

INS CASE OWNER

CC 4, Asm 180 1257, Kpa34

LKK: 55415 VIDEO  
IDAC

Surveyor:

Erineth

DOI:

ASSIGNMENT  
6/7/18

Date / Time:

4/7/2018

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKX 9466Z

Claim No.:

88M00N5V

Name of Insured:

YIP KOK MUN

Policy No.:

GA14612X

Insured Tel No.:

HP:

Make / Model:

mit. lancer

Excess Sec II :SS

D.O.A.:

3/7/2018

Place of Accident:

BISHAN ROAD

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

SJY4816C



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

city amp



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time	STAGE	DATE / PIC
5/7/18	Non-Reporting ltr (1st):	
5/7/18	Non-Reporting ltr (2nd):	
5/7/18	Non-Reporting ltr (Final):	
11/7/18	Notification ltr (if non-pickup):	
11/7/18	Call OI:	26/7/18
11/7/18	After call ltr to OI:	
15-07-18	Documentation Check List: Handler	Typist
15-07-18	Notification ltr (if non-pickup)	<input type="checkbox"/>
15-07-18	After call ltr to OI:	<input type="checkbox"/>
15-07-18	Authorisation To Act:	<input type="checkbox"/>
15-07-18	Release Voucher:	<input type="checkbox"/>
15-07-18	Final Repair Bill:	<input type="checkbox"/>
15-07-18	Car Rental Invoice:	<input type="checkbox"/>
15-07-18	Towing Invoice:	<input type="checkbox"/>
15-07-18	LTA / GIA:	<input type="checkbox"/>
15-07-18	Medical Bill:	<input type="checkbox"/>
15-07-18	PIR:	<input type="checkbox"/>
15-07-18	Mandate/Reject Instruction:	<input type="checkbox"/>
15-07-18	LOD:	<input type="checkbox"/>
15-07-18	Payment Breakdown Form:	<input type="checkbox"/>
15-07-18	Post-Repair Photos:	<input type="checkbox"/>
15-07-18	Others:	<input type="checkbox"/>

**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: % 50 (Agreed / Assigned) BOLA S/N No. 119

Repair Cost: S\$

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\$

Disbursement: S\$ (e.g. Tow/ Independent)

Legal Cost: S\$

**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:

27/8/19

1) Claim status: Normal/Reject/Private Settle (up)  
2) Report Format: TP  
3) Survey fee: \$210.00

REF: NSM (AXA)

12157/1403

- ①

From: 06072018  
 Estimated Cost:  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MY  
 To inspect Vehicle No: SJY 4516C  
 at Workshop no: City Auto  
 of 160 ~~81~~ Sm ring Incl Est #01-60  
 Insured:  
 Policy No:  
 Claims No:  
 Sum Insured: Excess:  
 (Client's Record)  
 Make of Veh:

Year: SJY 4516C Vn Reg: 08 10  
 Type: Car / M Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or  
 Make: Audi <sup>N</sup> A6 c.c. 1984  
 Colour: M.D. Blue A/C Insured / Std / NI / NA  
 Sp Reading: 161484 T/Radio: Insured / Std / NI / NA  
 Engine:  
 C/No: WAAU ZZZ 41-1AN 063819  
 Gen. Cond: Good / Fair / Poor / Burnt  
 Steering: In order / Jammed / Leaked / Burnt or  
 Brake: In order / Jammed / Leaked / Burnt or  
 Mod: Nil / S/Rim / STD / A/Rim or

(Policy Condition)  
 Remark: The veh had commenced its repair at the time of inspection.  
 Bal. or Market Value: 843K  
 IDAC Accident Rpt: Consistent? Yes or No  
 GIA / PR Seen: Consistent? Yes or No  
 Est. Repairs: 7 days Res: Yes or No  
 Lum Sum: 20 % 3 Val: Yes or No



Tyre Size: F: 245/45ZR17  
 R:  
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or  
 Front: 8 mm R/Bal: 8 mm  
 L/Bal: 8 mm L/Bal: 8 mm  
 D.O.A: 3/7/18 D.O.I: 6/7/18  
 Survey held at:

