

INS. CASE OWNER:

Lynn CC4, AXA 180 118 Jo,

LKK:
IDAC:

ASSIGNMENT

Surveyor:

DOI:

Date / Time :

7/6/2018

Registered in Merimen:

5/6/2018

Pre-assign / CCU / FTE

SHO 17L



Insured Vehicle No. :

Name of Insured :

Insured Tel No. :

HP:

Excess Sec II :SS

D.O.A :

Is driver the owner?

(YES / NO)

Nature of Accident :

Claim No. :

Policy No. :

Make / Model :

Place of Accident :

CUE SLIP 20

If NO, Driver Name / Age :

Driver Tel No. :

(V/L: YES/NO)

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

Insured Liability :

%

Final ? Yes / No

GZ 3514 U - sold?



INSRS:

WSP:

Tel :

Liability :

RMKS:

CH motor

repairs &

sumins.



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:

Date/ Time

STAGE

DATE / PIC

7/11
VIC

GZ 3514 U - X ;

SHO 17L - call 7/11/18 08383 / km3k3 - DOA: 7/11/18

26/11 called wksp - VNI.

12/02/19

FIVE REVIEWERS. CONDUCTING VERSIONS.
CUTTING CLAIM. BOTH DRIVERS ACCUSED
EACH OTHER OF CUTTING CLAIM. SEND EMAIL
TO OI TO NOTIFY TP CLAIM & NCD RATES.
12/02/19 @ 1:30PM - spoke to GUYAN (TP). still pursuing claim.
GUYAN will arrange for survey. INFORM
HER OF LIABILITY.

2/4/2020

To cancel.

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI: 13/02/19 - VIC

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI: (GUYAN)

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA :

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

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

NIL

If NO or B 28, Ass. Lia :

Repair Cost:

S\$

CONDUCTING VERSIONS

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

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

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

1) Claim status: Normal/Reject/Private Settle

Disbursement:

S\$

(e.g. Tow/ Independent)

2) Report Format:

Legal Cost

S\$

3) Survey fee:

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 13 February, 2019 1:50 PM
To: claims
Cc: Admin A; Vic (LKKAUTO); Vic (LKKAUTO); carrisalee@ava-ins.com; foonghon@ava-ins.com; icewong@ava-ins.com
Subject: YOUR REF : P1680520 (SHD17L)_ACCIDENT INVOLVING SHD 17L AND GZ 3514U AT/ALONG SLE SLIP ROAD BEFORE WOODLANDS AVENUE 12 ON 27/04/2018

13 FEBRUARY 2019

TRANS-CAB SERVICES PTE LTD
SINGAPORE

Dear Sir/Madam,

OUR REF : CC4/AXA18011870/ha3

YOUR REF : P1680520 (SHD17L)

ACCIDENT INVOLVING SHD 17L AND GZ 3514U AT/ALONG SLE SLIP ROAD BEFORE WOODLANDS AVENUE 12 ON 27/04/2018

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 M/s CH MOTOR REPAIRS AND SERVICES acting on behalf of the owner of GZ 3514U against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant. Unless proven otherwise.

Please be informed that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following 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.

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. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / vicalpeh@lkkauto.com or deliver it by hand to our Customer Care Centre.

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 6742 3197 or email us at vicalpeh@lkkauto.com.

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

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 5 November 2019 12:33 PM
To: chmotoramk@gmail.com
Cc: Admin A
Subject: RE: Request for Survey: Accident between GZ 3514 U & SHD 17 L on 27.04.2018 ***
LKK REF: CC4/AXA18011870/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Please be informed that liability is unclear as our insured driver reported that your client cut into his lane and hit onto his taxi.

As per AXA instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

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

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

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: chmotoramk@gmail.com <chmotoramk@gmail.com>
Sent: Monday, 4 November 2019 1:04 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: Re: Request for Survey: Accident between GZ 3514 U & SHD 17 L on 27.04.2018 *** LKK REF: CC4/AXA18011870/ha3

Dear Hsiao Tong

Please assist to update us on the liability for this accident?

Thank you

Kane

CH MOTOR REPAIRS AND SERVICES

On 31/10/2019 12:55 pm, Susan Fion wrote:

Dear Hsiao Tong

Please assist to update us on the liability for this accident?

Thank you
Kane

CH MOTOR REPAIRS AND SERVICES

On Tue, Oct 15, 2019 at 11:01 AM Susan Fion <chmotoramk@gmail.com> wrote:

Dear Hsiao Tong

Understand from Vic on 16 Sep that this case has been passed to you, may we confirm the liability for this accident?

