

DATE OWNED:

Surveyor:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

12/18

20-8-18 2:30

24/8/19 -

SLK 1156C - X; SLK 1463L - X

CAUSED BY NO RESPONSE. LETTER SENT TO OI.

ENTERED 1054 LINDSEY COVER.

File - JMK to check

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

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:

SS

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

SS

%

(Agreed / Assessed)

BOLA S/N No.:

28

If NO or B 28, Ass. Lin: 0%

Repair Cost:

SS

1651.81

3 VEH CL END 2ND

Loss of Rental (LOR):

SS

days)

Loss of Use (LOU):

SS

20.00

(\$

60

x 2

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

LOR + LOI

LOR + LOI

LOR + LOI

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

2.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/Independent)

Legal Cost

SS

Total:

SS

1773.81

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

1773.81

Name 1:

World AAO Pooled

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

## Weekend 15

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle**

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	4597K
Vehicle Details	
Vehicle No.:	SLK1156C
Vehicle to be Exported:	No
Intended De-registration Date:	30 Jul 2018
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS HYBRID 1.8 CVT
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	2ZRR982112
Chassis No.:	JTDKB3FU503541137
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$31,008.00
Original Registration Date:	05 Jan 2017
First Registration Date:	05 Jan 2017
Transfer Count:	1
Actual ARF Paid:	\$5,412.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	04 Jan 2027
PARF Rebate Amount:	\$4,059.00
Intended COE Rebate Details	
COE Expiry Date:	04 Jan 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$56,089.00
COE Rebate Amount:	\$47,283.00
<b>Total Rebate Amount:</b>	<b>\$51,342.00</b>

The information contained herein is correct as at 30 Jul 2018

OK

# WORLD AUTO PTE LTD

47 Jalan Pemimpin #01-02/03

Halcyon 2, S'pore 577200

Tel No. : 6451 3933 Fax No. : 6455 7576

E-Mail : worldaut@singnet.com.sg

Website : www.worldauto.com.sg

Tax Reg. No. : 200006765-H Buss. Reg. No. : 200006765H

## AXA INSURANCE SINGAPORE PTE LTD

143 Cecil Street #01-01 GB Building

069542

Attention : Motor Claim Department

Contact : 338 7288 Fax No. : 880 4838

Auto Consultants hence notify  
is subject for the following:

- \* To resurvey before/after spray painting
- \* To resurvey 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 resurveyed and subject to final approval from Insurance Company

Acknowledged by Repairer  
Signature:  
Date:

Estimate : ES000251

Date : 26/07/2018

Vehicle Num. : SLK 1156C (LCR)

Make/Model : TOYOTA PRIUS HYBRID

Chassis/Eng# :

Accident Date : 25/07/2018

Claim No. :

Reference :

Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
-----	----------	------------	------------	------------

LIST ITEMS :				
1.		REAR BUMPER		900.00
2.	1	REAR LOWER BUMPER		560.00
3.	2/LH RH	REAR BUMPER TAILLAMP	600.00	1,200.00
4.	2/LH RH	REAR BOOT REFLECTOR LAMP	600.00	1,200.00
5.	1	REAR BUMPER TOW COVER		89.00
6.	1	REAR BUMPER REINFORCEMENT		345.00

List Total S\$ :

25.00% Discount S\$ :

4,294.00

1,073.50

3,220.50

SPECIAL NETT ITEMS :				
1.	1	REAR BUMPER CLIP		40.00
2.	2/LH RH	REAR BOOT REFLECTOR LAMP CLIP	40.00	80.00
3.	1	REVERSE SENSOR		280.00
4.	1	TOWING CHARGE		70.00

Special Nett Total S\$ :

470.00

LABOUR :

LABOUR TO REMOVE ACCIDENT DAMAGED PARTS IN ORDER TO REPAIRS INCLUDING PANEL BEAT, CUT/WELD, STRAIGHTEN PANEL WHERE NECESSARY & REPLACE ABOVE PARTS.

850.00

PUTTY & SPRAY PAINT ALL AFFECTED AREAS (INNER/ OUTER)

750.00

Labour Total S\$ :

1,600.00

E. & O.E.

Total S\$ :

5,290.50

for WORLD AUTO PTE LTD

2 Days.

part by part.

before & after paint photos.