CA / REV / REP. / 24 HRS  
 Date: Person Contacted: Vehicle: IN / OUT

Des. of Damages: Fnt / Rear / O/S / N/S / U/C / Rooftop or  
O/S Rear  
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction  
9/7 Pre pass to Corhem  
MS & SAW (Red \$ 8605.70 / 624/0)

Date/Time: File Pass to?  : Prel. Report  
 : Final Report  
 Date/Time: File Return to?  
 Report Format:  
 Lump Sum / LB I: (\$)

Days Of Repair:  
 Resurvey No. of Trip:  
 Add Fee:  Site Insp. (\$)  
 Interview (\$)  
 Tech insp (\$)  
 Wash/cond (\$)  
 Survey Fee:  
 Transporter:



# CITY AUTO PTE LTD

One Stop Automotive Solutions

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643  
TEL: 6453 1235, 6452 0850 FAX: 6453 7944  
24hrs Towing Services Tel: 9823 9898  
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Survey only

Estimate : QUOT201807-000053(00)

AXA INSURANCE SINGAPORE PTE LTD

NO. 8  
SHENTON WAY  
AXA TOWER  
SINGAPORE 068811  
Attention: Ang Choon Khai  
Contact : 96854374

Date : 04/07/2018  
Vehicle No. : SJY4516C  
Make/Model : AUDI A6 2.0T FSI MU CVT ABS  
D/AB HID 2WD 4DR  
Mileage (km) : 0  
Chassis No. : WAUZZZ4F1AN063819  
Accident Date : 03/07/2018 00:00:00  
Claim No. : SKX9466Z  
Reference : SJY4516C  
Policy No. : 5095631025

Fax No. :

*Not Notified*  
*11 Days @ ?*  
*Resurvey After Paint*

S/No	Particular	Quantity	Unit Price	Amount S\$
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**LIST ITEMS :**

1	Rear RH door	1.0	1,550.00	1,550.00 ✓
2	Rear RH fender	1.0	2,170.00	2,170.00 ✓
3	Rear RH fender quarter glass moulding	1.0	98.00	98.00 ✓
4	Rear RH rim	1.0	1,680.00	1,680.00 ✓
5	Rear RH wheel bearing with hub	1.0	380.00	380.00 ?/
6	Rear RH knuckle arm	1.0	970.00	970.00 ?/
7	Rear RH lower arm	1.0	1,720.00	1,720.00 ?/
8	Rear RH track rod	1.0	240.00	240.00 ?/
9	Rear RH track wishbone	1.0	580.00	580.00 ?/
10	Rear RH shock absorber	1.0	310.00	310.00 ?/
11	Rear RH shock absorber top bearing	1.0	85.00	85.00 ?/
12	Rear RH air spring unit	1.0	410.00	410.00 X
13	Rear bumper	1.0	1,420.00	1,420.00 X
14	Rear bumper side bracket	1.0	55.00	110.00 ?/

List Total :  
10% Discount S\$

**SPECIAL NET :**

1	Rear RH fender quarter glass sealant	1.0	40.00	40.00 ✓
2	Rear RH tyre	1.0	185.00	185.00 ?/
SPECIAL NET Total S\$:				225.00

**LABOUR :**

*To remove and install rear RH suspensions units	1.0	380.00	380.00 ?/
*To conduct wheel alignment	1.0	65.00	65.00 60p
*To transfer door glass and mechanism	1.0	85.00	85.00 60p
*To remove and install rear windscreen glass	1.0	150.00	150.00 120p
*To remove and install rear RH quarter glass	1.0	130.00	130.00 50p
*To remove and install rear seats and upholstery	1.0	120.00	120.00 100p
*To use diagnostic computer to check and reset ABS, VSC, adaptive air suspension system	1.0	280.00	280.00 ?/
-To knock jackout damaged parts, panel beating, welding, align, refix and to renew accident parts	1.0	1,300.00	1,300.00 80p
- Spray painting on affected & replace parts	1.0	800.00	800.00 60p

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be reviewed and is subject to final approval from insurance Company

