

Respon

P 1  
LKK  
BYAC

INS. CASE OWNER

Ernest | CC4/AXA1602 2564 12 263

25/11/10

Tan Tithi

ASSIGNMENT  
DOI 28/11/10  
24/11/17

Date Time  
Registered in Motor: 25/11/10

Pre-assign / CCU / FTE



Insured Vehicle No.

S6E 2868R  
wong PEI PEI

Name of Insured

Insured Tel No.

HP: 98899012  
D.O.A. 20/6/16

Excess Sec II: S\$

Is driver the owner?

YES / NO  
Nature of Accident  
VIOLENT wong HAT LIN  
(V/L: YES / NO)

Claim No.

10390960

Policy No.

19025692/1

Make / Model

TR4006

Place of Accident

MTEYMUNT RD

If NO, Driver Name / Age

Driver Tel No.

OLGIA REPORT: YES / NO

TP GLA REPORT: YES / NO

Insured Liability

Final \* Yes / No

GBE ALL X



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Tan Chong



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/Time

24/11/10  
2/12/16

called OR spoke to Mr. Wong. AS is his sister. Inquire about the claim. confirm the accident. OR said he hit the car he did not notice it was stationary. Agreed to settle. Issue of new issue. Letter sent.

given to OR. Inquire about the claim. we will submit and report as a development.

9/11/18

File puts to Mr. Tan Chong

STAGE	DATE / PIC
Not Reporting In (1st)	
Not Reporting In (2nd)	
Not Reporting In (Final)	
Notification In (1st pickup)	
Call Out	24/11/10
After call In to OI	
Documentation Check List:	Handler Typist
Notification In (1st pickup)	
After call In to OI	
Authorization To Act	
Release Voucher	
Final Report Bill	
Car Rental Invoice	
Towing Invoice	
ITA / GIN	
Medical Bill	
PPR	
Master/Reject Instruction	
LOD	
Payment Breakdown Form	
Post-Repair Photos	
Others	

PRELIMINARY ADVICE

Date/Time

RECEIVED 16 OCT 2018

FINALIZATION	Date/Time	Confirm with	days	Reduction	9	Confirm by	Email	Call
Repair Cost	S\$							
FINAL SETTLEMENT	Date/Time	Confirm with	days					
Final Liability	S\$							
Repair Cost	S\$							
Loss of Rental (LOR)	S\$							
Loss of Use (LOU)	S\$							
Loss of Income (LOI)	S\$							
LOI only	<input type="checkbox"/> LOU only							
GLA/TA Search	S\$							
Medical	S\$							
Disbursement	S\$							
Legal Cost	S\$							
Total	S\$ 1011.34	Global Sum S\$						
FINAL PAYMENT	Date/Time	Confirm with	days					
Payee 1	S\$ 1011.34	Name 1						
Payee 2 (Strike if N.A.)	S\$	Name 2						
Payee 3 (Strike if N.A.)	S\$	Name 3						

COPY SENT

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

#350 - #250 = #100

Tan Chong Motor Sales Pte Ltd

08/11/12 wel  
ASS REC BY: T. Wright

REF: AXA

### ASSIGNMENT

From: \_\_\_\_\_ Date: 28/11/2016  
Estimated Cost: \_\_\_\_\_  
OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
To Inspect Vehicle No: GBE 911X  
at Workshop m/s: Tan ching  
of: \_\_\_\_\_  
Insured: \_\_\_\_\_  
Policy No: \_\_\_\_\_  
Claims No: \_\_\_\_\_  
Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
(Client's Record)  
Make of Veh: \_\_\_\_\_

(Policy Condition)

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

Ball or Market Value

IDAC Accident Report

Consistent? Yes or No

GIA / PR Seen

Consistent? Yes or No

Est. Repairs:

2.

days

Res

Yes or No

Lum Sum:

1/2

3 Val

Yes or No

CA / REV / REP / 24 HRS

Date

Person Contacted:

Vehicle IN / OUT

Steven

Veh No

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

Truck / Trailer or

Make:

Colour

Sp. Reading

Eng/No:

C/No:

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

R:

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

TOYO / YOKO or

Front

R/Bal

L/Bal

D.O.A

Survey held at

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

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

Vr Regn:

2015, Hkg

cc 2953

A/C Insured / Std / NI / NA

TiRadio: Insured / Std / NI / NA

175/80R15

155R13

175/80R15

155R13

175/80R15

155R13

175/80R15

155R13

175/80R15

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175/80R15

Date/Time File Pass to:

☐

Preli. Report

1)

☐

Final Report

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

\$ + RC \$

Photo

Others

TOTAL

PIP # 525.76, 7 days

PIP # 758.26 (Red) 5039.50 / 844

Red = 8, 11, 20, 29, 30, 31



# 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 SINGAPORE PTE LTD

Ref CC4/AXA16022564/T1zb3

8 SHENTON WAY #27-01 SINGAPORE 068811

Date: 28-11-2016



Code: AXA2

## Policy Particulars :- THIRD PARTY CLAIM

1.	Insured Veh.	SGE 2868R	Veh. Inspected	GBE 911X
	Policy No.		Coverage (\$)	0.00
	Claim No.		Excess (\$)	0.00
	Assign From		Assign Date	28/11/2016

## Vehicle Particulars & Condition

2.	Make & Model		C.C	0
	Engine No.	HIDON	Year of Reg.	
	Chassis No.		Colour	
	Odometer		Steering	
	Brakes		Modification	
	General			

## Conditions of Tyres

3.		Size	Make	Balance
	R/H Front Tyre			mm
	L/H Front Tyre			mm
	R/H Rear Tyre			mm
	L/H Rear Tyre			mm

## Description of Damages

4.

## General Information

5.

Accident Date	30/06/2016	Inspection Date	28/11/2016
Survey held at	TAN CHONG MOTOR SALES PTE LTD 911, BUKIT TIMAH RD. SINGAPORE 589523.		

## Remarks

5a.

- A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.  
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

TAI TUNG MOTOR (HONG KONG) LTD.

