	

14,362.10

LKK Auto Consultants hence notify the Repairer of the following:

- . To resurvey before latter 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 fiem(s) must be resurveyed and is subject to final approval from insurance Company

Admonfedged by Repairer

Signature:

Date:



SUPPLEMENTARY PARTS

VEHICLE NO: SKH 9798 A MERC.GLC 250

QTY	DESCRIPTION	REPAIRER'S ESTIMATE (S\$)	SURVEYORS ADJUSTMENT
1 1 1 1 1 1 1	PARTS Console DD Basic mounting DNS Basic mounting 2538852200 Radiator grille frame Ornamental NCC Ornamental grille DD Ornamental grille DD Trim bumper CM Air flow serration (rq Air duct segment NCC Distance sensor Short Control unit DD Short	\$26.00 \$90.00 \$47.00 \$135.00 \$92.00 \$92.00 \$92.00 \$92.00 \$26.00 \$26.00 \$15.00 \$170.00 \$330.00	
	Sub Total Add 10 %	\$1,235.00 \$123.50	
_	Total Parts	\$1,358.50	

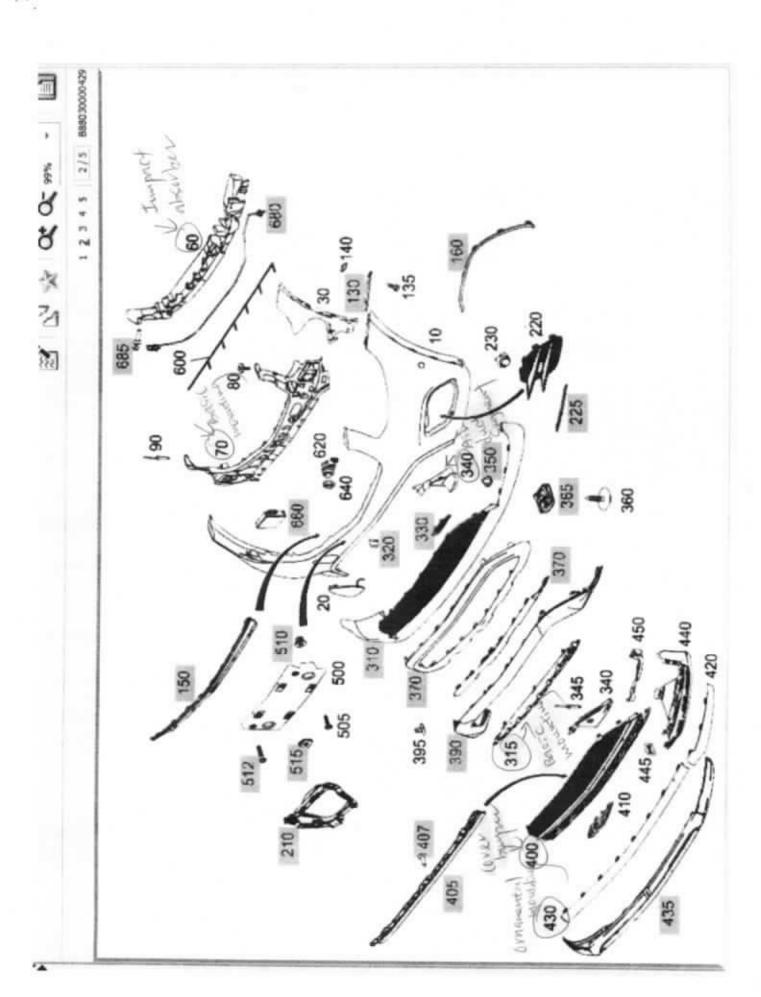
Estimates on Parts

NO.	QTY	DESCRIPTION	CONDITION	REPARER'S SURVEYOR'S ESTIMATE(S\$) ADJUSTMENT
		PARTS		
1	1	TOWING EYE COVER	Damaged	33.00 €
2	1	IMPACT ABSORBER	Damaged	63.00
3	1	CONSOLE	Damaged	26.00 🗸
4	1	COVER BUMPER	Damaged	58.00 🗸 👌
5	1	BASIC MOUNTING	Damaged	90.00 🗸
6	1	BASIC MOUNTING 2538852200	Damaged	47.00 🗸 —
7	1	HOOD	Damaged	982.00
	1	FRONT FENDER	Damaged	490.00
9	1	TRIM BUMPER	Damaged	775.00
10	1	HEADLAMP UNIT	Damaged	1458.00
11	1	RADIATOR GRILLE FRAME	Damaged	135.00
12	1	ORNAMENTAL MA	Damaged	92.00
13	1	ORNAMENTAL 12.	Damaged	92.00
14	1	ORNAMENTAL GRILLE	Damaged	92.00
15	1	ORNAMENTAL GRILLE	Damaged	92.00
16	1	PROTECTIVE GRILLE	Damaged	123.00
17	1	ORNAMENTAL AL	Damaged	31.00
18	1	ORNAMENTAL 14	Damaged	31.00
19	1	BEAM	Damaged	37.00 ✓
20	1	MERCEDES STAR	Damaged	27.00
21	1	TRIM BUMPER	Damaged	28.00
22	1	AIR FLOW SERRATION CPA	Damaged	26.00 🗸 1
23	1	AIR DUCT SEGMENT	Damaged	15.00 /]
24	1	COMPANY SIGN	Damaged	33.00 ✓
25	1	CROSS MEMBER 24 1	Damaged	195.00
26	1	LICENSE PLATE	Damaged	60.00
27	1	HEADLAMP UNIT	Damaged	1458.00 ~
28	2	DISTANCE SENSOR Short	Damaged	170.00
29	1	ORNAMENTAL MOULDING CM	Damaged	230.00
30	1	CONTROL UNIT PAlshor	Damaged	330.00
				Pub total 9310 00