Acknowledged by Repairer  
Signature:  
Date:

CONTINUE NEXT PAGE



# CITY AUTO PTE LTD

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BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643  
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Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

**Estimate : QUOT201807-000053(00)**

AXA INSURANCE SINGAPORE PTE LTD

NO. 8  
SHENTON WAY  
AXA TOWER  
SINGAPORE 068811  
Attention: Ang Choon Khai  
Contact : 96854374

Fax No. :

Date : 04/07/2018  
Vehicle No. : SJY4516C  
Make/Model : AUDI A6 2.0T FSI MU CVT ABS  
D/AB HID 2WD 4DR  
Mileage (km) : 0  
Chassis No. : WAUZZZ4F1AN063819  
Accident Date : 03/07/2018 00:00:00  
Claim No. : SKX9466Z  
Reference : SJY4516C  
Policy No. : 5095631025

S/No	Particular	Quantity	Unit Price	Amount S\$
				3,310.00

E. & O.E.

Total S\$:	14,085.70
GST 7% S\$:	986.00
Amount Due S\$:	<u>15,071.70</u>

for CITY AUTO PTE LTD



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

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 9/7/2018

### Survey Details:

Date of loss	3-Jul-18
Date of appointment	4-Jul-18
Date of survey	6-Jul-18
Location of survey	City Auto Pte Ltd - Sin Ming

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SJY 4516C
Make and Model	AUDI A6 2.0T FSI MU CVT ABS D/AB HID - 1984cc
Date of registration	31-Aug-10
Excess	
Market Value	\$ 43,000.00
Part Rebate	\$ 35,930.00
Nett Loss	\$ 7,070.00

### Repair details:

Initial Estimate	14,085.70
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### Proposed/Revised repair cost:

Parts	\$ 4,988.20
Check items (estimate)	\$ 4,800.50
Labour	\$ 1,790.00
<b>Total</b>	<b>\$ 11,578.70</b>
Lump Sum(if applicable)	\$ -

Number of days for repair	7 days
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## ◀ Service Request Details

### Claim

S8M00N5V

### Reference

None 

### Loss Date

July 3, 2018

### Request Date

July 4, 2018

### Due Date

July 11, 2018

### Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

### Type of Loss

Third Party Vehicle Damage

### Services

Pending verification - Direct Settlement

04/07/2018 @ 11:57 am  
Vanilla veh ref in.

### Actions

---

#### Next Step

Agree to perform service

### Vehicle Information

---

#### Incident Vehicle Registration #

SJY4516C

#### Make

TPVD AUDI

Model

A6

---

**Service Address**

---

...

---

**Primary Contact/Insured**

---

YIP KOK MUN

BLK 202 TOA PAYOH NORTH, #11-1095, 310202, Singapore

93690810

---

**Claim Handler**

---

TAY Ernest

6568804835

ernest.tay@axa.com.sg

Additional Instructions

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

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 11 July 2018 4:07 PM  
**To:** 'ykokmun@yahoo.com.sg'  
**Subject:** ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018

Dear Sir/ Mdm

**OUR REF : CC4/ASM18012157/Kpa3**  
**YOUR REF : SKX 9466Z**  
**ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018**

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 CITY AUTO PTE LTD acting on behalf of the owner of SJY 4516C against your motor insurance policy.

We would like to request a copy of your car video footage for our necessary action.

Appreciate an early reply.

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)

## Hsiao Tong (LKKAuto)

---

**From:** Yip Kok Mun <ykokmun@yahoo.com.sg>  
**Sent:** Wednesday, 11 July 2018 4:35 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** Re: ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018  
**Attachments:** FILE180703-071312-002169\_New.avi;  
6567ff0a-03bf-48db-9776-59b3b367d99d.JPG;  
8ccb9a26-48ee-4ab4-8844-3142a24893a6.JPG

See attached.

The other party did not signal, came from behind, and filtered fast and recklessly. His car was so fast that I did not even have time to horn him. For me, I signaled and checked my blind spot before filtering.