41, WEST TIAN ROAD

HONGKONG 994221

SUTTER 1 ACCIDENT BONE REPAIR  
DAMAGE 1 BONY TISSUE  
CONTACT NO 1 994221  
REFERENCE 1 00012/AL/04107216  
DATE 1 00-00-00

ALL INFORMATION 1 00012/AL/04107216

1 00012/AL/04107216

1 00012/AL/04107216

1 00012/AL/04107216

1 00012/AL/04107216

1 00012/AL/04107216

ATTENTION CLERK HONGKONG VALERIA

NAME 1 NAME 1 00012/AL/04107216

ADDRESS 1 11, WOODLANDS COOP

40011710

00012/AL/04107216

TELEPHONE NO 1 994221

TYPE OF CLAIM 1 THIRD PARTY CLAIM  
POLICY NO 1 00012/AL/04107216  
VEHICLE NO 1 00012/AL/04107216  
MODEL YEAR 1 00012/AL/04107216  
MODEL YEAR 1 00012/AL/04107216  
TRUCK NO 1 00012/AL/04107216  
TRUCK NO 1 00012/AL/04107216  
WARRANT 1 00012/AL/04107216  
DATE OF 1 00012/AL/04107216  
LIABILITY 1 00012/AL/04107216  
PRIME CLERK 1 00012/AL/04107216  
ACCIDENT NO 1 00012/AL/04107216  
ACCIDENT DATE 1 00012/AL/04107216

Tanf/W 97495749

WP

26/11/16 @ 10am

2 days for filling out form

## THE CHIEF OF POLICE SALES LTD. LTD.

20011 LINDA WILSON

JURISDICTION DEPARTMENT

TOP SECRET LARRY WARDEN FOR AUTOMOTIVE SERVICE UNIT TO UNIT-17

KIND OF JOB	NATURE OF JOB	ESTIMATED CHARGE	SUPERVISOR'S RECOMMENDATION
1 11/10/61	TO WASH THE CAR'S WHEELS	400.00	? <del>190</del> 400
2 11/10/61	TO WASH THE CAR'S LAMP ASSEMBLY & SLIDE BACK THE LAMP	100.00	8190 ✓
3 11/10/61	TO SPRAY THE CAR'S PAINT	100.00	? x RM.
TOTAL LABOR CHARGE		600.00	



## View Sent Message



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**From:** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 07/12/2017 14:40 PM  
**To:** ernest.fay@axa.com.sg  
**CC:** sun@lkkauto.com; assignments@lkkauto.com; AXA\_SG  
**Subject:** No development - New TP Assignment - C0390960/GA025693

Dear Ernest,

Refer to the below email

Please be informed that third party vehicle had been surveyed at the premises of Tan Chong Motor on 28/11/2016.

However, TP's repaiter till date did not finalised the amount. And also no action were also initiated by them till date.

As such, this case has been no development almost 1 year. Therefore, we will proceed to temporary close the matter and submit WP report to your office.

If any new development in future, we will inform you for further handling. Thanks.

Best Regards,

Zaver

<< Original Message >>  
 From: AXA\_SG

To: LKK\_HQ; sun@lkkauto.com; assignments@lkkauto.com; AXA\_SG  
 Sent On: 09/09/2017 03:50 PM  
 Subject: Re: New TP Assignment - C0390960/GA025693



TanChong

Dear LKK team,

Plseas update status.

Thank you

With regards,  
 Ernest

<< Original Message >>  
 From: AXA\_SG  
 To: LKK\_HQ; sun@lkkauto.com; assignments@lkkauto.com  
 CC: AXA\_SG  
 Sent On: 25/11/2016 04:07 PM  
 Subject: New TP Assignment - C0390960/GA025693

Dear LKK Auto Consultants Pte Ltd,

Please survey the vehicle and proceed for direct settlement if damages consented.

Workshop Name: Not Applicable  
 Policy Number: GA025693

TAN CHONG MOTOR SALES PTE. LTD.  
511, BUKIT TIMAH ROAD  
SINGAPORE 599673

FINALISED : ACCIDENT/BODY REPAIRS  
WOMENEDOP : BUKIT TIMAH  
CONTACT NO : 4594097  
REFERENCE : TRG/IC/DC/0639/2016  
DATE : 30-JUN-2016

AXA INSURANCE S'PORE PTE LTD  
8 CHESTON WAY  
#27-01 AXA TOWER  
S(088111)  
TEL : 65804741  
FAX : 65804532  
ATTENTION: CLAIM MANAGER VALERIE

ORDER'S NAME : M/S HUP LEE FROZEN FOOD PTE LTD  
ADDRESS : 15 WOODLANDS LANE  
403-47/48  
S(135322)  
TELEPHONE NO : 92286762

TYPE OF CLAIM : THIRD PARTY CLAIM  
POLICY NO : 50028558 DIRECT SETTLEMENT  
VEHICLE NO : GRE311K  
MODEL CODE : SWS288RT2400V-AA-A  
MODEL/YEAR : CADSTAR 1.8 5MT ABS AIRBAG EUS  
ENGINE NO : ED33801567H  
CHASSIS NO : JN1SC2P2420857676  
MILEAGE : 1.8K  
DATE IN : 30/06/2016  
LIABILITY : 0.00  
EXCESS CLAUSE : 0.00  
ESTIMATE BY : SAJALIE  
ACCIDENT DATE : 30/06/2016

Final Bill  
17/5/17  
SIS



YAN FENGEL MOTOR SALES PTE. LTD.

SMITH TIANH W/SHOP

SERVICE DEPARTMENT

LABOUR CHARGE FOR ADVISORY VEHICLE BODY DO GREENIE

S/N DO CODE	NATURE OF JOB	ESTIMATED	SERVICE &
		CHARGE	RECOMMENDATION
1 22/001	TO REMOVE LHM COAST BOARD	400.00	400.00
2 22/002	TO REMOVE LHM TAIL LAMP ASST & ALIGN BACK THE SAME	100.00	100.00
3 22/003	TO SPRAY LHM BODY PANELS	50.00	50.00
	TOTAL LABOUR CHARGE	550.00	550.00
	ADDITIONAL DISCOUNT (5.00%)		27.50
	FINAL LABOUR CHARGE		522.50

## TAN CHERO MOTOR SALES PTE. LTD.

HURIT TIRAK M/IDDP

SERVICE DEPARTMENT

MATERIAL LIST FOR ACCIDENT VEHICLE REGD NO GMD-13

Q/NO	PARTS DESCRIPTION	PARTS NUMBER	DAMAGED PARTS & PRICES			
			NETT	LIST	NETT	REMARKS
1	LAMP CORR BR, LH	26551-BABOC	247.20			OK
SUB TOTAL			247.20	0.00	0.00	
LESS DISCOUNT (NETT-22.00%, LIST-30.00%, S/NETT-00%)			197.76	0.00	0.00	
GRAND TOTAL			197.76	0.00	0.00	
OVERALL TOTAL			197.76			