Eno Q: ang - 82880222

27/7/18.



Reg No: 52977287 J

# CASH SALE/WORK ORDER

迅速拖車服務

## SPEEDWAY RECOVERY SERVICE

Singapore Post Centre Post Office P.O. Box 201 Singapore 914007

Tel: 6841 0080

No: D 18648

Date: 16/07/18

Name/Company WORLD AUTO

Vehicle No. SLK 1156 C Model 4/PRIMO

From COMPTONVALE LINK

To KINEX LOOP

Remarks HP: 93391294

Time: 

1	0	:	0	4	-	1	0	:	2	4	-	1	1	:	0	7
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

- ☐ Jump Start
- ☐ Tyre Replacement
- ☒ Accident Breakdown
- ☒ Multi/Resement
- ☐ With Load/Cargo Box
- ☐ King Dolly
- ☐ Transport Charge
- ☐ Low Body Kit
- ☐ Door Opening Service
- ☐ Crane Up/Winch Out
- ☐ Collect Doc/Key
- ☐ Repo Payment
- ☐ Trips

Amount \$ 402

NOTE: Vehicle is towed at owner's risk. The Company accepts no responsibility for damages or other misdemeanour to your vehicle whilst being towed.

Tow Truck

24 HRS TOWING SERVICE  
6841 0080

www.speedwayrecovery.com  
Email: speedwaytowing@gmail.com

Received By

## Service Request Details

Claim #

SBM00Q0N

Reference #

None

Last Update

July 25, 2018

Request Date

July 27, 2018

Due Date

August 3, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Settlement

Pending verification - Direct Settlement

### Actions

Agree to perform service

Decline Work

Assign Task

### Vehicle Information

Insured Vehicle Registration #

SLK1156C

Make

TPVD TOYOTA

27/07/2018 @ 1050am  
Arrive veh in

Model

PRIUS-L HYBRID CVT (A)

Service Address

...

Primary Contact/Insured

LAM FEI FAH FIONA

BLOCK 291C BUKIT BATOK STREET, #04-35, 652291, Singapore

60000000

Claim Handler

LOH Cynthia

6568804843

cynthia.loh@axa.com.sg

All 27 Attachments

Invoices

Invoices

History

Documents

Assessment

Metrics

Notes



## <TP - Mandate IA> - S8M00Q0N [ACCIDENT INVOLVING SLZ 1463L(OI) / SLK 1156C(TP)/ OTHERS ON 25/07/2018]

Type

🔔 Question

Message

Liability: 100%. 3 vehicles c.c.OID was 2nd car. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$1,833.81(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 12-Aug-19

Reply





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: 12/8/2019

### Survey Details:

Date of loss	25-Jul-18
Date of appointment	27-Jul-18
Date of survey	27-Jul-18
Location of survey	WORLD AUTO PTE LTD

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SLK 1156C
Make and Model	TOYOTA PRIUS HYBRID 1.8 CVT - 1798cc
Date of registration	5-Jan-17
Excess	
Market Value	\$ 75,000.00
Part Rebate	\$ 48,930.00
Nett Loss	\$ 26,070.00

### Repair details:

Initial Estimate	5,290.50
------------------	----------

### Proposed/Revised repair cost:

Parts	\$ 1,043.75
Check items (estimate)	NIL
Labour	\$ 500.00
<b>Total</b>	<b>\$ 1,543.75</b>
Lump Sum(if applicable)	\$ -

Number of days for repair	<u>02 day</u>
---------------------------	---------------



Auto  
Consultants  
Pte Ltd

Company Registration No. 199807198R

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

**Remarks:**

--

**Mandate:**

Liability(TP)		100%
Proposed repair cost (w/GST)	\$	1,651.81
Loss of use	\$	180.00 (3days x \$60.00)
Loss of rental		NIL no. of days
Loss of income		NIL no. of days
LTA search fees	\$	2.00
Others		NIL
<b>Proposed Total</b>	<b>\$</b>	<b>1,833.81</b>

## Hsiao Tong (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 13 August 2019 11:24 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: New message for service request 59945, vehicle number SLK1156C