Sub total 7319.00

+ Margin on items (10%) 731.90

Total parts 8050.90



WDC 2538092F203418 Catalog

Major assembly:

Sales designation OLG 250 d 4MATIC

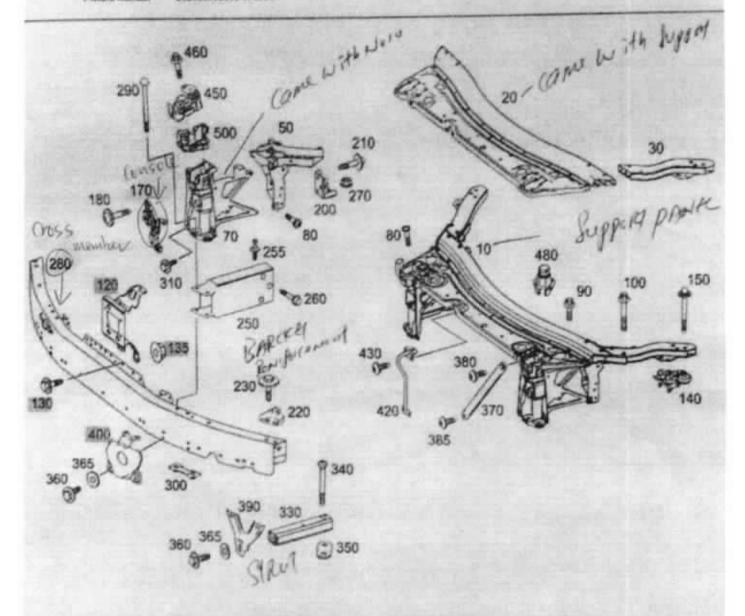
C98

82 - FRONT END. FRONT WALL

Subgroup

560 FRONT STIFFENING AND RADIATOR SUPPORT

862060000300 170864



Sales designation (LC 216 e AMATIC

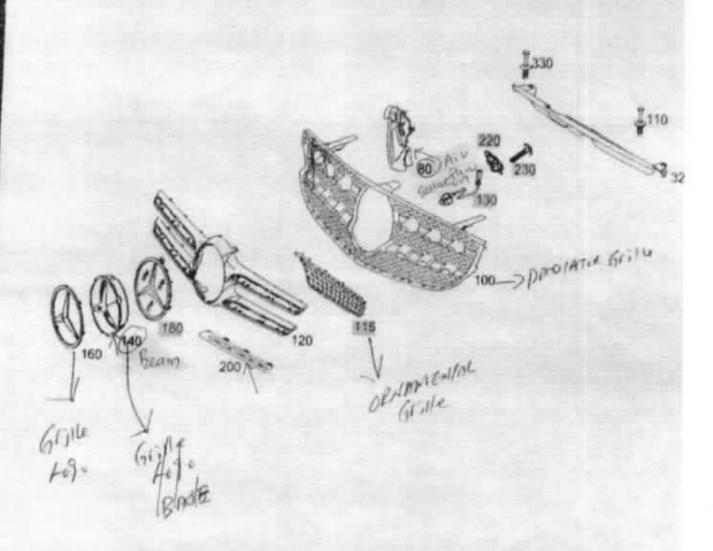
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IN ATTACHMENT HARTS

Subgroop

135 - HADIATOR GRILLE SHELL

DBSTREEDSONT NGS14





明義汽車私人有限公司 MIN GHEE AUTO PTE, LTD.

Head Office : 8, Jalan Lembah Kallang, #01-01 Min Ghee Building

Singapore 339564.

Website E-mail

GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905613E

CASH SALES-CAR TIMES AUTOLUTION PTE

CARTIME1 TIME: 09:46

ACCOUNT NUMBER

Telephone No : 64715111

575722

SINGAPORE 575722 AUTOCITY #02-04, 160, SIN MING DRIVE

http://www.ninghos.com moc.sedgnimBctni Tel: 6298 3888 Fax: 6297 0863 (Accounts)

CO REG NO. 198905613E

ROUTE SM2

TAX INVOICE

INV NO

8106093

CUSTOMER REF DATE SKH9798A 14 Days net 02/05/2018 PAGE OUR REF SALESMAN 42010 Ong Hai Choo

DELIVER TO: CASH SALES-CAR TIMES AUTOLUTION PTE AUTOCITY #02-04, 160, SIN MING DRIVE

SINGAPORE 575722

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15.00	26.00	28.00	27.00	37.00	31.00	31.00	123.00	92.00	92.00	92.00	92.00	135.00	1,458.00	775.00	490.00	982.00	AMOUNT

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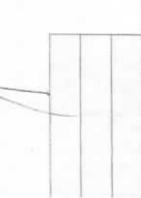












AMOUNT DUE

ADD GST

TOTAL

For MIN GHEE/AUTO PTE, LTD.



明表汽车私人有限公司 MIN GHEE AUTO PTE, LTD.

TAX INVOICE

DATE

TERM

SKH9798A

OUR REF

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14 Days net

SALESMAN

Ong Hai Choor

02/05/2018

PAGE

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INV NO :

8106093

Hond Office: :8, Jalan Lembah Kallang, #01-01 Min Ghee Building

Singapore 339564. Tel: 6298 3888 Fax: 6297 0863 (Accounts)

Wobadu THE.

http://www.minghee.com erto@minghee.com

REG NO. 198905613E

GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905613E CARTIMEL TIME: 09:46

ACCOUNT NUMBER:

CASH SALES-CAR TIMES AUTOLUTION PTE

Telephone No : 64715111

575722

SINGAPORE 575722 AUTOCITY #02-04,

CUSTOMER REF.