LEGEND: REMARKS (OK) - APPROVED, REMARKS (X) - NOT APPROVED

1. TAN CHONG HUPH (ALSO) PTE. LTD.

811, HORTICULTURAL ROAD

SINGAPORE 589624

SUMMARY OF OVERALL CHARGES FOR VEHICLE WORK ON CHRYSLER

NETT ITEM	241.28
LESS 20.00%	-48.26
NETT AMOUNT	193.02

LIST ITEM	0.00
LESS 30.00%	0.00
LIST AMOUNT	0.00

SPECIAL NETT ITEM	0.00
LESS .00%	0.00
SPECIAL NETT AMOUNT	0.00

TOTAL LABOUR CHARGES	540.00
TOTAL SPARE PARTS CHARGES	193.02

TOTAL CHARGE	733.02
ADD 7.5 GST	54.98

GRAND TOTAL	788.00
-------------	--------

## Hsiao Tong (LKKAUTO)

---

**From:** Denise Tay (LKKAUTO)  
**Sent:** Friday, 25 May 2018 4:45 PM  
**To:** Ho Yue Meng; Taufikh (LKKAUTO); Admin A; CS A Team  
**Cc:** Zayyer (LKKAUTO); SUR; Lawrence Teo; Lee Poh Soon  
**Subject:** RE: Finalised Bill for GBE911X  
**Attachments:** FINALISED - GBE911X.PDF; GBE911X - LKK E-MAIL.PDF

Dear Mr Ho,

Thank you for your email.

Dear All,  
[CC4/AXA16022564/T1zb3q2](#)

Please assist.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

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

**From:** Ho Yue Meng [[mailto:ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)]  
**Sent:** Friday, 25 May 2018 4:42 PM  
**To:** Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; Lee Poh Soon <[leeps@tanchong.com](mailto:leeps@tanchong.com)>  
**Subject:** RE: Finalised Bill for GBE911X  
**Importance:** High

Dear LKK,

Kindly advise the outcome of this finalized bill urgently.

Thank-you.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

**From:** Ho Yue Meng  
**Sent:** 12 May, 2018 9:09 AM  
**To:** 'Taufikh@lkkauto.com' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** 'zayyer@lkkauto.com' <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Lawrence Teo

<lawrenceteo@tanchong.com>; Lee Poh Soon <leeps@tanchong.com>

**Subject:** Finalised Bill for GBE911X

**Importance:** High

Dear Mr Taufikh,

**RE: ACCIDENT INVOLVING GBE911X & SGE2686R ON 30/06/2016**

Please find attached finalised bill for GBE911X.

Total Repair Days : 15 Days

Thank-you

Best Regards

YM Ho

TC Autoclinic Pte Ltd

No 1 Sixth Lok Yang Road

Singapore 628099

DID : 67038432

## Print Sent Message

This mail is associated with :

**\*GBE911X (C0390960)  
[SGE2868R]**

TP

HUP LEE FROZEN FOOD PTE LTD

Jun 30 2016 1:00PM

[WONG, PEI PEI]

Tan Chong Motor Sales Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 31/05/2018 10:03 AM.  
**To** ernest.tay@axa.com.sg  
**CC** AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com  
**Subject** RE: No development : New TP Assignment - C0390960/GA025693

Hi Ernest,

Further to our below email.

Please be informed that third party had submitted finalise bill to us for this matter.

Kindly assist to re-open the case in Merimen fr our necessary action.

Thank you.

Hsiao Tong  
LKK Auto Consultants Pte Ltd  
DID: 6742 3197

<-- Original Message -->

**From:** LKK\_HQ  
**To:** ernest.tay@axa.com.sg  
**CC:** sur@lkkauto.com; assignments@lkkauto.com; AXA\_SG  
**Sent On:** 07/12/2017 02:40 PM  
**Subject:** No development : New TP Assignment - C0390960/GA025693

Dear Ernest,

Refer to the below email.

Please be informed that third party vehicle had been surveyed at the premises of Tan Chong Motor on 28/11/2016.

However, TP's repairer till date did not finalised the amount. And also no action were also initiated by them till date.

As such, this case has been no development almost 1 year. Therefore, we will proceed to temporary close the matter and submit WP report to your office.

If any new development in future, we will inform you for further handling. Thanks.

Best Regards

Zayer

<-- Original Message -->

**From:** AXA\_SG  
**To:** LKK\_HQ; sur@lkkauto.com; assignments@lkkauto.com; AXA\_SG  
**Sent On:** 09/09/2017 05:50 PM  
**Subject:** Re: New TP Assignment - C0390960/GA025693



AXA Insurance Pte Ltd  
110 Robinson Road, #11-01, Raffles Place  
Singapore 068902  
Insurance Sales & Services  
Tel: 6545 4444  
Fax: 6545 4444  
Email: axa@axa.com.sg  
Web Site: www.axa.com.sg

Dear LKK team,

Please update status.

Thank you.

With regards,  
Ernest

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ;sur@lkkauto.com;assignments@lkkauto.com

CC: AXA\_SG

Sent On: 25/11/2016 04:07 PM

Subject: New TP Assignment - C0390960/GA025693

Dear LKK Auto Consultants Pte Ltd,

Please survey the vehicle and proceed for direct settlement if damages consistent.

Workshop Name: - Not Applicable -

Policy Number: GA025693

Vehicle Number: GBE911X

Date of Accident: 30/06/2016

Estimated Claim Amount:

Excess: 0.00

Claim Handler Name: Ernest Tay

## Print Sent Message

This mail is associated with :

**\*GBE911X (C0390960)  
[SGE2868R]**

TP  
HUP LEE FROZEN FOOD PTE LTD  
Jun 30 2016 1:00PM  
[WONG, PEI PEI]  
Tan Chong Motor Sales Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 07/07/2018 11:46 AM.  
**To** richard.angbs@axa.com.sg  
**CC** AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com  
**Subject** Re: \*URGENT\* RE: No development : New TP Assignment - C0390960/GA025693

Hi Richard,

The status in Merimen is still "Pending for Payment" at our side.

Kindly assist to send back adjuster report in Merimen for our further action.

Thank you.

Hsiao Tong

<-- Original Message -->

**From:** AXA\_SG  
**To:** richard.angbs@axa.com.sg; LKK\_HQ  
**CC:** AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com  
**Sent On:** 29/06/2018 02:22 PM  
**Subject:** Re: \*URGENT\* RE: No development : New TP Assignment - C0390960/GA025693

Hi Hsiao Tong,

Case had been re-opened.

Thank you.

Regards,  
Richard Ang

<-- Original Message -->

**From:** LKK\_HQ  
**To:** richard.angbs@axa.com.sg  
**CC:** AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com  
**Sent On:** 28/06/2018 05:02 PM  
**Subject:** \*URGENT\* RE: No development : New TP Assignment - C0390960/GA025693

Hi Richard,

Kindly assist.

