

INS. CASE OWNER:

CC 4, ACM 180 11753,

WA3

LKK:  
IDAC:

53795

**ASSIGNMENT**

Surveyor:

DOI:

Date / Time:

26/6/2018

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. :

SGV 3018 G

Name of Insured :

ROBAM RUIZ B. ABM JALU

Insured Tel No. :

HP:

Claim No. :

58mmmm014

Policy No. :

GA220170

Make / Model :

T. Axio

Excess Sec II : \$\$

D.O.A. :

25/6/18

Place of Accident :

7PE 20 AIRPORT

Is driver the owner? ( YES / NO )

( YES / NO )

Nature of Accident :

If NO, Driver Name / Age :

NORALVIN M BTE ABD 9212

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No. :

91760765 (V/L: YES / NO)

Insured Liability :

% Final ? Yes / No

SGM 2230R



INSRS:

WSP:

Tel :

Liability :

RMKS:

motorcycle.



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:

Date/ Time		STAGE	DATE / PIC
26/6/18	SGM 2230R - X ; SGV 3018 G - X = parking lot & driveway	Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup): Call OI: After call ltr to OI:	
8/5/19	Confirm accident details. inform TP claim. letter send out.	Documentation Check List: Handler Typist	
7/6/19	Email workshop given 10 days notice.	Notification ltr (if non-pickup)	
20/8/19	Email to AXIA close file no survey done	After call ltr to OI:	
20/8/18	To Caran file NO survey done	Authorisation To Act:	
		Release Voucher:	
		Final Repair Bill:	
		Car Rental Invoice:	
		Towing Invoice	
		LTA / GIA :	
		Medical Bill:	
		PIR:	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

<b>PRELIMINARY ADVICE</b>	Date/Time:	Sent By:	
<b>FINALIZATION</b>	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	\$\$	( days) Reduction:	% Email <input type="checkbox"/> Call <input type="checkbox"/>
<b>FINAL SETTLEMENT</b>	Date/Time:	Confirm with	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	27.
Repair Cost:	\$\$		
Loss of Rental (LOR):	\$\$	( days)	
Loss of Use (LOU):	\$\$	(\$ x days)	
Loss of Income (LOI):	\$\$	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>		LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]
GIA/LTA Search	\$\$		
Medical:	\$\$		
Disbursement:	\$\$	(e.g. Tow/ Independent)	
Legal Cost	\$\$		
<b>Total:</b>	\$\$	<b>Global Sum \$:</b>	
<b>FINAL PAYMENT</b>	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	\$\$	Name 1:	
Payee 2: (Strike if N.A.)	\$\$	Name 2:	
Payee 3: (Strike if N.A.)	\$\$	Name 3:	

## ◀ Service Request Details

Claim  
S8M00M0H

Reference  
None ✎

Loss Date  
June 25, 2018

Request Date  
June 26, 2018

Due Date  
July 3, 2018

Vendor Name  
LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss  
Third Party Vehicle Damage

Services  
Pending verification - Direct Settlement

*Handwritten notes:*  
27062018 @ 1059am  
8685795  
90803333 veh not in  
Kuan.

### Actions

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Next Step  
Agree to perform service

### Vehicle Information

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Incident Vehicle Registration #  
SKM2230R

Make  
TPVD SUBARU

Model  
FORESTER-2.0 AWD (A)

Service Address

---

...

Primary Contact/Insured

---

ABD JALIL ABDUL AZIZ BIN  
BLK 162 #07-615, WOODLANDS STREET 13, 730162, Singapore  
91760765

Claim Handler

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NG Stacey  
6568804351  
stacey.ng@axa.com.sg

Additional Instructions

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

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[New Message](#)



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

09 May 2019

**Abdul Aziz Bin Abuu Jaili**  
Blk 162 Woodlands Street 1  
#07-615  
Singapore 730162

Dear Sir/ Mdm

**OUR REF : CC4/ASM18011753/wa3**  
**YOUR REF : SGV 3018G**

**ACCIDENT INVOLVING SGV 3018G & SKM 2230R ALONG TPE TWDS AIRPORT ON 25/06/2018**

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 Pte Ltd to deal with the third party claim against your policy.