DELIVER TO:

CASH SALES-CAR TIMES AUTOLUTION PTE SINGAPORE 575722 AUTOCITY #02-04, 160, SIN MING DRIVE

PAHT NO	PARTICULARS	100	GUANTITY	UNITPRICE
18 MBA253 885 34 00 9999~	TOWING BYE COVER	1B-3H	1 PC	33.00
MBA253	IMPACT ABSORBER	6I-00	1 PC	63.00
MBA253	CONSOLE	1B-10F	1 PC	
×	COVER BUMPER	3D-2C	1 PC	58.00
22 MBA253 885 15 00-	BASIC MOUNTING	3B-4C	1 PC	90.00
MBA253 885	BASIC MOUNTING 2538852200	1AA-71	1 PC	47.00

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For MIN GHEE AUTO PTE, LTD.

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明羲汽车私人有限公司 MIN GHEE AUTO PTE. LTD.

TAX INVOICE

Head Office : 5, Jalan Lembah Kallang, #01-01 Min Ghee Building Singapore 338564.

Wabsite E-mul

GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905613E

ACCOUNT NUMBER

CASH SALES-CAR TIMES AUTOLUTION PTE

CARTIME1 TIME: 15:21

SINGAPORE 575722 AUTOCITY #02-04. 160, SIN MING DRIVE

575722

Telephone No : 64715111

Tel: 6298 3888 Fax: 6297 0863 (Accounts)

http://www.minghee.com into-diminghee com

CO REG NO. 198905613E

ROUTE SM2

DATE B3846 Htt STHEREWOLSON 14 Days net 02/05/2018 OUR REF. PAGE BALESMAN 42685 Ong Hai Chook

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DELIVER TO: CASH SALES-CAR TIMES AUTOLUTION PTE

SINGAPORE 575722 AUTOCITY #02-04, 160, SIN MING DRIVE

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Exclusive Distributor ΞDX WART IN SCHOOL Stockists



















GMB

















明義汽車私人有限公司 MIN GHEE AUTO PTE, LTD.

TAX INVOICE

Head Office 18, Jalan Lembah Kallung, #01-01 Min Ghee Building

Singapore 339564.

Tel: 6298 3888 Fax: 6297 0863 (Accounts)

Website E-mak

http://www.minghee.com info@minghae.com

GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905613E

ACCOUNT NUMBER:

CASH SALES-CAR TIMES AUTOLUTION PTE

CARTIME1 TIME: 13:20

Telephone No : 64715111

575722

SINGAPORE 575722 AUTOCITY #02-04, 160, SIN MING DRIVE

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ROUTE SM2

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16 Days not 02/05/2018 PAGE BALESMAN

Ong Hai Choor

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DATE

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CUSTOMER REF. 61837 HOLD OUR REF.

DELIVER TO: CASH SALES-CAR TIMES AUTOLUTION PTE AUTOCITY #02-04, SINGAPORE 575722 160, SIN MING DRIVE

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For MIN GHEE AUTO PTE, LTD.

DAMANCO WATER

CASH INVOICE MUST BE

Menundes-licate BMW witness

HONDA TOYOTA

AMOUNT DUE

SIN

V272,85

Stockists



明表汽车私人有限公司 MIN GHEE AUTO PTE, LTD.

Head Office 8, Jalan Lembah Kallang, #01-01 Min Ghee Building

Singapore 339564, Tel: 6298 3688 Fax: 6297 0863 (Accounts) into@minghee.com

Website

http://www.ninghea.com

GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905613E ACCOUNT NUMBER: CARTINEL TIME: 12:4
CASH SALES-CAR TIMES AUTOLUTION PTE

CARTIME1 TIME: 12:48

SINGAPORE 575722

AUTOCITY #02-04.

Telephone No : 64715111

575722

160, SIN MING DRIVE

CO REG NO. 19890561JE

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DATE

04/05/2018

PAGE

INV NO

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SALESMAN Ing Hai Choon OUR REF.

13669

DELIVER TO: CASH SALES-CAR TIMES SINGAPORE 575722 AUTOCITY #02-04, THEO, STIM WING DRIVER YELS NOTENTOLINY

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FUCIS OKANAE bISATE,

For MIN GHEE AUTO PTE. LTD.



明義汽车私人有限公司 MIN GHEE AUTO PTE, LTD. TAX INVOICE

Houd Office : II, Jalan Lembah Kallang, #01-01 Min Ghee Building Singapore 339564.

DATE

18/05/2018

PAGE

: ON ANI

8108168

MEST

14 Days net

BALESMAN

Ong Hai Choon

OUR REF 50397

Tel: 6298 3888 Finx: 6297 0863 (Accounts)

E-muil Website

http://www.niinghee.com

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GST REG. NO.: M2-0090482-6 CO REG. NO.: 198905 ACCOUNT NUMBER CARTIMET TIME: 14:49 CASH SALES-CAR TIMES AUTOLUTION FIR

STNGAPORE 575722 AUTOCITY #02-04, TOO, STN WING DRIAR

Tolophono No : 64715111

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CUSTOMER REF.

MULTE DELIVER TO:

CASH SALKS-CAR TIMES AUTOLUTION FIR

STNGAPORE 575722 AUTOCITY #02-04, THE STA MING DRIVE

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ALL CHECKES MUST BE MADE INVABILE TO MINI CHEE AUTO PTE LTD.

HYUNDRI















For MIN GHEE AUTO PTE. LTD.



GOLDENLINK AUTO PTE LTD

TAX INVOICE



Invoice To

CAR TIMES AUTOLUTION PTE. LTD.