Thank you.  
Hsiao Tong  
LKK Auto Consultants Pte Ltd  
DID: 6742 3197

<-- Original Message -->

**From:** LKK\_HQ  
**To:** ernest.tay@axa.com.sg  
**CC:** AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com  
**Sent On:** 28/06/2018 04:50 PM  
**Subject:** \*URGENT\* RE: No development : New TP Assignment - C0390960/GA025693



Hi Ernest,

Further to our below email,

Please be informed that third party had submitted finalise bill to us for this matter.

Kindly assist to re-open the case in Merimen fr our necessary action.

Thank you.

Hsiao Tong

LKK Auto Consultants Pte Ltd

DID: 6742 3197

<-- Original Message -->

From: LKK\_HQ

To: ernest.tay@axa.com.sg

CC: AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com

Sent On: 12/06/2018 02:43 PM

Subject: RE: No development : New TP Assignment - C0390960/GA025693

Hi Ernest,

Further to our below email,

Please be informed that third party had submitted finalise bill to us for this matter.

Kindly assist to re-open the case in Merimen fr our necessary action.

Thank you.

Hsiao Tong

LKK Auto Consultants Pte Ltd

DID: 6742 3197

<-- Original Message -->

From: LKK\_HQ

To: ernest.tay@axa.com.sg

CC: AXA\_SG; chewht@lkkauto.com; admin-a@lkkauto.com

Sent On: 31/05/2018 10:03 AM

Subject: RE: No development : New TP Assignment - C0390960/GA025693

Hi Ernest,

Further to our below email,

Please be informed that third party had submitted finalise bill to us for this matter.

Kindly assist to re-open the case in Merimen fr our necessary action.

Thank you.

Hsiao Tong

LKK Auto Consultants Pte Ltd

DID: 6742 3197

<-- Original Message -->

From: LKK\_HQ

To: ernest.tay@axa.com.sg

CC: sur@lkkauto.com; assignments@lkkauto.com; AXA\_SG

Sent On: 07/12/2017 02:40 PM

Subject: No development : New TP Assignment - C0390960/GA025693

Dear Ernest,

Refer to the below email.

Please be informed that third party vehicle had been surveyed at the premises of Tan Chong Motor on 28/11/2016.

However, TP's repairer till date did not finalised the amount. And also no action were also initiated by them till date.

As such, this case has been no development almost 1 year. Therefore, we will proceed to temporary close the matter and submit WP report to your office.

If any new development in future, we will inform you for further handling. Thanks.

Best Regards

Zayer

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ; sur@lkkauto.com; assignments@lkkauto.com; AXA\_SG

Sent On: 09/09/2017 05:50 PM

Subject: Re: New TP Assignment - C0390960/GA025693



AXA Insurance Pte Ltd  
4 Shenton Way, #24-01, AXA Tower  
Singapore 068503  
Insurance Broker 450 01  
Tel: 65 6349 9449  
Fax: 65 6349 9522  
www.axa.com.sg  
GST Reg No: U9960141100  
Lic. Reg No: 9999002200

Dear LKK team,

Please update status.

Thank you.

With regards,  
Ernest

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ; sur@lkkauto.com; assignments@lkkauto.com

CC: AXA\_SG

Sent On: 25/11/2016 04:07 PM

Subject: New TP Assignment - C0390960/GA025693

Dear LKK Auto Consultants Pte Ltd,

Please survey the vehicle and proceed for direct settlement if damages consistent.

Workshop Name: - Not Applicable -

Policy Number: GA025693

Vehicle Number: GBE911X

Date of Accident: 30/06/2016

Estimated Claim Amount:

Excess: 0.00

Claim Handler Name: Ernest Tay

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 19 July 2018 9:16 AM  
**To:** 'Ho Yue Meng'  
**Cc:** Lawrence Teo; Lee Poh Soon; Admin A; CS A Team; Taufikh (LKKAUTO)  
**Subject:** RE: Finalised Bill for GBE911X \*LKK REF: CC4/AXA16022564/T1pb3q2-1

Without Prejudice

Hi Mr Ho,

For COR, recommended amount at P/P **\$758.26** with **2repair days**.

\*\*\* Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Ho Yue Meng [mailto:[ho\\_yue\\_meng@tanchong.com](mailto:ho_yue_meng@tanchong.com)]  
**Sent:** Friday, 29 June 2018 9:49 AM  
**To:** Denise Tay (LKKAUTO) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Cc:** Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; Lee Poh Soon <[leeps@tanchong.com](mailto:leeps@tanchong.com)>  
**Subject:** RE: Finalised Bill for GBE911X  
**Importance:** High

Dear Ms Denis,

Further our telephone conversation on 28/06/2018, kindly assist to close this case **urgently**.

Thank-you for your kind assistance.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

**From:** Denise Tay (LKKAUTO) [mailto:denisetay@lkkauto.com]

**Sent:** 25 May, 2018 4:45 PM

**To:** Ho Yue Meng <ho\_yue\_meng@tanchong.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

**Cc:** Zayyer (LKKAUTO) <zayyer@lkkauto.com>; SUR <sur@lkkauto.com>; Lawrence Teo <lawrenceteo@tanchong.com>; Lee Poh Soon <leeps@tanchong.com>

**Subject:** RE: Finalised Bill for GBE911X

Dear Mr Ho,

Thank you for your email.

Dear All,  
[CC4/AXA16022564/T1zb3q2](#)

Please assist.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Ho Yue Meng [mailto:ho\_yue\_meng@tanchong.com]

**Sent:** Friday, 25 May 2018 4:42 PM

**To:** Taufikh (LKKAUTO) <Taufikh@lkkauto.com>

**Cc:** Zayyer (LKKAUTO) <zayyer@lkkauto.com>; SUR <sur@lkkauto.com>; Lawrence Teo <lawrenceteo@tanchong.com>; Lee Poh Soon <leeps@tanchong.com>

**Subject:** RE: Finalised Bill for GBE911X

**Importance:** High

Dear LKK,

Kindly advise the outcome of this finalized bill urgently.

