



SERVICE REQUESTS

MESSAGES

CLAIMS



Service Request Details

Claim	S8M00NIT
Reference	CS/ASM18012681/R1vd3e2 
Loss Date	5 July 2018
Request Date	12 July 2018
Due Date	12 October 2018
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (OD)
Type of Loss	Own Damage
Services	Accelerated survey and authorize

Actions

Next Step Finish the work

Complete Work

More ▾

Vehicle Information

Incident SLQ9988J
Vehicle
Registration #

Make AUDI

Model Q7 3.0 TFSI

Service Address

48 Toh Guan Road East, , 628457

Primary Contact/Insured

TENG CHEE KEONG
2 #05-07, RIFLE RANGE ROAD, 588373,
Singapore
96682682
tengck88@yahoo.com

Claim Handler

Additional Instructions

EXCESS \$500 + \$500 UN-NAMED DRIVER = \$1000

Messages Invoices History Documents Assessment Metrics Notes

Document Type

Document SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 Discharge Voucher - SLQ 9988J.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (OD)	1 October 2018
 Workshop Invoice - SLQ 9988J.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (OD)	1 October 2018
 IA (WITH SUPPLEMENTARY).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (OD)	6 August 2018
 SUPPLEMENTARY.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (OD)	6 August 2018
 RESURVEY PHOTOS.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (OD)	6 August 2018
 SURVEY PHOTOS.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (OD)	19 July 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 IA 18.7.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (OD)	18 July 2018
 MARK ESTIMATE.pdf	Forms / Claim Documents	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (OD)	18 July 2018
 SKC5227J TP.pdf	Reports & Statement	GIA Report	ANG Yvonne	12 July 2018
 SLQ9988L INSD GIA REPORT.pdf	Reports & Statement	GIA Report	DHAKAL Raghav	11 July 2018
 ESTIMATE.pdf	Forms / Claim Documents	Estimate / Quotation	DHAKAL Raghav	11 July 2018
 OD PRI FROM WORKSHOP.pdf	Letters and Correspondence	Workshop	DHAKAL Raghav	11 July 2018



Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

General Details

Involving 1 2010 AUDI Q7 3.0 TFSI (SLQ9988J)

Date of Loss 5 July 2018

Time of Loss 8.00

Loss Description SLQ9988J (INSD) C/W SKC5227J AT REAR

Comment

Workshop Details

Total Rebate Amount 54828

Nett Loss Amount \$30,172.00

Assigned Workshop LKK AUTO CONSULTANTS PTE LTD (OD)

Days of work completion * 101



SERVICE REQUESTS

MESSAGES

CLAIMS



Assessment Details

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary

Vehicle & Driver Details

Vehicle Registration#	SLQ9988J	Purchase Date	dd/mm/yyyy
Registration State	SINGAPORE	Registration Date *	29/12/2010
Mileage	165430	Age of Vehicle	7

CATEGORY	POLICY INFORMATION	ASSESSMENT INFORMATION
Manufacturing Year	2010	2010
Make	AUDI	AUDI
Model	Q7 3.0 TFSI	Q7 3.0 TFSI QU 2

Driver Details

CATEGORY	FNOL INFORMATION	POST SURVEY INFORMATION
Driver Name	HER TSUEY SHYAN	
Date of Birth	20 February 1967	dd/mm/yyyy
Age	51	

CATEGORY	POLICY INFORMATION	ASSESSMENT INFORMATION
Type		▼
Type of Paint		
Chassis No	WAUZZZ4L6BD016962	WAUZZZ4L6BD0
Engine No	CJT010468	CJT010468
Engine Capacity		2995
Sum Insured	0	0
Market Value	0	85000

CATEGORY	FNOL INFORMATION	POST SURVEY INFORMATION
Occupation	Unknown	
Education Qualification	Other	▼
Driving Experience	0	
Driver License #		
License Type		▼
License Issue Date		dd/mm/yyyy 
License Expiration Date		dd/mm/yyyy 
Address	2 RIFLE RANGE ROAD, #05-07, 588373, Singapore	
Address type	Personal Correspondence	▼

CATEGORY	FNOL INFORMATION	POST SURVEY INFORMATION
Gender	Female	
Marital status	Unknown	
Identification #	S2622898J	



SERVICE REQUESTS

MESSAGES

CLAIMS



Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Detailed Assessment

Inspection Date *

17/07/2018



Total Loss

Yes

No

Towing Charges

0

Voluntary Excess

0

Compulsory Excess

1000

Young/Inexperienced/
Unnamed Driver Excess

0

Other Excess

Condition of Vehicle at time of survey

General condition

Fair ▾

Steering (Serviceable)

Yes

No

Footbrake (Serviceable)

Yes

No

Handbrake (Serviceable)

Yes

No

Engine Modification

Yes

No

Pre-accident condition

Fair ▾

Tyre Condition

Age of Tyres

Spare wheel

Front Tyre Size

275/45R20

Rear Tyre Size

275/45R20

Front left side

GOODYEAR6mm

Rear left side

GOODYEAR6mm

Front right side

GOODYEAR6mm

Rear right side

GOODYEAR6mm



SERVICE REQUESTS

MESSAGES

CLAIMS



Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Tax Eligibility & Additional Deduction for Parts