W0099

INVOICE NO: SP000761 DATE: 25-05-2018

17:39

13 KAKI BUKIT ROAD 4

PAGE: 1 / 1

SALESMAN: NKW TERMS: 30 DAYS

PO REF :

#03-29 BARTLEY BIZ CENTRE SINGAPORE 417807

CNIO	ITEMCODE	DESCRIPTION	QUANTITY	UNITPRICE	AMOUNT
SNO	Remark:	NS004362		(SGD)	(SGD)
1	000 900 1808	CONTROL UNIT	1	330.00	330.00
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GOLDENLINK AUTO PTE LTD

Products received and checked to be in good condition

SUB-TOTAL ADD G.S.T 7%

TOTAL (SGD)

330.00 23.10

353.10

Customer's Signature / Company Stamp

Authorised Signature Products pulphased are to be installed in accordance to manufacturer's standards and procedures





From:

claims@cartimes.com.sg

Sent:

Friday, 23 November 2018 3:06 PM

To:

Veron Chen (LKKAuto)

Subject:

Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)

Attachments:

supplementary.pdf

Dear Veron,

Attached the supplementary item of SKH 9798 A.

Regards.

Angel Lim
Cartimes Autolution Pte Ltd
160 Sinming Drive
Autocity #02-04,
Singapore 575722.

Tel: 6471 5111

```
On 2018-11-22 11:01, Veron Chen (LKKAuto) wrote:

> Dear Angel,

> Please refer attach.

> Best Regards,

> Veron Chen | Case Handler

> LKK Auto Consultants Pte Ltd

> Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

> -----Original Message----

> From: claims@cartimes.com.sg <claims@cartimes.com.sg>

> Sent: Monday, 12 November 2018 4:34 PM

> To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

> Subject: Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)

>
```

```
> Dear Veron,
> Attached the part drawing & estimate of SKH 9798 A.
> Please revert.
> Thank you.
> Regards.
> Angel Lim
> Cartimes Autolution Pte Ltd
> 160 Sinming Ave
> Autocity #02-04,
> Singapore 575722.
```

> Tel: 6471 5111

Cai Cheng

From:	claims@cartimes.com.sg		
Sent:	Friday, 30 November 2018 2:48 P	M	
To:	Veron Chen (LKKAuto)		
Subject:	Fwd: FINALIZATION OF VEHICLE	SKH9798A	
Attachments:	Final Estima SKH9798A.pdf; Supp	olier Invoice SKHS	9798A.pdf; WhatsApp Image
	2018-06-04 at 9.11.23 AM (1).jpe	g; WhatsApp Im	age 2018-06-04 at 9,11.23 A
	(2).jpeg; WhatsApp Image 2018-	06-04 at 9.11.23	AM.jpeg
Dear Veron,	W.C.		
	416/18		
This email i already email	to Kenneth on 5/4/2018 .		
Please check.			
Flease Clieck.			
Thank you.			
Regards.			
negaros.			
ANgel Lim			
Cartimes Autolution Pte I	td		
160 Sinming Drive			
Autocity #02-04			
Singapore 575722.			
Tel: 6471 5111			
Land Marie Colonia Maria Carrier Colonia Colonia			
Original Message -			
Subject: FINALIZATION O	VEHICLE SKH9/98A		
Date: 2018-06-04 11:39			
From: claims@cartimes.			
To: "Kenneth Kong (LKKA	uto)" <kennethkong@lkkauto.com></kennethkong@lkkauto.com>		
Hi Kenneth,			
Please find the attached	documents.		
Kindly finalize the amour	t.		
Thank you.			
Regards,			

 Car Times Autolution Pte Ltd 160 Sin Ming Drive, Autocity #02-04, Singapore 575722
 Tel: (+65) 6471 5111

From:

TEO Kitty <kitty.teo@axa.com.sg>

Sent

Thursday, 27 December 2018 4:28 PM

To:

Veron Chen (LKKAuto)

Cc:

SUR

Subject:

RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

Thank you for your inputs. We will let you know on the approval.

Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Friday, 21 December, 2018 5:52 PM To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty.

We refer to below email.

 Surveyor conduct survey on the supplementary items on 30.04.18 and we did not receive any mandate request.

At the time when surveyor inspected the supplementary damaged items, our surveyor advised the repairer try to used it instead of replace it, until sometime in June repairer unable to repair these items, and submit supplementary items.

2) Isn't your side need to seek approval for the supplementary first before workshop place order?

The market practice by right the repairer to seek approval before place order, but sometime during the work process not to delay repair times, which lead to owner complained ,they may just order first.

3) May I know who is the surveyor that survey the vehicle

Kenneth Kong is our senior surveyor, who is on this survey industry more than 28 years.

Just for your information, our standard procedure.

During inspection of the insured vehicle, our surveyor had reminded the repairer to provide the supplementary list for insurer's approval before carrying on with the repair. This was done through verbal communication, through our standard rubber stamp and also through our email, when our office had authorized the repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Thursday, 20 December 2018 2:50 PM

To: TEO Kitty < kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty <kitty.teo@axa.com.sg>

Sent: Wednesday, 19 December 2018 4:41 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

I would like to understand from you.

Surveyor conduct survey on the supplementary items on 30.04.18 and we did not receive any mandate request.

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My I know who is the surveyor that survey the vehicle?

Best Regards

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Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

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www.axa.com.sg



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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 05 December, 2018 3:13 PM

To: TEO Kitty <kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty.

We refer to below email.