Thank you
Kane

CH MOTOR REPAIRS AND SERVICES

On Mon, Nov 26, 2018 at 11:01 AM Mei Kwan (LKKAuto) <Meikwan@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

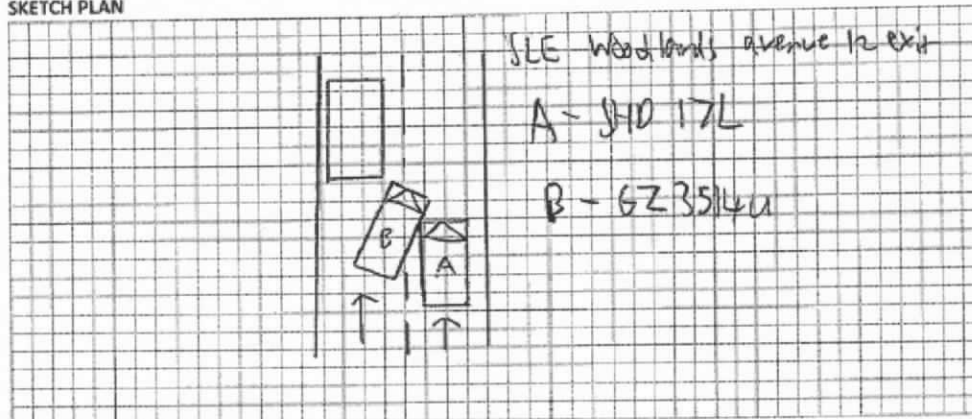
Dear Susan,

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



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

please see attached G/A report

Circumstances of Accident

On 27.04.2018 at about 1220 hours, I was travelling straight on the extreme right lane along SLE slip road towards Woodlands Avenue 12 suddenly I felt an impact Vehicle B (GZ3514U) which was travelling on my left swerved into my lane and hit onto my taxi's left front portion.

Please provide us evidence i.e. video/ scene photo and arrange for TP survey.

Kindly note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Susan Fion <chmotoramk@gmail.com>
Sent: Monday, June 04, 2018 4:10 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: Request for Survey: Accident between GZ 3514 U & SHD 17 L on 27.04.
Attachments: GZ3514U GIA Report.pdf

Categories: Mateen

Dear Officer,

Kindly send your surveyor to do a survey for the following accident claim:

Our Vehicle: GZ 3514 U
Your Insured: SHD 17 L
Subject: Accident between GZ 3514 U & SHD 17 L on 27.04.2018

Workshop: CH Motor Repairs And Services
Address: Blk 10 Ang Mo Kio Industrial Park 2A
Ang Mo Kio Autopoint #03-18 Singapore 568047

An Estimate will be provided to the surveyor upon his arrival.
Attached here is the GIA Report from our insured.

Please confirm with us via email, fax(64841482) or phone (91004390)

Thank you.

Best Regards,
Susan
91004390
CH Motor Repairs And Services

Print Sent Message

This mail is associated with :

***GZ3514U (C0473833)**
[SHD17L]
TP
CHARLIE AUTOMOBILE
Apr 27 2018 2:00PM
[TRANS-CAB SERVICES PTE LTD]
CH Motor Repairs And Services

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 02/04/2020 10:00 AM.
To lynn.khong@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject Re: Pls advise status of TP claim

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that third party repairer did not arrange for survey up-to-date.

In view of this, we will proceed to close file at our end.

Kindly assist to close/ cancel the case in Merimen.

***No bill to AXA as no survey done by LKK.

Thank you.

Hsiao Tong

<-- Original Message -->

From: AXA_SG
To: sur@lkkauto.com; assignments@lkkauto.com; LKK_HQ
CC: AXA_SG; cs-a@lkkauto.com
Sent On: 14/02/2020 04:27 PM
Subject: Re: Pls advise status of TP claim



Hi,

Kindly advise status.

Thank you.

Regards
Lynn

<-- Original Message -->

From: LKK_HQ
To: sashe.goms@axa.com.sg; vivianlau@lkkauto.com
CC: AXA_SG; cs-a@lkkauto.com
Sent On: 24/06/2019 01:53 PM
Subject: Re: Pls advise status of TP claim

Dear Sir / Madam,

Thank you for your email.

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

Hi Vivian,
For your necessary action please.

Thank you.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

From: Do-Not-Reply [mailto:do-not-reply@merimen.com]

Sent: Thursday, 20 June 2019 11:40 AM

To: sur@lkkauto.com; assignments@lkkauto.com

Subject: Re: Pls advise status of TP claim

This mail is associated with :

***GZ3514U (C0473833)**

[SHD17L]

TP

CHARLIE AUTOMOBILE

Apr 27 2018 2:00PM

[TRANS-CAB SERVICES PTE LTD]

CH Motor Repairs And Services



Dear LKK

Please let us have an update on this matter.

Thank you.

Regards

Sashe

<-- Original Message -->

From: AXA_SG

To: sur@lkkauto.com; assignments@lkkauto.com

CC: AXA_SG

Sent On: 25/11/2018 10:53 PM

Subject: Pls advise status of TP claim



This is an auto-generated email. Do not reply to this email.

Sent by : SASHE Go Mui Sang (AXA Insurance Pte Ltd)



This email has been checked for viruses by AVG antivirus software.
www.avg.com