13/8/19 8:53 AM

\*\*\*Message please offer 2 days for downtime thanks. - TAN Jas

-----Original Message-----

**From:** jas.tan@axa.com.sg [mailto:jas.tan@axa.com.sg]  
**Sent:** Tuesday, 13 August, 2019 8:54 AM  
**To:** admin-d@lkkauto.com  
**Subject:** New message for service request 59945, vehicle number SLK1156C

AXA Insurance has sent you a message for claim number S8M00Q0N.  
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.  
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 22 August 2019 8:42 AM  
**To:** tggtan@worldauto.com.sg  
**Cc:** Admin A  
**Subject:** RE: SLK1156C Our ref: TP/2142/18 //LKK REF: CC4/ASM18013686/Gpa3  
**Attachments:** slk 1156c - executed settlement form.pdf

Without Prejudice

Dear Sirs/mdm,

Received with thanks.

We will proceed to close file.

"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)

---

**From:** tggtan@worldauto.com.sg <tggtan@worldauto.com.sg>  
**Sent:** Wednesday, 21 August 2019 5:19 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18 //LKK REF: CC4/ASM18013686/Gpa3

Hi Hsiao Tong

We have prepared the Settlement Form and executed attached for your clients' payment to us.

Thanks & Rgds  
*Sophia Tan*  
Claims Manager

**WORLD AUTO PTE LTD**

5 Kim Chuan Lane

Singapore 537070

Tel : 6 4513933



**From:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg) <[tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)>  
**Sent:** Wednesday, 21 August 2019 11:53 AM  
**To:** 'Hsiao Tong (LKKAuto)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: SLK1156C Our ref: TP/2142/18 //LKK REF: CC4/ASM18013686/Gpa3

Hi Hsiao Tong

Offer accepted.

Kindly let us have the Settlement Form.

Thanks & Rdgs  
Sophia Tan  
Claims Manager

**WORLD AUTO PTE LTD**

5 Kim Chuan Lane  
Singapore 537070  
Tel : 6 4513933



**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 20 August 2019 12:49 PM  
**To:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)  
**Subject:** RE: SLK1156C Our ref: TP/2142/18 //LKK REF: CC4/ASM18013686/Gpa3

**Without Prejudice**

Dear Sirs/Mdm,

Thank you for your patience.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$1,651.81
2. Loss of Use (2days x \$60.00)	\$ 120.00
3. LTA/GIA Search Fee	\$ 2.00
<b>Total</b>	<b>\$1,773.81</b>

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)

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Monday, 5 August 2019 12:37 PM

**To:** Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** FW: SLK1156C Our ref: TP/2142/18

Hi Poh Kin

Can we settle this case?

Rdgs

Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Tuesday, 23 July 2019 5:53 PM

**To:** 'Poh Kin (LKKAuto)' <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** FW: SLK1156C Our ref: TP/2142/18

Hi Poh Kin

Any offer?

Rdgs

Sophia

---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Friday, 28 June 2019 5:16 PM

**To:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg); Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** RE: SLK1156C Our ref: TP/2142/18

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

Thank you for your email.

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

**Hi Poh Kin,**

**Kindly assist.**

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

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Friday, 28 June 2019 5:02 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** FW: SLK1156C Our ref: TP/2142/18

Hi Asher

Who is the Claims Handler?

Rdgs

Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Monday, 10 June 2019 4:48 PM

**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** FW: SLK1156C Our ref: TP/2142/18

Asher

Who is the Claims Handler now? AXA case.

Thanks

Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Friday, 10 May 2019 6:30 PM

**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** FW: SLK1156C Our ref: TP/2142/18

Hi Asher

LOD attached.

Kindly revert with your clients' mandate soon.

Rdgs

Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>

**Sent:** Friday, 10 May 2019 4:27 PM

**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** RE: SLK1156C Our ref: TP/2142/18

Asher

Confirmed finalised COR \$1543.75 and 2 repair days.

Will let you have the LOD soon.

Rdgs

Sophia

---

**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Thursday, 9 May 2019 9:50 AM  
**To:** tggtan@worldauto.com.sg  
**Subject:** RE: SLK1156C Our ref: TP/2142/18

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

Hi Sophia,

We refer to the above matter.