- When Car Times Autolution submit supplementary request to you. Car Times Autolution submit supplementary on 4th June 2018.
- When did your surveyors conduct 2nd survey to confirm these supplementary items. Surveyor conduct 2nd survey on 30/4/2018
- Where is the documentary proof to show that the supplementary order was placed.
 Please refer attached documentary (highlighted in yellow) show that the supplementary order was placed

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Monday, 3 December 2018 5:07 PM
To: Kitty Teo Poh Guek < Kitty. Teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: FW: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty < kitty.teo@axa.com.sg >
Sent: Friday, 30 November 2018 1:43 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

Please advise us on the following:

- When Car Times Autolution submit supplementary request to you.
- When did your surveyors conduct 2nd survey to confirm these supplementary items.
- 3) Where is the documentary proof to show that the supplementary order was placed.

We are unable to authorise the supplementary at this moment.

Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 28 November, 2018 10:21 AM

To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.

Best Regards,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email:sur@lkk

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message-----

From: kitty.teo@axa.com.sg [mailto:kitty.teo@axa.com.sg]

Sent: Monday, 26 November 2018 11:56 PM

To: assignments@lkkauto.com

Subject: New message for service request 41313, vehicle number SKH9798A

AXA Insurance has sent you a message for claim number S8M00E8I.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

This email has been checked for viruses by AVG. https://www.avg.com

----Disclaimer----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

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From:

Veron Chen (LKKAuto)

Sent:

Friday, 21 December 2018 5:52 PM

To:

'TEO Kitty'

SUR

Cc: Subject:

RE: New message for service request 41313, vehicle number SKH9798A

Attachments:

AUTHORISE EMAIL.pdf; MARK_ESTIMATE.pdf

Dear Kitty.

We refer to below email.

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At the time when surveyor inspected the supplementary damaged items, our surveyor advised the repairer try to used it instead of replace it, until sometime in June repairer unable to repair these items, and submit supplementary items.

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May I know who is the surveyor that survey the vehicle

Kenneth Kong is our senior surveyor, who is on this survey industry more than 28 years.

Just for your information, our standard procedure.

During inspection of the insured vehicle, our surveyor had reminded the repairer to provide the supplementary list for insurer's approval before carrying on with the repair. This was done through verbal communication, through our standard rubber stamp and also through our email, when our office had authorized the repair.

Best Regards,

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LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Thursday, 20 December 2018 2:50 PM

To: TEO Kitty <kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

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

From: TEO Kitty <kitty.teo@axa.com.sg>

Sent: Wednesday, 19 December 2018 4:41 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

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Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

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Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



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LKK Auto Consultants Pte Ltd

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Cc: SUR <sur@lkkauto.com>

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To:

TEO Kitty

Cc:

SUR

Subject:

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

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From: Veron Chen (LKKAuto)

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To: TEO Kitty <kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

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Best Regards,

	4 2 3
Veron Chen (LKKAuto)	
From: Sent: To: Subject: Attachments:	TEO Kitty <kitty.teo@axa.com.sg> Wednesday, 19 December 2018 4:41 PM Veron Chen (LKKAuto) RE: New message for service request 41313, vehicle number SKH9798A AUTHORISE EMAIL.PDF; MARK ESTIMATE.PDF; SUPPLEMENTARY.PDF; PARTS INVOICE_0001.pdf</kitty.teo@axa.com.sg>
Dear Veron,	you senior survey, who with senior survey, who was survey when the
I would like to understand from	you sent is an Miss sure tha
	supplementary items on 30.04.18 and we did not receive any mandate request.
Isn't your side need to seek app	roval for the supplementary first before workshop place order.
My I know who is the surveyor	that survey the vehicle?
Best Regards	At the when
Kitty Teo Specialist, Motor Claims Depart AXA Insurance Pte Ltd	damaged intens, me
8 Shenton Way, #24-01 AXA To Email: kitty.teo@axa.com.sg Customer Care No. 1800 88047 www.axa.com.sg	41 Press 3 Survey advised to used it repaire by to used it instead of replace it
BRAN	AL INSURANCE D FOR 10 SECUTIVE YEARS The state of the st
This message is confidential. Ar	tended recipient of the message, please notify the sender immediately, Suhit
From: Veron Chen (LKKAuto) [n Sent: Wednesday, 05 December	r, 2018 3:13 PM

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- When did your surveyors conduct 2nd survey to confirm these supplementary items.
- 3) Where is the documentary proof to show that the supplementary order was placed.

We are unable to authorise the supplementary at this moment.

Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 28 November, 2018 10:21 AM

To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.

Best Regards,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message----

From: kitty.teo@axa.com.sg [mailto:kitty.teo@axa.com.sg]

Sent: Monday, 26 November 2018 11:56 PM

To: assignments@lkkauto.com

Subject: New message for service request 41313, vehicle number SKH9798A

AXA Insurance has sent you a message for claim number S8M00E8I.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

To:

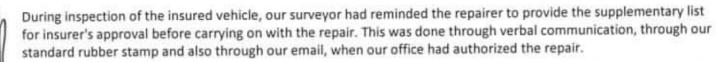
TEO Kitty

Cc:

Subject:

Just on you request 41313, vehicle number SKH9798A

Dear Kitty,



The supplementary list was eventually forwarded to us on 4th June 2018 after our several reminders. The total amount for supplementary parts is \$1358.50. Upon receipt of the supplementary, our surveyor had to check on the part name and part prices.

Please see attached our email to repairer, rubber stamp when authorised repair and supplementary list.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Thursday, 20 December 2018 2:50 PM

To: TEO Kitty <kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty.

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty <kitty.teo@axa.com.sg>

Sent: Wednesday, 19 December 2018 4:41 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

I would like to understand from you.

Surveyor conduct survey on the supplementary items on 30.04.18 and we did not receive any mandate request.

Isn't your side need to seek approval for the supplementary first before workshop place order?

My I know who is the surveyor that survey the vehicle?

Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 05 December, 2018 3:13 PM

To: TEO Kitty <kitty.teo@axa.com.sg>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We refer to below email.

- When Car Times Autolution submit supplementary request to you. Car Times Autolution submit supplementary on 4th June 2018.
- When did your surveyors conduct 2nd survey to confirm these supplementary items. Surveyor conduct 2nd survey on 30/4/2018
- 3) Where is the documentary proof to show that the supplementary order was placed. Please refer attached documentary (highlighted in yellow) show that the supplementary order was placed

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Monday, 3 December 2018 5:07 PM

To: Kitty Teo Poh Guek < Kitty. Teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: FW: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty < kitty.teo@axa.com.sg> Sent: Friday, 30 November 2018 1:43 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

Please advise us on the following:

- When Car Times Autolution submit supplementary request to you.
- When did your surveyors conduct 2nd survey to confirm these supplementary items.
- 3) Where is the documentary proof to show that the supplementary order was placed.

We are unable to authorise the supplementary at this moment.

Best Regards

Kitty Teo

Specialist, Motor Claims Department

AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 28 November, 2018 10:21 AM

To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.

Best Regards, Veron Chen | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message----

From: kitty.teo@axa.com.sg [mailto:kitty.teo@axa.com.sg]

Sent: Monday, 26 November 2018 11:56 PM

To: assignments@lkkauto.com

Subject: New message for service request 41313, vehicle number SKH9798A

AXA Insurance has sent you a message for claim number S8M00E8I.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

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This email has been checked for viruses by AVG. https://www.avg.com

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From:

Veron Chen (LKKAuto)

Sent:

Wednesday, 5 December 2018 3:13 PM

To:

Kitty Teo Poh Guek

Subject:

Attachments:

RE: New message for service request 41313, vehicle number SKH9798A AUTHORISE EMAIL.pdf; MARK ESTIMATE.pdf; SUPPLEMENTARY.pdf; PARTS

INVOICE_0001.pdf

Dear Kitty.

We refer to below email.

- When Car Times Autolution submit supplementary request to you. Car Times Autolution submit supplementary on 4th June 2018.
- When did your surveyors conduct 2nd survey to confirm these supplementary items. Surveyor conduct 2nd survey on 30/4/2018
- 3) Where is the documentary proof to show that the supplementary order was placed. Please refer attached documentary (highlighted in yellow) show that the supplementary order was placed

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Monday, 3 December 2018 5:07 PM

To: Kitty Teo Poh Guek <Kitty.Teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: FW: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty < kitty.teo@axa.com.sg > Sent: Friday, 30 November 2018 1:43 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Veron,

Please advise us on the following:

- 1) When Car Times Autolution submit supplementary request to you.
- When did your surveyors conduct 2nd survey to confirm these supplementary items.
- 3) Where is the documentary proof to show that the supplementary order was placed.

We are unable to authorise the supplementary at this moment.

Best Regards

Kitty Teo

Specialist, Motor Claims Department AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



Please consider the environment before printing this message

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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 28 November, 2018 10:21 AM

To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.

Best Regards, Veron Chen | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

----Original Message-----

From: kitty.teo@axa.com.sg [mailto:kitty.teo@axa.com.sg]

Sent: Monday, 26 November 2018 11:56 PM

To: assignments@lkkauto.com

Subject: New message for service request 41313, vehicle number SKH9798A

AXA Insurance has sent you a message for claim number S8M00E8I.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

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This email has been checked for viruses by AVG. https://www.avg.com

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To:

Kitty Teo Poh Guek

Cc:

SUR

Subject:

RE: New message for service request 41313, vehicle number SKH9798A

Attachments:

AUTHORISE EMAIL.pdf; MARK ESTIMATE.pdf; SUPPLEMENTARY.pdf; PARTS

INVOICE_0001.pdf

Dear Kitty,

During inspection of the insured vehicle, our surveyor had reminded the repairer to provide the supplementary list for insurer's approval before carrying on with the repair. This was done through verbal communication, through our standard rubber stamp and also through our email, when our office had authorized the repair.

Uth.

The supplementary list was eventually forwarded to us on June 2018 after our several reminders. The total amount

for supplementary parts is \$1358.50 (See document highlighted in yellow).

(when authorised regar)

Please see attached our email to repairer, rubber stamp and supplementary list.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Monday, 3 December 2018 5:07 PM

To: Kitty Teo Poh Guek <Kitty.Teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: FW: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: TEO Kitty < kitty.teo@axa.com.sg>

Sent: Friday, 30 November 2018 1:43 PM

To: Veron Chen (LKKAuto) < veronchen@lkkauto.com>

DATE OF CHANGE - 1-STATE order of Survey - Solution SHILLIE - REVERT IN SMART Claim

Veron Chen (LKKAuto)

From:

TEO Kitty <kitty.teo@axa.com.sg>

Sent: Friday, 30 November 2018 1:43 PM 2614/18 In formed reporter C/A

To: Veron Chen (LKKAuto) 416/18 REPORTER GMGIL KENNETH FIND SE Cc: SUR

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Attachments: SUPPLEMENTARY.PDF 12/11/18 Roce point chrowing from reporter

Jahrlis Rene Rosh ropy supp list, go thro parts with Angel

Please advise us on the following:

When Car Times Autolution submit supplementary request to you.

2) When did your surveyors conduct 2nd survey to confirm these supplementary items. 30 4 12 3) Where is the documentary proof to show that the supplementary order was placed. - parts invoice provides

We are unable to authorise the supplementary at this moment.