We have received a claim from **Motor Image Enterprises Pte Ltd** acting on behalf of the owner of **SKM 2230R** against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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 7 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 [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) within 7 days 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



Auto  
Consultants  
Pte Ltd

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51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

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 our 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 6841 8625 or email us at Vivianlau@lkkauto.com

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

Yours sincerely,

Vivian Lau  
Case Handler  
DID: 6841 8625  
FAX: 6741 4108  
EMAIL: Vivianlau@lkkauto.com

c.c. AXA Insurance Pte Ltd  
(Motor Claims Dept)

## Vivian Lau (LKKAuto)

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**From:** Vivian Lau (LKKAuto)  
**Sent:** Friday, 7 June, 2019 11:38 AM  
**To:** Sayedinah  
**Cc:** Admin A; assignments; TPY Insurance Team; Mohamed Isman  
**Subject:** RE: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS- S8M00M0H \*\*\* LKK REF: CC4/ASM18011753/wa3

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

Dear Sir/Madam,

**Accident Involving SKM 2230R and SGV 3018G on 25/06/2018**

We refer to the above matter

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

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

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

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

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

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**From:** Sayedinah [mailto:sayedinah@motorimage.net]  
**Sent:** Wednesday, 8 May, 2019 4:17 PM  
**To:** Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; TPY Insurance Team <tpyinsteam@tanchong.org>; Mohamed Isman <isman@motorimage.net>  
**Subject:** Re: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS- S8M00M0H \*\*\* LKK REF: CC4/ASM18011753/wa3  
**Importance:** High

Hi Vivian,  
noted and thank you.

Regards  
Sayedinah Ali  
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92992693 DID:67038109 FAX:+65-62535535  
Email:sayedinah@motorimage.net  
Website:www.tanchong.com :: www.motorimage.net

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**From:** Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>  
**Sent:** Wednesday, 8 May 2019 4:07:30 PM  
**To:** Kuan Wei Loong  
**Cc:** Sayedinah; Daniel Jude; Daniel Lim; Admin A; assignments  
**Subject:** RE: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS- S8M00M0H \*\*\* LKK  
REF: CC4/ASM18011753/wa3

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

Dear Sir/Madam,

**Accident Involving SKM 2230R and SGV 3018G on 25/06/2018**

We refer to the above matter

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at her DID 6841 8625.

**Meanwhile, please arrange appointment for survey.**

*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.*

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Wednesday, 27 June, 2018 7:04 PM

**To:** Kuan Wei Loong <[weiloong@motorimage.net](mailto:weiloong@motorimage.net)>

**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS-S8M00M0H \*\*\* LKK REF: CC4/ASM18011753/wa3

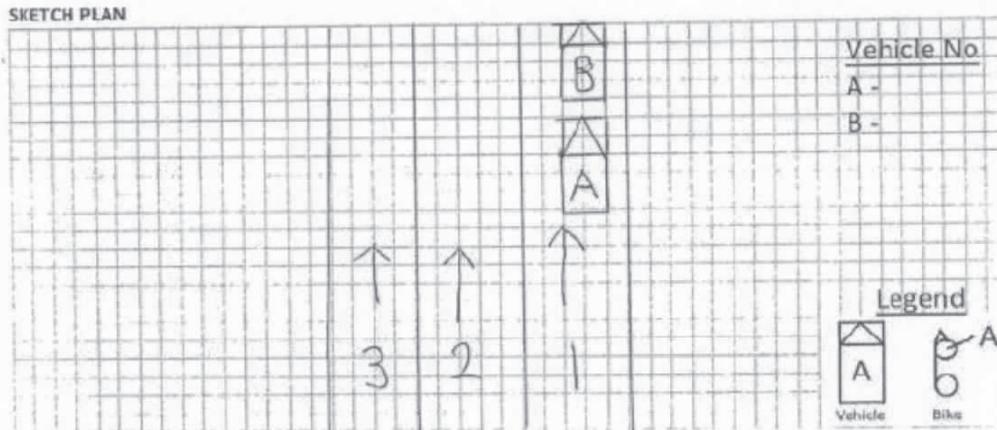
Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan #2