Our surveyor have finalise COR at \$1,543.75(exclude gst) 2 days, finalize amount subject to our principal approval.

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

- Please do not send the LOD to our principal for direct settlement.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg) <[tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)>  
**Sent:** Wednesday, 8 May 2019 4:10 PM  
**To:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

Asher

This case need to finalise urgently.

Rdgs  
Sophia

---

**From:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg) <[tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)>  
**Sent:** Wednesday, 3 April 2019 4:26 PM  
**To:** 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

Asher

Kindly revert.

Rdgs



Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>  
**Sent:** Monday, 11 March 2019 4:11 PM  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

Asher

B/f paint photos for your attention.

Kindly revert with your finalisation.

Rdgs  
Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>  
**Sent:** Monday, 11 March 2019 1:10 PM  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

REMINDER!

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>  
**Sent:** Friday, 15 February 2019 1:08 PM  
**To:** 'admin-a@lkkauto.com' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

Hi

We are unable to send to Asher email as it has been bounced back many times.

Kindly forward to Asher for her to revert.

Thanks  
Sophia

---

**From:** [tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg) <[tgttan@worldauto.com.sg](mailto:tgttan@worldauto.com.sg)>  
**Sent:** Friday, 15 February 2019 12:41 PM  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18  
**Importance:** High

Hi Asher

Can you revert urgently for this case?

Rdgs  
Sophia

---

**From:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg) <[tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)>  
**Sent:** Wednesday, 15 August 2018 5:52 PM  
**To:** 'Asher Sng (LKKAuto)' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** FW: SLK1156C Our ref: TP/2142/18

Dear Asher

Attach b/f paint photos for your attention.

Kindly revert with your finalisation.

Rdgs  
Sophia Tan  
World Auto Pte Ltd (Kranji)

---

**From:** [ainee31@worldauto.com.sg](mailto:ainee31@worldauto.com.sg) <[ainee31@worldauto.com.sg](mailto:ainee31@worldauto.com.sg)>  
**Sent:** Wednesday, 15 August 2018 5:25 PM  
**To:** [tggtan@worldauto.com.sg](mailto:tggtan@worldauto.com.sg)  
**Subject:** SLK1156C

**Ainee**  
**Thanks and Rgds,**  
**World Auto Pte Ltd**  
**Kranji: 63621776**  
**Fax: 63631250**



WORLD AUTO PTE LTD

47 JALAN PEMIMPIN #01-02/03

HALCYON 2

SINGAPORE 577200

Tel: 64513933 Fax: 64557576

Date: 10/5/2019

Your ref: SLZ 1463L (Insured)

Our ref: TP/2142/18

AXA Insurance Singapore Pte Ltd

BY EMAIL

8 Shenton Way

#24-01 AXA Tower

Singapore 068811

Dear Sirs

ACCIDENT INVOLVING SLK 1156C & SLZ 1463L ON 25.7.2018 ALONG ALEXANDRA ROAD

Reference is made to the aforesaid matter (on behalf of our client M/S LCRF PTE LTD)

Enclosed herewith are the following documents for your attention:-

- A. Tax Invoice;
- B. Search fee;
- C. Letter of Authority

We are claiming the following:-

1. Final bill	:	\$1,543.75
2. Gst 7%	:	\$ 108.06
3. Search fee	:	\$ 2.00
4. PRI (\$60 x 2)	:	\$ 120.00
5. Loss of use (\$60 x 2 days)	:	\$ 120.00
		<u>\$1,893.81</u>

Kindly let us have your clients' mandate to settle.

Yours faithfully,

For: World Auto Pte Ltd

Encls:



Auto  
Consultants  
Pte Ltd

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

12 SEPT 2018

**LAM FEI FAH FIONA**  
BLOCK 291C BUKIT BATOK STREET  
#04-35  
SINGAPORE 652291

Dear Sir/ Mdm

**OUR REF : CC4/ASM18013686/Gea3**  
**YOUR REF : SLZ 1463L**  
**ACCIDENT INVOLVING SLZ 1463L AND SLK 1156C ALONG ALEXANDRA ROAD**  
**TWDS GANGE AVE (NEARBY ARC) ON 25/07/2018**

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 M/s WORLD AUTO PTE LTD acting on behalf of the owner of SLK 1156C against your motor insurance policy.