Thanks

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**To:** "ykokmun@yahoo.com.sg" <ykokmun@yahoo.com.sg>  
**Sent:** Wednesday, 11 July 2018, 16:07  
**Subject:** ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018

Dear Sir/ Mdm

**OUR REF : CC4/ASM18012157/Kpa3**  
**YOUR REF : SKX 9466Z**  
**ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018**

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We have received a claim from CITY AUTO PTE LTD acting on behalf of the owner of SJY 4516C against your motor insurance policy.

We would like to request a copy of your car video footage for our necessary action.

Appreciate an early reply.

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)

## Hsiao Tong (LKKAuto)

---

**From:** Yip Kok Mun <ykokmun@yahoo.com.sg>  
**Sent:** Wednesday, 11 July 2018 10:28 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** Re: ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018  
**Attachments:** EDDIES - e-Feedback on Road Users.pdf

I have just sent a feedback to SPF regarding reckless driving for driver of SJY 4516C. See attached. Thanks

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**To:** "ykokmun@yahoo.com.sg" <ykokmun@yahoo.com.sg>  
**Sent:** Wednesday, 11 July 2018, 16:07  
**Subject:** ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018

Dear Sir/ Mdm

**OUR REF : CC4/ASM18012157/Kpa3**  
**YOUR REF : SKX 9466Z**  
**ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018**

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We have received a claim from CITY AUTO PTE LTD acting on behalf of the owner of SJY 4516C against your motor insurance policy.

We would like to request a copy of your car video footage for our necessary action.

Appreciate an early reply.

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)

## E-FEEDBACK ON ROAD USERS

[LOGOUT](#)

## ACKNOWLEDGEMENT

**Report processing time will take atleast two days.**

Police have taken note of the e-feedback that you have submitted. Your submission number is **20180711-0025**.

A copy of the report will be emailed to your given email address [ykokmun@yahoo.com.sg](mailto:ykokmun@yahoo.com.sg). You may print that report for your own record.

Please note that this acknowledgement page does not constitute a verification of any document that was submitted.

If you do not receive the report via the given email address, please contact the Service Quality Branch of the Traffic Police at 65470000 during office hours or you can email to [SPF\\_Feedback\\_TP@spf.gov.sg](mailto:SPF_Feedback_TP@spf.gov.sg).

01 scene photos





## <SEEK MANDATE> - S8M00N5V [ACCIDENT INVOLVING SKX 9466Z(OI) & SJY 4516C(TP) ON 03/07/2018]

Type

📌 Question

Message

Liability: 50%. Based on OI video, it shows that both parties were changing into the same lane. We are of the view that BOLA S19 is applicable. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate up to 50% from \$3,495.69 - \$ 5,555.44(all-in). IA with mandate had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 06 Oct 2018

Reply



## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 06.10.2018

### Survey Details:

Date of loss	03.07.2018
Date of appointment	04.07.2018
Date of survey	06.07.2018
Location of survey	City Auto Pte Ltd

### Vehicle Details:

Claim Type:	Third party
Vehicle number	SJY 4516C
Make and Model	AUDI A6 2.0T FSI MU CVT ABS D/AB HID 2WD 4DR (1984cc)
Date of registration	31.08.2010
Excess	NIL
Market Value/ Book Value	\$ 43,000.00 (est)
Parf/COE Rebate	\$ 35,930.00 (est)
Nett Loss	\$ 7,070.00 (est)

### Repair details:

Initial Estimate	\$ 14,085.70
------------------	--------------

### Proposed/Revised repair cost:

Parts	\$ 4,988.20
Check items (estimate)	\$ 4,800.50
Labour	\$ 1,790.00
Supplementary	NIL
<b>Total</b>	<b>\$ 11,578.70</b>
<b>Lump Sum(if applicable)</b>	<b>\$5400(without check items) \$9250.00(with check items)</b>

Number of days for repair	<u>7</u>
---------------------------	----------



Date: 06.10.2018

**Remarks:**

*Based on OI video, it shows that both parties were changing into the same lane. We are of the view that BOLA S19 is applicable.*