Depr./Bttr%

Salvage%

Discount%

Settlement%

Paint Labour/Material Ratio

Paint Labour Ratio

Paint Material Ratio

Cash Loss

Yes

No

Part Supplied by AXA

Yes

No

Save

Assessment Details

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary Parts																
Add Approve Deny Submit All																
	EDIT	SR NO	QUANTITY	MATERIAL	SIDE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEPR/ BTTR%	DISC OUNT%	SALV AGE%	PART PRICE(NET)	ACTION (PARTS)	REMOVE
		1	1			FRONT REINFORCEMENT (COST PLUS 15%)			Bent	431.25				431.25	Reviewing	
		2	1			FRONT BUMPER BRACKET RH (COST PLUS 15%)			Necessary	25.3				25.3	Reviewing	
		3	1			FRONT BUMPER BRACKET LH (COST PLUS 15%)			Necessary	25.3				25.3	Reviewing	
		4	1			FRONT BUMPER RETAINER LH			Serviceable	0	0	0	0	0	Deny	
		5	1			FRONT BUMPER RETAINER RH (COST PLUS 15%)			Necessary	51.75				51.75	Reviewing	
		6	1			FRONT BUMPER (COST PLUS 15%)			Deformed	1978				1978	Reviewing	
		7	1			FRONT BUMPER SPOILER (COST PLUS 15%)			Cracked	287.5				287.5	Reviewing	
		8	1			FOG LAMP COVER RH (COST PLUS 15%)			Missing	103.5				103.5	Reviewing	
		9	1			FRONT BONNET (COST PLUS 15%)			Bent	3105				3105	Reviewing	
		10	1			HEADLAMP LH			Serviceable	0	0	0	0	0	Deny	
		11	1			HEADLAMP RH (COST PLUS 15%)			Cracked	2070				2070	Reviewing	
		12	1			SUPPORT PANEL (COST PLUS 15%)			Cracked	759				759	Reviewing	

	EDIT	SR NO	QUAN TITY	MATERIAL	SIDE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEPR./ BTTR%	DISC OUNT%	SALV AGE%	PART PRICE(NET)	ACTION (PARTS)	REMOVE
		13	1			FRONT SUPPORT PANEL TOP GARNISH (COST PLUS 15%)			Cut	80.5				80.5	Reviewing	
		14	1			FRONT WHEELHOUSING PROTECTOR RH (COST PLUS 15%)			Serviceable	0	0	0	0	0	Deny	
		15	1			RADIATOR GRILLE WITH CHROME (COST PLUS 15%)			Damaged	862.5				862.5	Reviewing	

Labour

	EDIT	SR NO	REPAIR/REPLACE (LABOUR)	PART NAME	LABOUR R&R	LABOUR REPAIR	PAINT	ACTION (LABOUR)	COMMENT	REMOVE
		1		TO REMOVE / REPLACE / REFIT & PANEL BEAT OF FRONT BUMPER, FRONT BONNET, FRONT FENDER RH, SUPPORT PANEL & OTHER AFFECTED	750	0	0	Reviewing		
		2		TO PUTTY & RESPRAY OF FRONT BUMPER, FRONT FENDER RH, FRONT BONNET & OTHER AFFECTED AREA	600	0	0	Reviewing		
		3		TO TOP UP AC FREON GAS	70	0	0	Reviewing		
		4		TO REMOVE / REFIT / REPLACE OF PARKING SENSOR	30	0	0	Reviewing		
		5		TO CHECK ACCIDENT AFFECTED WIRING SYSTEM & RECOVER	30	0	0	Reviewing		
		6		TO RECODE & DECODE ENGINE MANAGEMENT & CLEAR FAULT SYSTEM	80	0	0	Reviewing		

Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Add

Approve

Deny

Submit All

	EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
		1	DAYS OF REPAIR : 6 DAYS	Reviewing			
		2	CARPLATE NUMBER WITH CASING	Reviewing	35	CRACKED	
		3	COOLING AIR GRILLE RH (COST PLUS 15%)	Reviewing	51.75	CRACKED (SUPPLEMENTARY)	
		4	COVER AIR DUCT INNER RH (COST PLUS 15%)	Reviewing	42.55	CUT (SUPPLEMENTARY)	
		5	LED TURN SIGNAL RH (COST PLUS 15%)	Reviewing	621	CRACKED (SUPPLEMENTARY)	

Assessment Details

General & Workshop Details	Vehicle & Driver Details	Vehicle Condition	Taxes & Ratio	Parts & Labour	Miscellaneous	Summary
----------------------------	--------------------------	-------------------	---------------	----------------	---------------	---------

Claim Amount

\$11,089.90

Claim Amount

\$11,089.90

CATEGORY	ESTIMATE	REVISED AMOUNT
Spare Parts	\$9,779.60	\$9,779.60
Labour	\$1,560.00	\$1,560.00
Miscellaneous	\$750.30	\$750.30
Excess	-\$1,000.00	-\$1,000.00

Submit for Review