Best Regards

Dear Veron,

(1) Reporter email finalise to Kenneth on 4/6/18 (with supp)

unable to verify on the parts

Kitty Teo

Specialist, Motor Claims Department (5) Conduct and Survey on 304/18 (not GWERE ON SUPP) AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: kitty.teo@axa.com.sg

Customer Care No. 1800 8804741 Press 3

www.axa.com.sg



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From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Wednesday, 28 November, 2018 10:21 AM

To: TEO Kitty <kitty.teo@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: New message for service request 41313, vehicle number SKH9798A

Dear Kitty,

We have received supplementary from repairer. Our surveyor had since checked and verified the supplementary parts and is of the view that the supplementary parts are consistent to the nature of the accident and is economical to repair.



Car Times Autolution Pte Ltd (Co.Reg.No:20165716G) 160 Sin Ming Drive, #02--04 AutoCity Singapore 575722

Tel: 6471 5111 Email: claims@cartimes.com.sg

INSURER: AXA

PARTICULARS OF	CLAIM		
Claim Type: Policy No: Vehicle Reg. No.: Driver Age/Info: TP Injury Involved?	OD (OWN DAMAGE) GA239841/1 SKH 9798 A 48/MALE	Ref. No: Date of Accident: Driveable? Party At Fault: Third Party	15/4/2018 YES DRIVER YES
Insured/Claimant Driver:	KELVIN TAN CHEOW CHONG KELVIN TAN CHEOW CHONG	Involved? Contact No:	+65 9764 2764
Make/Model: Vehicle Colour: Engine No:	MERCEDES GLC 250 WHITE 27492030906357	Vehicle Reg. Date: Chassis No:	7 JUL 2017 WDC2533462F190633
Total Loss? Est. Duration of Repair (day)	5 days		
Description of Accident/Loss	PLEASE SEE ATTACHED SKETCH		
Present Location:	CAR TIMES AUTOLUTION PTE LTD		
COST OF CLAIMS			Amount
Parts Special Nett Items			8050.90 85.00
Labour			1280.00
	Calcu	lated Gross Total (S\$)	9415.90

- Excess (S\$)

Total (S\$)

Nett Amount (S\$) + GST (S\$) -500.00

8915.90

624.11

9540.00

Estimates on Parts

NO.	QTY	DESCRIPTION	CONDITION	REPAIRER'S ESTIMATE(\$\$)	SURVEYOR'S ADJUSTMENT
-		PARTS			
1	1	TOWING EYE COVER	Damaged	33.00	
2	1	IMPACT ABSORBER	Damaged	63.00	
3	1	CONSOLE	Damaged	26.00	
4	1	COVER BUMPER	Damaged	58.00	
5	1	BASIC MOUNTING	Damaged	90.00	
6	1	BASIC MOUNTING 2538852200	Damaged	47.00	
7	1	HOOD	Damaged	982.00	
8	1	FRONT FENDER	Damaged	490.00	
9	1	TRIM BUMPER	Damaged	775.00	
10	1	HEADLAMP UNIT	Damaged	1458.00	
11	1	RADIATOR GRILLE FRAME	Damaged	135.00	
12	1	ORNAMENTAL	Damaged	92.00	
13	1	ORNAMENTAL	Damaged	92.00	
14	1	ORNAMENTAL GRILLE	Damaged	92.00	
15	1	ORNAMENTAL GRILLE	Damaged	92.00	
16	1	PROTECTIVE GRILLE	Damaged	123.00	
17	1	ORNAMENTAL	Damaged	31.00	
18	1	ORNAMENTAL	Damaged	31.00	
19	1	BEAM	Damaged	37.00	
20	1	MERCEDES STAR	Damaged	27.00	
21	1	TRIM BUMPER	Damaged	28.00	
22	1	AIR FLOW SERRATION	Damaged	26.00	
23	1	AIR DUCT SEGMENT	Damaged	15.00	
24	1	COMPANY SIGN	Damaged	33.00	
25	1	CROSS MEMBER	Damaged	195.00	
26	1	LICENSE PLATE	Damaged	60.00	
27	1	HEADLAMP UNIT	Damaged	1458.00	
28	2	DISTANCE SENSOR	Damaged	170.00	
29	1	ORNAMENTAL MOULDING	Damaged	230.00	
30	1	CONTROL UNIT	Damaged	330.00	
			Sub total	7319.00	
			+ Margin on items (10%)	731.90	
			Total parts	8050.90	

***SUPPLEMENTRY PARTS TO CONFIRM AFTER DISMANTLING ***

NO.	QTY	DESCRIPTION	CONDITION	REPAIRER'S ESTIMATE(S\$)	SURVEYOR'S ADJUSTMENT
	1	SPECIAL NETT			
1	sets	Front bumper clips	Necessary	40.00	
2	1	Front number plate w/holder	Necessary	45.00	
			Total special nett	85.00	

S/N	DESCRIPTION	REPAIRER'S ESTIMATE (SS)	SURVEYOR'S ADJUSTMENT
	LABOUR		
1	To remove the affected parts & fittings to commence repairs; replace damaged parts and components	500.00	
2	To supply paint materials, expandable Items & putty, respray paint on parts replaced & repaired	600.00	
3	To remove and re-refix wiring and check all electrical components at	20.00	
	Damaged areas for proper functions.		
4	To remove and replace front bumper sensor & check for proper function.	60.00	
5	Perfrom diagnois on vehicle	100.00	
	Gross labour cos	t: 1280.00	

IMPORTANT NOTE: SUPPLEMENTARY PARTS & LABOUR

Addditional parts and labour charges will be included to this initial estimate when parts (which are hidden) are confirmed damaged after dismantling the damaged areas.



160 Sin Ming Drive AutoCity #02-04 Singapore 575722

VEHICLE CLAIMS DISCHARGE VOUCHER

INSURED: KELVIN TAN CHEOW CHONG

VEHICLE NO.: SKH9798A

POLICY NO: GA239841/1

I confirm that I have received my vehicle <u>SKH9798A</u> from CAR TIMES AUTOLUTION PTE LTD.