**Mandate:**

Liability(TP)	50%	
	Without Check Items	With Check Items
Proposed repair cost (w/GST)	\$ 5,778.00	\$ 9,897.50
Loss of use	NIL	NIL
Loss of rental (w/GST)(7daysx\$160)	\$ 1,198.40	\$ 1,198.40
Loss of income	NIL	NIL
	\$ 6,976.40	\$ 11,095.90
<b>50%</b>	<b>\$ 3,488.20</b>	<b>\$ 5,547.95</b>
LTA/GIA search fees	\$ 7.49	\$ 7.49
Others	NIL	NIL
<b>Proposed Total</b>	<b>\$ 3,495.69</b>	<b>\$ 5,555.44</b>



**Re:<SEEK MANDATE> - S8M00N5V [ACCIDENT INVOLVING SKX 9466Z(OI) & SJY 4516C(TP) ON 03/07/2018]**

Type

Question

Message

PLS VERIFY ON TO CHECK ITEMS AND RE-SEEK MANDATE.

Reply



**RE: Re:<SEEK MANDATE> - S8M00N5V [ACCIDENT INVOLVING SKX 9466Z(OI) & SJY 4516C(TP) ON 03/07/2018]**

Type

🗉 Question

Message

Hi, IA (with mandate) dated 14/11/2018 had been uploaded. We seek mandate at \$3,296.49(if claimed LOU)/ \$3,538.49(if claimed LOR). Kindly let us have your approval/ instruction please. Thank you. Hsiao Tong - 14 Nov 2018

Reply



## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 14.11.2018

### Survey Details:

Date of loss	03.07.2018
Date of appointment	04.07.2018
Date of survey	06.07.2018
Location of survey	City Auto Pte Ltd

### Vehicle Details:

Claim Type:	Third party
Vehicle number	SJY 4516C
Make and Model	AUDI A6 2.0T FSI MU CVT ABS D/AB HID 2WD 4DR (1984cc)
Date of registration	31.08.2010
Excess	NIL
Market Value/ Book Value	\$ 43,000.00 (est)
Parf/COE Rebate	\$ 35,930.00 (est)
Nett Loss	\$ 7,070.00 (est)

### Repair details:

Initial Estimate	\$ 14,085.70
------------------	--------------

### Proposed/Revised repair cost:

Parts	\$ 4,988.20
Check items (estimate)	NIL
Labour	\$ 1,790.00
Supplementary	NIL
<b>Total</b>	<b>\$ 6,778.20</b>
<b>Lump Sum(if applicable)</b>	<b>\$ 5,400.00</b>

Number of days for repair	<u>7</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:**

**Remarks:**

--

**Mandate:**

Liability(TP)		50%	
Proposed repair cost (w/GST)	\$	5,778.00	\$ 5,778.00
Loss of use (8days x \$100.00)	\$	800.00	NIL
Loss of rental (8days x \$150.00)(w/GST)		NIL	\$ 1,284.00
Loss of income		NIL	NIL
	\$	6,578.00	\$ 7,062.00
	@50%	\$ 3,289.00	\$ 3,531.00
LTA/GIA search fees	\$	7.49	\$ 7.49
Others		NIL	NIL
<b>Proposed Total</b>	<b>\$</b>	<b>3,296.49</b>	<b>\$ 3,538.49</b>



**Re:RE: Re:<SEEK MANDATE> - S8M00N5V [ACCIDENT INVOLVING SKX 9466Z(OI) & SJY 4516C(TP) ON 03/07/2018]**

Type

🔗 Question

Message

MANDATE APPROVE LIAB @ 50%, LOR RATES SUBJECTED TO TP RENTED VEH MODEL

Reply

## Hsiao Tong (LKKAuto)

---

**From:** City Auto <cityauto@singnet.com.sg>  
**Sent:** Wednesday, 21 August 2019 12:19 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Vic (LKKAuto); Admin A  
**Subject:** RE: Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018

Dear Hsiao Tong,

Please withdraw the above-mentioned since owner decided not to proceed with the repair.

Thank you.