Thank-you.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

**From:** Ho Yue Meng  
**Sent:** 12 May, 2018 9:09 AM  
**To:** 'Taufikh@lkkauto.com' <Taufikh@lkkauto.com>  
**Cc:** 'zayyer@lkkauto.com' <zayyer@lkkauto.com>; 'sur@lkkauto.com' <sur@lkkauto.com>; Lawrence Teo <lawrenceteo@tanchong.com>; Lee Poh Soon <leeps@tanchong.com>  
**Subject:** Finalised Bill for GBE911X  
**Importance:** High

Dear Mr Taufikh,

**RE: ACCIDENT INVOLVING GBE911X & SGE2686R ON 30/06/2016**

Please find attached finalised bill for GBE911X.

Total Repair Days : 15 Days

Thank-you

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

## Hsiao Tong (LKKAUTO)

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**From:** Ho Yue Meng <ho\_yue\_meng@tanchong.com>  
**Sent:** Thursday, 19 July 2018 10:11 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Lawrence Teo; Lee Poh Soon; Admin A; CS A Team; Taufikh (LKKAUTO); Norsipah  
**Subject:** RE: Finalised Bill for GBE911X \*LKK REF: CC4/AXA16022564/T1pb3q2-1  
**Attachments:** GBE911X - DV.pdf; GBE911X - INVOICE.pdf; GBE911X - LETTER OF AUTHORITY.pdf; GBE911X - LOD.pdf

**Importance:** High

Dear Hsiao Tong,

Further your e-mail dated 19/07/2018, please find attached documents for your necessary follow-up.

Kindly assist to expedite payment from AXA.

Thank-you.

Best Regards  
YM Ho  
TC Autoclinic Pte Ltd  
No 1 Sixth Lok Yang Road  
Singapore 628099  
DID : 67038432

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** 19 July, 2018 9:16 AM  
**To:** Ho Yue Meng <ho\_yue\_meng@tanchong.com>  
**Cc:** Lawrence Teo <lawrenceteo@tanchong.com>; Lee Poh Soon <leeps@tanchong.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>  
**Subject:** RE: Finalised Bill for GBE911X \*LKK REF: CC4/AXA16022564/T1pb3q2-1

Without Prejudice

Hi Mr Ho,

For COR, recommended amount at P/P **\$758.26** with **2repair days**.

\*\*\* Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

"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."

# SATISFACTORY NOTE

TAN CHONG MOTOR SALES PTE LTD (TCMS)

AUTOLUTION INDUSTRIAL PTE LTD (AIPL)

TC AUTOCLINIC PTE LTD (TCAC)

☒
☐
☐

TYPE OF CLAIM:

☐

OWN DAMAGE (OD)

☐

OWN DAMAGE (OD) & UNINSURED LOSS  
(EXCESS & LOSS OF USAGE) VIA  
TCMS / AIPL / TCAC

☐

THIRD PARTY THROUGH  
TCMS / AIPL / TCAC

☒

THIRD PARTY - OWNER  
DIRECT CLAIM AGAINST  
THIRD PARTY INSURANCE

☐

WINDSCREEN / GLASS (W/S)

DATE:

17/5/17

OWNER NAME:

Hup Lee Frozen Food Pte

NRIC NO.:

ADDRESS:

15 Woodlands Link  
#103-47/48  
S 338322

VEHICLE MODEL:

PERODUA E24

INSURANCE CO.:

AXA

REGN NO.:

G78 9114

CLAIM NO.:

245/1010/0639/2016

CHASSIS NO.:

JA1012420857676

POLICY NO.:

A+A 3RD PARTY  
DIRECT SETTLEMENT

DATE OF ACCIDENT:

24/6/16

DATE RECEIVED:

15/5/17

DATE COMPLETED:

17/5/17

We / I hereby confirmed that the accident repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd and that all necessary repairs as resulted of the accident of the above vehicle have been completed to our / my satisfaction and that We / I have no futher claim whatsoever against the above Company in repect thereof. Terms and Conditions as stipulated in the overleaf applies.

We / I have taken delivery of my car after all necessary repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd on\*

17/5/17

Note: In the event of an Own Damage Claim, your Insurance Company may under policy terms & conditions, or as standard Industrial Practice, increase the loading on your premium during Insurance Policy renewal. Your NCD [Non Claim Discount] may also be affected, subject to business policy of respective Insurance Company.



(NAME / SIGNATURE OF INSURED)

FOOTNOTE:

☐

TCMS / AIPL / TCAC\* WILL CLAIM ON BEHALF  
OF OWNER  
THROUGH TCMS'S LEGAL AID

☐

DEPOSIT PAID BY OWNER

☐

OWNER WILL MAKE CLAIM AGAINST  
THIRD PARTY INSURANCE COMPANY

☐

DOCUMENTS RETURNED TO  
OWNER

☐

TCMS / AIPL / TCAC\* WILL CLAIM ON BEHALF  
OF OWNER UNINSURED LOSS. (EXCESS  
PAYMENT & LOSS OF USAGE)

INSURANCE CO. COPY

\* Delete When Necessary

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	25 Nov 2016 15:56	Cim Veh Model Changed	(203328) NISSAN CABSTAR 3.0 D F24 (M).	[I] Paras Gaikwad
2	25 Nov 2016 15:56	Cim Created	Reg No: GBE911X, Policy No: GA025693, Acct Date: 2016/06/30, Claim Type: TP, Insurer: AXA Insurance Singapore Pte Ltd (HQ), Ins.Status => Incoming Claim	[I] Paras Gaikwad
3	25 Nov 2016 16:07	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):PLEASE ASSIST TO OBTAIN THE ESTIMATE.	[I] Flossie Ang
4	25 Nov 2016 16:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2016/12/06	[I] Flossie Ang
5	25 Nov 2016 16:07	Adj Mandate Set	Approved:8000.00,Reinsp:Adj decides.	[I] Flossie Ang
6	25 Nov 2016 16:12	Assignment 1st Accessed		[A] Ashley Chong Chin Yan
7	28 Nov 2016 11:24	Label Added	(469):VNI.	[A] Lau Shu Pei
8	28 Nov 2016 11:24	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] Lau Shu Pei
9	28 Nov 2016 11:25	Cim Registration Modified	Rep:1137->200051.	[A] Lau Shu Pei
10	29 Nov 2016 13:52	Label Removed	(469):VNI.	[A] Lau Shu Pei
11	29 Nov 2016 13:52	Adj Adjuster Assigned	KENNETH KONG -> MOHD TAUFIKH	[A] Lau Shu Pei
12	29 Nov 2016 13:54	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2016/12/06	[A] Lau Shu Pei
13	20 Dec 2017 10:32	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	20 Dec 2017 10:32	Cim Details Notified		[A] JOANNE LEE KHANG MIN
15	22 Dec 2017 09:36	Adjuster Tax Invoice Issued	Submitted Tax Invoice: -> AC1714450.	[A] ZAY YER LYNN
16	22 Dec 2017 09:36	Adj Rpt Submitted	Amt:387,76, Late Remarks:	[A] ZAY YER LYNN
17	22 Dec 2017 09:36	Adj Invoice Submitted		[A] ZAY YER LYNN
18	09 Jul 2018 10:36	Ins Send Back Adj Rpt		[I] Richard Ang
19	09 Jul 2018 10:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/07/11	[I] Merimen Administrator
20	09 Jul 2018 10:36	Adj Mandate Set	Maintained.	[I] Merimen Administrator
21	28 Jul 2018 14:45	Adj Mandate Request	Cur,Req:1011.34; Liability: Insured rear-ended Third party, Informed OI about TP claim, Agreed to settle and aware NCD issue, We seek your mandate from up to \$1,011.34(all-in), IA with mandate had been uploaded in Merimen for your easy refer	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