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was driving along TPE towards Changi Airport before  
Lorong Halus. It was a very slow moving traffic and it  
was raining. I banged into a vehicle in front of me  
(SKM 2230r). ~~Damage~~ Damaged of my car is the  
front portion.

Please note that for liability, claim negotiation and settlement, please contact Vivian at 6841 8625.

Our respective case handler will look into the matter and revert to you in due course.

Meanwhile, please arrange appointment for survey.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** NG Stacey

**Sent:** Tuesday, 26 June, 2018 7:03 PM

**To:** 'Kuan Wei Loong' <[weiloong@motorimage.net](mailto:weiloong@motorimage.net)>; SG AXA Insurance SM Motor Doc  
<[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim  
<[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>

**Subject:** RE: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS-  
S8M00M0H

WITHOUT PREJUDICE

Hi,

We will be appointing LKK to conduct the survey. They will be contacting you shortly.

Thank you.

Regards

---

**Stacey Ng** | Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Kuan Wei Loong [<mailto:weiloong@motorimage.net>]  
**Sent:** Tuesday, June 26, 2018 6:32 PM  
**To:** NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>  
**Subject:** SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS- S8M00M0H  
**Importance:** High

Hi Stacey,

Can I know who is the surveyor assign ?

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP: 86113195  
Email: [weiloong@motorimage.net](mailto:weiloong@motorimage.net)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)

---

**From:** NG Stacey [<mailto:stacey.ng@axa.com.sg>]  
**Sent:** 26 June, 2018 4:42 PM  
**To:** Kuan Wei Loong <[weiloong@motorimage.net](mailto:weiloong@motorimage.net)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>  
**Subject:** RE: SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS-S8M00M0H

WITHOUT PREJUDICE

Hi Wei Long,

This is a head to rear case where our insured hit your client's rear. Do you want AXA to go ahead to assign surveyor?

Thanks.

Regards

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**Stacey Ng** | Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Kuan Wei Loong [<mailto:weiloong@motorimage.net>]  
**Sent:** Monday, June 25, 2018 8:49 PM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>  
**Subject:** SKM2230R - 3RD PARTY CLAIM - SOMPO - TP (SGV3018G) AXA - LIABILITY STATUS  
**Importance:** High

Hi Claims Team,

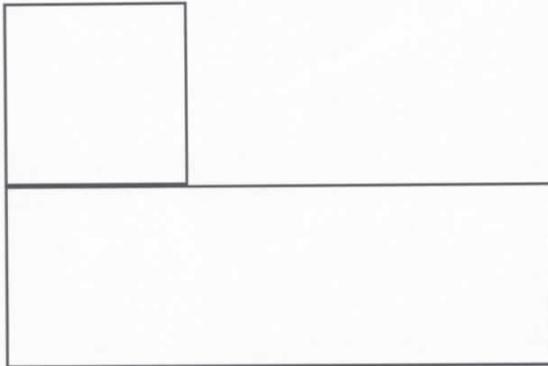
Kindly advise liability status of the above mentioned vehicle.

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP: 86113195

Email:weiloong@motorimage.net

Website:www.tanchong.com :: [www.motorimage.net](http://www.motorimage.net)



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## RE: UPDATES

Type

 Question

Message

Dear Stacey, We refer to the above matter. Please be inform that we had given 10 days' notice to TP repairer. However, there is no response from TP repairer, till date TP did not arrange for survey. In view of the above, We will proceed to close file, no survey done. If any new development in future, we will keep you informed for an update and follow up the matter accordingly. Thank you Vivian Lau ( 20/08/2019)

Reply