**Best Regards,**

*Vronica Law*

City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

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**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, 15 June, 2019 9:40 AM  
**To:** City Auto  
**Cc:** Vic (LKKAuto); Admin A  
**Subject:** RE: Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

We propose 50/50 on this matter.

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**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:** Hsiao Tong (LKKAuto)

**Sent:** Saturday, 25 May 2019 8:08 PM

**To:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>

**Cc:** Vic (LKKAuto) <[yicalpeh@lkkauto.com](mailto:yicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

We propose 50/50 on this matter.

Please confirm acceptance.

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:** Hsiao Tong (LKKAuto)

**Sent:** Saturday, 24 November 2018 11:05 AM

**To:** City Auto

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018

Without Prejudice

Hi,

We refer to the above matter.

We propose 50/50 on this matter.

Please confirm acceptance.

"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:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@singnet.com.sg)>  
**Sent:** Thursday, 12 July 2018 4:11 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018  
**Importance:** High

Dear Hsiao Tong,

Kindly let us know what is the liability of this case.

Thank you.

**Best Regards,**

*Vronica Law*

*City Auto Pte Ltd*

*Blk 8 Sin Ming Industrial Estate,*

*#01-60/62 Sin Ming Road,*

*Singapore 575643*

*Tel : 6453 1235*

*Fax : 6453 7944*

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**From:** City Auto [<mailto:cityauto@singnet.com.sg>]  
**Sent:** Wednesday, 4 July, 2018 3:20 PM  
**To:** 'Hsiao Tong (LKKAuto)'  
**Cc:** 'Vic (LKKAuto)'  
**Subject:** Liability of SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3 D.O.A: 03/07/2018

Dear Hsiao Tong,

As spoken just now, Please provide us your insured video footage.

Kindly let us know what is the liability of this case.

Thank you.

Best Regards,

Vronica Law

City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

**From:** Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]  
**Sent:** Wednesday, 4 July, 2018 3:05 PM  
**To:** City Auto  
**Cc:** Hsiao Tong (LKKAUTO); Vic (LKKAUTO); Admin A; assignments  
**Subject:** RE: Arrange survey on SJY4516C \*\*\* LKK REF: CC4/ASM18012157/pa3

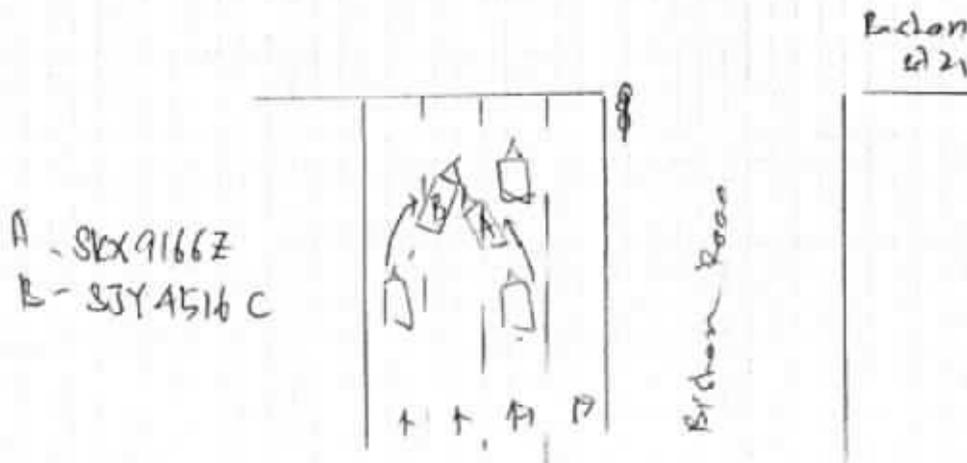
Dear Sir / Madam,

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



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was travelling along Bishan Road on extreme
2nd right lane.
I signal left and check blind spot. when clear
I swerve to left lane.
Out of sudden, veh B from extreme left lane
cut into my path abruptly without signal with fast speed.
I had no time to react and collided by veh B.
I have video footage.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

***Meanwhile, please arrange for TP 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)

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**From:** City Auto [<mailto:cityauto@singnet.com.sg>]

**Sent:** Wednesday, 4 July, 2018 10:55 AM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Subject:** Arrange survey on SJY4516C

Hi Arrangement survey dept,

Kindly arrange **LKK Auto Consultants Pte Ltd** survey on following vehicle :

**TP Survey**

Your vehicle : SKX9466Z

Our vehicle : SJY4516C

D.O.A : 03/07/2018

LOCATION : **Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722**

Thank you.