Go

### ACTIVITY

[02/12/2016 15:47] ZAY YER LYNN:

2/12/16 called OID. Spoke to Mr Wong. PH is his sister but she is in Indonesia, confirm the accident. OID said he hit TP as he did not notice that TP stopped at the traffic light. Agreed to settle and aware of NCD issue, letter out.,zayer

[25/11/2016 16:29] Ashley Chong Chin Yan :

PLEASE BE INFORMED THAT VEHICLE CURRENTLY NOT IN THE WORKSHOP, REPAIRER WILL ARRANGE.

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1317682	29/11/2016 13:54	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	GBE911X		10.70



## Print Sent Message

This mail is associated with :

**\*GBE911X (C0390960)**  
**[SGE2868R]**

TP

HUP LEE FROZEN FOOD PTE LTD

Jun 30 2016 1:00PM

[WONG, PEI PEI]

Tan Chong Motor Sales Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 28/07/2018 14:45 PM.  
**To** richard.angbs@axa.com.sg; ernest.tay@axa.com.sg  
**CC** AXA\_SG; chewht@lkkauto.com  
**Subject**

Hi,

We refer to the above matter.

Liability: Insured rear-ended Third party. Informed OI about TP claim. Agreed to settle and aware NCD issue.

We seek your mandate from up to \$1,011.34(all-in).

IA with mandate had been uplaoded in Merimen for your easy reference.

KIndly let us have your instruction/ approval.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, 902-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 28.07.2018

### Survey Details:

Date of loss	30.06.2016
Date of appointment	25.11.2016
Date of survey	28.11.2016
Location of survey	Tan Chong Motor Sales Pte Ltd

### Vehicle Details:

Claim Type:	Third party
Vehicle number	GBE 911X
Make and Model	NISSAN CABSTAR (2953cc)
Date of registration	31/8/2015
Excess	
Market Value	
Parf/COE Rebate	
Nett Loss	

### Repair details:

Initial Estimate	\$ 5,797.76
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 197.76
Check items (estimate)	NIL
Labour	\$ 560.50
Supplementary	NIL
<b>Total</b>	<b>\$ 758.26</b>
Lump Sum(if applicable)	

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



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

**Date: 28.07.2018**

**Remarks:**

--

**Mandate:**

Liability(TP)		100%	
Proposed repair cost (w/GST)	\$	811.34	
Loss of use	\$	200.00	(2days x \$100.00)
Loss of rental		NIL	
Loss of income		NIL	
LTA/GIA search fees		NIL	
Others		NIL	
Proposed Total	\$	1,011.34	

## Print Received Message

This mail is associated with :

**\*GBE911X (C0390960)**  
**[SGE2868R]**

TP

HUP LEE FROZEN FOOD PTE LTD

Jun 30 2016 1:00PM

[WONG, PEI PEI]

Tan Chong Motor Sales Pte Ltd

**From** AXA Insurance Pte Ltd (HQ) (AXA\_SG), sent on 01/08/2018 11:00 AM,  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1011.34) - GBE911X - Claim Handler: Ernest Tay

Approved:1011.34.

### Letter Of Claim For Uninsured Loss

Insurance Company: A+H Insurance Pte Ltd

Date: 17/5/17

Address: \_\_\_\_\_

Attention: Claims Department - Motor Claims Manager

Dear Sir/Madam,

Subject: Accident involving vehicle number GBE911X & SGE2868R  
at Along Marymount Road on 30/6/2016.

I am the owner of Vehicle Number GBE911X which was involved with the accident as mentioned above.

As the accident was solely caused by your insured vehicle, bearing registration number SGE2868R, I hereby submit my claim against your company for the uninsured loss which are as follows:

Excess payment for OD claim	\$	_____
Loss of usage (S\$/day) for <u>2</u> days @ <u>\$100/day</u>	\$	<u>200.00</u>
Car rental as per invoice attached	\$	_____
Search fee	\$	_____
Others <u>Cost of Report</u>	\$	<u>811.34</u>
Total claim amount	\$	<u>1011.34</u>

Enclosed please find copies of GIA report, invoices and certificate of insurance for your necessary review.

Kindly reply me within 14 days from the date hereof, or alternatively let me have the full and final settlement for all uninsured loss which amounted to \$ 1011.34, failing which I will have to recover all losses via legal action. Please also note your prompt action will help to reduce the claim cost.

Yours sincerely



(Owner of motor vehicle)

Name: Hup Lee Frozen Food P1

Address: 15 Woodlands Loop #03-47/48

Telephone: 6752.4546

S(738322)



AXA  
Insurance  
Singapore

21, DEWEY ROAD, 25 PAVANA INDUSTRIAL PARK, SINGAPORE 600025 TEL: 065 42742061 FAX: 065 42742115

7 December 2016

**WONG PEI PEI**  
**Blk 115 Clementi Street 13**  
**#04-62**  
**Singapore 120115**

Dear Sir/Madam,

**OUR REF : CC4/AXA16022564/T1zb3**  
**YOUR REF : SGE 2868R**

**ACCIDENT INVOLVING SGE 2868R AND GBE 911X ALONG / AT MARYMOUNT ROAD ON 30/06/2016**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Singapore Pte Ltd to deal with the third party claim against your policy.

We have received a claim from **M/s TAN CHONG MOTOR SALES PTE LTD** acting on behalf of the owner of **GBE 911X** against your motor insurance policy.