I <u>KELVIN TAN CHEOW CHONG</u> (Name) have acknowledge that all necessary repair has been done from the result of an accident that <u>SKH9798A</u> (Car plate No.) was involved on <u>15/04/2018</u> (Date) <u>ALONG NORTH SOUTH EXPRESSWAY TOWARDS SINGAPORE</u> (Location) has been completed and up to my satisfactory level. I have no further claims on the above company in respect thereof.

Date: 8/5/2018

Time:

4.30 Pm

Signature of insured

Veron Chen (LKKAuto)

From:

claims@cartimes.com.sg

Sent:

Monday, 7 January 2019 3:54 PM

To:

Veron Chen (LKKAuto)

Cc:

SUR

Subject:

Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)

Attachments:

DV.pdf

Follow Up Flag:

Follow up

Flag Status:

Flagged

Dear Veron,

Attached the DV of SKH 9797 A.

thank you.

Regards.

ANgel Lim Cartimes Autolution Pte ITd 160 Sinming Drive Autocity #02-04, Singapore 575722. Tel: 6471 5111

```
On 2019-01-07 15:08, Veron Chen (LKKAuto) wrote:

> Dear Angel,

> Confirmed amount $ 9,415.90 before excess $ 500.00

> Kindly forward us invoice and discharge voucher.

> Best Regards,

> Veron Chen | Case Handler

> LKK Auto Consultants Pte Ltd

> Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

> -----Original Message-----

> From: claims@cartimes.com.sg <claims@cartimes.com.sg>

> Sent: Friday, 30 November 2018 9:08 AM
```

```
> To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
> Subject: Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)
> Dear Veron,
>
> We agree the amount $ 9415.90 before excess $ 500.00, after excess @ $
> 8,915.90 + 7 % = $ 9540.00
> Please revert.
> thank you.
> Regards.
> ANgel Lim
> Cartimes Autolution Pte Ltd
> 160 Sin ming drive
> Sigapore 575722.
> Tel: 6471 5111
> On 2018-11-30 08:54, Veron Chen (LKKAuto) wrote:
>
>> Dear Angel,
>
>>
>
>> Finalise amount $9415.90 before excess $500
>
>>
>> No of days: 5 days
>
 >>
 >
 >> Kindly check as we need to get approval from insurance.
 >
 >>
 >
 >> Best Regards,
 >
 >>
 >
 >> Veron Chen | Case Handler
 >
 >>
 >
 >> LKK Auto Consultants Pte Ltd
 >
 >>
 >
```

```
>> Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
>>
>> Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)
>>
>> -----Original Message-----
>> From: claims@cartimes.com.sg <claims@cartimes.com.sg>
>> Sent: Thursday, 29 November 2018 3:26 PM
>> To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
>> Subject: Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)
>
>>
>
>> Dear Veron,
>>
>> Please see the attached .
>
>>
>> Thank you
>
>>
>> On 2018-11-27 15:27, Veron Chen (LKKAuto) wrote:
>
>>
>
>>> Dear Angel,
 >>
 >
 >>>
 >
 >>
 >
 >>> Finalise amount $9315.90 before excess $500
 >
 >>
 >
 >>>
 >
 >>
 >>> No of days: 5 days
 >
 >>
```

```
>>>
>
>>
>>> Kindly check as we need to get approval from insurance.
>
>>
>>>
>>
>
>>> Best Regards,
>
>>
>
>>>
>
>>
>
>>> Veron Chen | Case Handler
>>
>
>>>
>
>>
>>> LKK Auto Consultants Pte Ltd
>>
>>>
>
>>
>>> Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
>
>>
>
>>>
>
>>
>>> Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)
>
>>
>
>>>
>
>>
>
>>> -----Original Message-----
>
>>
>
```

```
>>> From: claims@cartimes.com.sg <claims@cartimes.com.sg>
>>
>>> Sent: Friday, 23 November 2018 3:06 PM
>>
>>> To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
>>
>>> Subject: Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)
>>
>
>>>
>
>>
>
>>> Dear Veron,
 >>
 >>>
 >
 >>
 >>> Attached the supplementary item of SKH 9798 A.
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 >>
 >>> Regards.
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 >>> Angel Lim
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  >>
  >>> Cartimes Autolution Pte Ltd
  >
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>>
>>> 160 Sinming Drive
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>
>>> Autocity #02-04,
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>>
>>> Singapore 575722.
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>>
>>> Tel: 6471 5111
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>>
>>> On 2018-11-22 11:01, Veron Chen (LKKAuto) wrote:
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>>>> Dear Angel,
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>>>> Please refer attach.
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>>>> Best Regards,
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 >>
 >>>> Veron Chen | Case Handler
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 >>>> LKK Auto Consultants Pte Ltd
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>>
>
>>>> Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
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>>>
>
>>
>>>> Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)
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>
>>> ----Original Message-----
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>
>>>> From: claims@cartimes.com.sg <claims@cartimes.com.sg>
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>
>>>> Sent: Monday, 12 November 2018 4:34 PM
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>
>>>> To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
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>>
>>>> Subject: Re: SKH 9798A-DOA: 15/4/2018 (AXA OD)
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>>>> Dear Veron,
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>>>> Attached the part drawing & estimate of SKH 9798 A.
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>>>> Please revert.
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>>>> Thank you.
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 >>>> Regards.
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>>>> Angel Lim
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>>>> Cartimes Autolution Pte Ltd
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 >>>> 160 Sinming Ave
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 >>>> Autocity #02-04,
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>>>> Singapore 575722.
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>>>> Tel: 6471 5111

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