***Best Regards,***

***Veronica Law***

*City Auto Pte Ltd*

*Blk 8 Sin Ming Industrial Estate,*

*#01-60/62 Sin Ming Road,*

*Singapore 575643*

*Tel : 6453 1235*

*Fax : 6453 7944*

[◀](#) <Submit wp Report> S8M00N5V

Type

🔔 Question

Message

Hi, we were informed by third party repairer that their client had decided not to repair his car and they withdrawn the claim. Kindly refer to the email from TP in SC for your easy reference. In view of this, we will proceed to close file and submit our survey report to your good-office. Thank you. Hsiao Tong - 26 Aug 2019

[Reply](#)



Auto  
Consultants  
Pte Ltd

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

10 AUG 2018

**YIP KOK MUN**  
13 ANCHORVALE CRESCENT  
#08-08  
SINGAPORE 544650

Dear Sir/ Mdm

**OUR REF : CC4/ASM18012157/Kpa3**  
**YOUR REF : GA146127 (SKX 9466Z)**  
**ACCIDENT INVOLVING SKX 9466Z AND SJY 4516C ALONG/AT BISHAN ROAD ON 03/07/2018**

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 CITY AUTO PTE LTD acting on behalf of the owner of SJY 4516C against your motor insurance policy.

Based on all the available information on hand, we are of the view that the case would be settled at equal liability as both parties were changing lane. Under Motor Accident Guide, both vehicles should exercise caution when changing lanes. Therefore, we will 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 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 [chewht@lkkauto.com](mailto:chewht@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

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 6742 3197 or email us at [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

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

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

Cc *AXA Insurance Pte Ltd*  
*(Motor Claims Dept)*



## LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile			
AXA INSURANCE PTE LTD		Ref : CC4/ASM18012157/Kpa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:KIAN CHUAN		Date : 03-09-2019	
		Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>			
Insured Veh.	SKX 9466Z	Veh. Inspected	SJY 4516C
Policy No.	GA146127	Coverage (\$)	0.00
Claim No.	S8M00N5V	Excess (\$)	0.00
Assign From		Assign Date	04/07/2018
<b>2. Vehicle Particulars &amp; Condition</b>			
Make & Model	AUDI A6 (A)	c.c	1984
Engine No.	HIDDEN	Year of Reg.	2010
Chassis No.	WAUZZZ4F1AN063819	Colour	METALLIC DARK BLUE
Odometer	161484	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		
<b>3. Conditions of Tyres</b>			
	Size	Make	Balance
R/H Front Tyre	245/45Z R17	MICHELIN	8 mm
L/H Front Tyre	245/45Z R17	MICHELIN	8 mm
R/H Rear Tyre	245/45Z R17	MICHELIN	8 mm
L/H Rear Tyre	245/45Z R17	MICHELIN	8 mm
<b>4. Description of Damages</b>			
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.			
<b>5. General Information</b>			
Accident Date	03/07/2018	Inspection Date	06/07/2018
Survey held at	160 SIN MING IND EST #01-60		
Repairer	CITY AUTO PTE LTD		
<b>5a. Remarks</b>			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			
<b>5b. Estimate Days of Repair</b>			
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>7 Working Days</b>	