Basing on the circumstances of the accident reported by both parties (front-to-rear collision) where you had hit third-party vehicle from the rear, we are of the opinion that we cannot be absolved from liability.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to [zayyer@lkkauto.com](mailto:zayyer@lkkauto.com) within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim



511, HAWAII DRIVE, PAVILLION CENTRAL PARK, SINGAPORE 138522 TEL: 6841 2409 FAX: 6841 2407

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6841 2409 or email us at [zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely

Zayer

LKK Auto Consultants Pte Ltd

Cc AXA Insurance Singapore Pte Ltd  
(Motor Claims Dept)

Third Party Direct Settlement  
Letter of Authority

1. Accident involving vehicle number 6B E 9117 & 54 E 2863 R at  
Along Wangsan Road on 30/6/2016
2. I, Hup Lee Frozen Food Pte Ltd NRIC 2006118656, owner of motor  
vehicle no. 6B E 9117 hereby authorize my repair workshop, namely  
**TAN CHONG MOTOR SALES PTE LTD** to act for me with respect to the following:
- a) To submit my claims for all losses including uninsured loss, rental car charges, medical fees, excess payment and cost of repairs.
  - b) To resolving my claim as they deem fit, including settling the matter on basis of my contributing negligence if any.
  - c) To receive payment for settlement of my claim and all payment be made payable to the workshop for cost of repairs and other uninsured losses.
  - d) To sign discharge voucher on my behalf.
3. I understand that the claim for loss of use of my vehicle will be based on the number of days estimated by the surveyor in his report to be required for repair. The actual number of days may be more due to unavailability of parts, weekend, holidays and other operational exigencies and I accept that it may not be possible to claim for the extra days. In addition, any contributory negligence part of my claim can also affect portion of my claim for loss of usage.
4. I further acknowledge that any settlement that workshop may reach on my behalf is on a without prejudice basis and without admission of liability basis insofar as the driver/owner/insures of the other vehicle is concerned.
5. For successful recovery of upfront Excess payment by claimant, the workshop shall effect refund accordingly to the mode of upfront payment:
- a) For upfront Excess payment by credit card, the refund shall be credited to the respective Credit Card Account via Credit Card Company handling the transaction.
  - b) For Excess payment by cash, the workshop shall refund the amount to the claimant via cheque payment.

Dated this 17 (Day) of May (Month) 2017 (Year)

Claimant Particulars

Name: Hup Lee Frozen Food P1  
Address: 15 Woodlands Loop #03-47/48  
S(733322)  
Tel No.: \_\_\_\_\_

Signature: \_\_\_\_\_



Authorized Workshop

Workshop: BUKIT TIMAH  
Claim Officer: [Signature]

Signature  
& Co. Stamp: \_\_\_\_\_







redefining / insurance

CLAIM REF : C0390960  
INSURED : WONG PEI PEI

**DISCHARGE VOUCHER**

We/I, HUP LEE FROZEN FOOD PTE LTD, NRIC NO. 200611865C hereby agree to accept the sum of dollars ONE THOUSAND ELEVEN AND CENTS THIRTY FOUR ONLY (S\$1,011.34) paid to us/me by **AXA INSURANCE PTE LTD** as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said **AXA INSURANCE PTE LTD** or their Insured or the driver of motor vehicle no. SGE 2868R as a result of an accident along MARYMOUNT ROAD on 30/06/2016 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. G8E 911X.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SGE 2868R in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify **AXA INSURANCE PTE LTD** against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SGE 2868R.

Dated this 04 day of 10 2018

Claimant's Signature :

< Please chop & sign

NRIC no./ Company Stamp :



Occupation/ Business :

General Manager

Address :

Blk 15, #03-47/48 Woodlands Loop.

Telephone No. :

67524546

Witness's Name :

Sipah

Witness's Signature :



Witness's NRIC No. :



911 Bukit Timah Road Tan Chong Motor Centre Singapore 580622  
SERVICE CENTRES  
913, BUKIT TIMAH ROAD, SINGAPORE 580623 TEL: 64669400/92  
17 LORONG 8 TOA PAYOH SINGAPORE 310254 TEL: 64570753/4

GST Regn No: 19-9106231-D  
Co. Regn No : 199106231D



NAME	1	10000 100 00000000 1000 0 000
ADDRESS	2	10 10000000 0000 0000 0000 0000
TELEPHONE	3	10 10000000 0000 0000 0000 0000
MODEL	4	10000000 0000 0000 0000 0000
ENGINE NO	5	10000000 0000 0000 0000 0000
CHASSIS NO	6	10000000 0000 0000 0000 0000
VEHICLE NO	7	10000000 0000 0000 0000 0000

INVOICE NO	10011000000000000000
INVOICE DATE	10/11/2018
TERMS	10011000000000000000
DATE REC'D	10/11/2018
SA/SE	10011000000000000000
JOB NO	10011000000000000000
MILEAGE	10011000000000000000
YOUR REFERENCE	10011000000000000000

[illegible]

DOLLARS: THIS IS NO Charge or Included in Package, Where Only Is Goodwill  
 Total Amount of Cash and Other Assets \_\_\_\_\_ WORKER/MANAGER

## WORKSHOP MANAGER

The General Terms and Conditions of Service (the "**Conditions**") printed overleaf or attached to this invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this invoice must be made within seven (7) days from the date of this invoice, otherwise it shall be assumed that this invoice has been accepted as correct and conclusive.

**CUSTOMER**

## ...CLAIM SUBFOLDER...(Pending for Survey Report)
















CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	25 Nov 2016		25 Nov 2016 16:07 <a href="#">Edit Adj Rpt</a>	<b>S\$758.26</b> <a href="#">Edit Estimates</a>	<b>S\$758.26</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	<b>WONG, PEI PEI</b> , ID: S7110375G								
Main Claimant:	<b>HUP LEE FROZEN FOOD PTE LTD</b> , Co. Reg. No.: 200611865C								
Vehicle Reg. No.:	<b>GBE911X</b>	Date of Loss:	30/06/2016 13:00 - :59 [10 Months From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / C0390960</b>	Policy/Cover Note No.:	GA025693 (Comprehensive)						
Vehicle Reg. No. (Insured):	<b>SGE2868R</b>	Policy No. (Claimant):	2100427548-00000						
		Excess:	S\$0.00						
Repairer:	<b>Tan Chong Motor Sales Pte Ltd (Bukit Timah)</b> 911, Bukit Timah Road, S89622 Bukit Timah - Tel:								
Handling Insurer:	<b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288 ... [Handled by <b>Ernest Tay</b> - 6880 4835]								
Claimant's Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (SG)</b> - Tel: 65-6419-3000								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MOHD TAUFIKH BIN HAMID</b> ] ... [Final Rpt due 11/07/2018]								
Adj Asg. Remarks:	PLEASE ASSIST TO OBTAIN THE ESTIMATE .								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AXA_SG (01/08/2018): Alert - Adj Mandate Approved (S\$1011.34) - GBE911X - Claim Handler: Ernest Tay</li> <li>AXA_SG (29/06/2018): Re: *URGENT* RE: No development : New TP Assignment - C0390960/GA025693</li> <li>AXA_SG (09/09/2017): Re: New TP Assignment - C0390960/GA025693</li> <li>AXA_SG (25/11/2016): New TP Assignment - C0390960/GA025693</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*GBE911X (C0390960)  
[SGE2868R]  
TP  
HUP LEE FROZEN FOOD PTE LTD  
Jun 30 2016 1:00PM  
[WONG, PEI PEI]  
Tan Chong Motor Sales Pte Ltd