# 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

Page No.:1 of 2

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJY 4516C

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	REAR RH DOOR (CONSISTENT)	BENT / WARPED	1,550.00	1,550.00
1	REAR RH FENDER (CONSISTENT)	BENT	2,170.00	2,170.00
1	REAR RH FENDER QUARTER GLASS MOULDING (CONSISTENT)	NECESSARY	98.00	98.00
1	REAR RH RIM (CONSISTENT)	DENTED	1,680.00	1,680.00
1	REAR RH WHEEL BEARING WITH HUB (CONSISTENT)	NOT NECESSARY	380.00	-
1	REAR RH KNUCKLE ARM (CONSISTENT)	NOT NECESSARY	970.00	-
1	REAR RH LOWER ARM (CONSISTENT)	NOT NECESSARY	1,720.00	-
1	REAR RH TRACK ROD (CONSISTENT)	NOT NECESSARY	240.00	-
1	REAR RH TRACK WISHBONE (CONSISTENT)	NOT NECESSARY	580.00	-
1	REAR RH SHOCK ABSORBER (CONSISTENT)	NOT NECESSARY	310.00	-
1	REAR RH SHOCK ABSORBER TOP BEATING (CONSISTENT)	NOT NECESSARY	85.00	-
1	REAR RH AIR SPRING UNIT (CONSISTENT)	SERVICEABLE	410.00	-
1	REAR BUMPER (CONSISTENT)	TO REPAIR SEE LABOUR	1,420.00	-
1	REAR BUMPER SIDE BRACKET (CONSISTENT)	NOT NECESSARY	110.00	-
	LESS 10% DISCOUNT		-1,172.30	-549.80
			10,550.70	4,948.20
<b>SPECIAL NETT ITEMS</b>				
1	REAR RH FENDER QUARTER GLASS SEALANT (SN) (CONSISTENT)	NECESSARY	40.00	40.00
1	REAR RH TYRE (SN) (CONSISTENT)	NOT NECESSARY	185.00	-
			225.00	40.00
<b>LABOUR</b>				
	TO REMOVE AND INSTALL REAR RH SUSPENSION UNITS.	NOT NECESSARY	380.00	-
	TO CONDUCT WHEEL ALIGNMENT.		65.00	60.00
	TO TRANFER DOOR GLASS AND MECHANISM.		85.00	60.00
	TO REMOVE AND INSTALL REAR WINDSCREEN GLASS.		150.00	120.00
	TO REMOVE AND INSTALL REAR RH QUARTER GLASS.		130.00	50.00

Report Ref No. CC4/ASM18012157/Kpa3q2



# 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

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TO REMOVE AND INSTALL REAR SEATS AND UPHOLSTERY.	NOT NECESSARY	120.00	100.00
	TO USE DIAGNOSTIC COMPUTER TO CHECK AND RESET ABS,VSC,ADAPTIVE AIR SUSPENSION SYSTEM.		280.00	-
	TO KNOCK JACKOUT DAMAGED PARTS ,PANEL BEATING ,WELDING ,ALIGN,REFIX AND TO RENEW ACCIDENT PARTS.INCLUSIVE OF THE REPAIR OF REAR BUMPER .		1,300.00	800.00
	SPRAY PAINTING ON AFFECTED & REPLACE PARTS.		800.00	600.00
			3,310.00	1,790.00
<b>GRAND TOTAL</b>			<b>14,085.70</b>	<b>6,778.20</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)</b>				<b>5,400.00</b>

Report Ref No. CC4/ASM18012157/Kpa3q2

KONG SENG CHEONG

Licensed Appraiser

**DISCLAIMER OF LIABILITY TO THIRD PARTIES:-** This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.



NAME	TYPE	SUB TYPE	AUTHOR	DATE UPLOADED
LKK Inspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 September 2019
LKK Adjustments.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 September 2019
Email from TP dtd 210819.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	26 August 2019
IA (with mandate) dtd 141118.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 November 2018
Letter to OI_.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	6 October 2018
IA (with mandate) dtd 041018.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 October 2018
PART_COE REBATE.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 October 2018
SJV 4516C vs SKX 9466Z - OI VIDEO.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	6 October 2018
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	10 July 2018
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	10 July 2018
Immediate Advice.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 July 2018
LKK SURVEY PHOTO.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 July 2018
TP PH RECEIVED FROM WORKSHOP WITH GIA AND ESTIMATE.mpeg	Letters and Correspondence	Workshop	DHAKAL Raghav	4 July 2018
SJV4516C TP GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	4 July 2018
SKX9466Z INSD GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	4 July 2018