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Letters/Correspondences</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement – Payment Breakdown	 Edit	
<b>Assessment Reports</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	29/11/16 13:54	Adjuster Immediate Advice	 Load HTM	
<b>Photos/Images</b>				
			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	07/12/17 14:44	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
2	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
3	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
4	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
5	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
6	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
7	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
8	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
9	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
10	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
11	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
12	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
13	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
14	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
15	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
16	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
17	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
18	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
19	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
20	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
21	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
22	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
23	07/12/17 14:44	General View	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>				
			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	25/11/16 15:59	EMAIL_ABS	 Load PDF	
2	25/11/16 15:59	GBE911X TP GIA REPORT_ABS	 Load PDF	
3	25/11/16 15:59	SGE2868R INSD GIA REPORT_ABS	 Load PDF	
4	25/11/16 15:59	POLICE REPORT_ABS	 Load TIF	
5	25/11/16 16:05	Policy Schedule <small>From: OO - Reg. No: SGE2868R, Claimant: WONG PEI PEI</small>	 Load PDF	

Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
1	29/11/16 15:18	TP ESTIMATE- MARKED		Load PDF
2	21/12/17 16:43	LETTER TO OI		Load PDF
3	28/07/18 14:44	Immediate Advice (with mandate) dd 280718		Load PDF
4	16/11/18 11:33	WORKSHOP INVOICE		Load PDF
5	16/11/18 11:33	AUTHORISATION TO ACT FORM		Load PDF
6	16/11/18 11:33	DISCHARGE VOUCHER		Load PDF
7	16/11/18 11:33	LOD		Load PDF

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SGE2868R (Insd veh)	Model:	NISSAN CABSTAR 3.0 D F24
	GBE911X (TP veh)		(M)
Date of Accident:	30/06/2016		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Repair Estimate	:	\$	6,203.60	
Final Repair Cost	:	\$	811.34	
Loss of Use	:	\$	200.00	2.00 days at \$100.00 per day
Rental (if any)	:	\$	0.00	days
LTA / GIA Search Fee	:	\$	0.00	
Others:	:	\$	0.00	
	:	\$		
Final Settlement Sum	:	\$	1,011.34	

Is Third Party Workshop GIA Registered? ☒ 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: 27

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)	Tan Chong Motor Sales Pte Ltd	:	\$ 1,011.34
2)		:	\$

JOANNE LEE KHANG MIN

16 Nov  
2018

LKK Auto Consultants Pte Ltd

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))

# LKK Auto Consultants Pte Ltd (Co.Reg No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/AXA16022564/T1PB3Q2-1

Date: 16/11/2018

### REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

GA025693

Claimant Vehicle  
No : GBE911X

Insured Vehicle No :

SGE2868R

Date of Loss: 30/06/2016

Nature of Claim:

TP

Claim No: C0390960

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: GBE911X

Make &amp; Model: NISSAN CABSTAR, 3.0 D F24 (M)

Engine No: ZD30001567N

Reg. Date: 31/08/2015 (Man. Year: 2015)

Chassis No: JN1SC2F24Z0857676

Colour: Silver

Odometer: 33057 km

Engine Capacity: 2953 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): Market Value/New Car Price

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes

Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 175/80 R15

Rear Tyre Size: 155 R13 (D)

Front Left Side: Dunlop 6 mm

Rear Left Side: Yokohama 6/6 mm

Front Right Side: Dunlop 6 mm

Rear Right Side: Yokohama 6/6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	197.76	197.76	0.00	0.00
Miscellaneous Items	0.00	0.00	0.00	
Total Labour	5,600.00	560.50	5,039.50	89.99
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>5,797.76</b>	<b>758.26</b>	<b>5,039.50</b>	<b>86.92</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>405.84</b>	<b>53.08</b>	<b>352.76</b>	<b>86.92</b>
<b>Nett Amount (S\$)</b>	<b>6,203.60</b>	<b>811.34</b>	<b>5,392.26</b>	<b>86.92</b>
<b>+ Loss of Use (2.0 x S\$100.00/day) (S\$)</b>		<b>200.00</b>		
	<b>Nett Liability (S\$)</b>	<b>1,011.34</b>		

### INSPECTION

Date of Assignment: 25/11/2016

Date Inspected: 28/11/2016 Inspected At:

Tan Chong Motor Sales Pte Ltd (Bukit  
Timah)  
911, Bukit Timah Road  
Singapore 589622

Estimated Period of Repair: 2.0 days

**Adjuster:** MOHD TAUFIKH BIN HAMID

**Manager:** CHEW HSIAO TONG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*



## REPAIR DETAILS

<b>Reference</b>		
<b>Part Source:</b>	(Last Synchronised: 25 Jul 2018)	
<b>Parts:</b>	N/A	NISSAN CABSTAR 3.0 D F24 (M) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for GBE911X)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*LAMP COMB RR,LH (CONSISTENT)	Cracked	247.20 FN	*247.20 FN
				<b>Sub Total (S\$)</b>	<b>247.20</b>	<b>247.20</b>
				<b>- Nett Item Discount on N Items 20.00/20.00% (S\$)</b>	<b>49.44</b>	<b>49.44</b>
				<b>Total Parts (S\$)</b>	<b>197.76</b>	<b>197.76</b>

Report was unsubmitted during this print-out.						
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## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	TO RENEW LHR CABIN BOARD	New	4,800.00	400.00
2	TO RENEW LHR TAIL LAMP ASSY & ALIGN BACK THE SAME	New	300.00	190.00
3	TO SPRAY LHR DOOR PANEL	New	500.00	0.00
Gross Labour Cost (S\$)			5,600.00	590.00
- 0.00/5.00% Labour Discount (S\$)			0.00	29.50
Gross Labour after Discount (S\$)			5,600.00	560.50

Report was unsubmitted during this print-out.

< END OF ESTIMATES >