Basing on the circumstances of the accident reported by both parties, where your vehicle was involved in a three (3) vehicle chain collision and your vehicle was the 2<sup>nd</sup> vehicle that rear-ended the Third Party Vehicle SLK 1156C and 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 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 [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) within 7 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)



Auto  
Consultants  
Pte Ltd

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

- 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 6256 3561 or email us at [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com).

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

Yours sincerely

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

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

## LETTER OF AUTHORISATION

In the matter of the following accident:-

DATE OF ACCIDENT : 25/07/2018

CLIENT'S VEHICLE NO : SLK1156C

PLACE OF ACCIDENT : ALEXANDRA RD

THIRD PARTY VEHICLE NO : SLZ1463L

I/We, LCRF PTE LTD

ADDRESS: 29 PAYA LEBAR ROAD, PAYA LEBAR OFFICE CENTRE

UEN/NRIC/FIN NO : 201624597K

Tel. ( O ) \_\_\_\_\_ ( H ) \_\_\_\_\_ (MOBILE ) \_\_\_\_\_

I/We hereby authorize and appoint World Auto Pte Ltd to act for me/us in respect of the above matter up to the final conclusion of the said matter.

I/We hereby authorize and appoint World Auto Pte Ltd to act for me/us for the purpose of negotiating and enter into settlement with the tortfeasor, their insurers or solicitors appointed by the tortfeasor/insurers without the need to commence action.

I/We hereby authorize World Auto Pte Ltd to receive on my/our behalf all settlement sums and disbursements including loss of use/rental to pay to yourselves all costs you may at any time receive in connection with the above mention matter.

DATED THIS 26<sup>TH</sup> OF JULY YEAR 2018



A handwritten signature in black ink, consisting of a stylized 'L' and 'C' followed by a horizontal line.

Name: LCRF PTE LTD  
UEN No: 201624597K



## AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SLZ 1463L (Insd veh)	Model: Toyota Prius (1798cc)
	SLZ 1156C (TP veh)	
Date of Accident/ Time:	25.7.18	

Repair Estimate	: \$	5,660.84	
Final Repair Cost	: \$	1,651.81	
Loss of Use	: \$	120.00	2 days at \$ 60 per day
Rental (if any)	: \$	-	days at \$ per day
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$	-	
	: \$		
Final Settlement Sum	: \$	1,773.81	

Payee Name: World Auto Pte Ltd

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/ <del>No</del> BOLA Scenario No: 28
	BOLA Liability: 1W (%)	Assessed Liability (*): 0 (%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.		
Remarks:		

## NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
- AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are not received within 7 days of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a full and final settlement that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

Signature of workshop representative / Workshop stamp

Name of Representative: Sophie Tan

Date: 21/8/19

Signature of Witness / Workshop stamp (if applicable)

Name of Witness: Gaudine Tong

Date: 21/8/2019

Signature of AXA's surveyor/representative

Name of AXA's surveyor /Representative:

Date: 27/8/19

WORLD AUTO PTE LTD  
47 JALAN PEMIMPIN #01-02/03 HALCYON 2 BLDG  
S'PORE 577200  
Tel No. : 64513933 Fax No. : 64557576  
E-Mail : worldaut@singnet.com.sg  
Website : www.worldauto.com.sg  
Tax Reg. No. : 200006765H Buss. Reg. No. : 200006765H

AXA INSURANCE SINGAPORE PTE LTD  
8 SHENTON WAY #24-01 AXA TOWER  
S'PORE 068811

Attention : Motor Claim Department  
Contact : 68804888 Fax No. : 68804838

### Tax Invoice : F189322

Date : 10/05/2019  
Vehicle Num. : SLK 1156C  
Make/Model : TOYOTA PRIUS, 1.8 HYBRID  
Chassis/Eng# :  
Accident Date : 25/07/2018  
Claim No. : TP/2142/2018  
Reference :  
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
1.	1	LIST ITEMS :		
2.	1	REAR BUMPER		900.00
		REAR BUMPER REINFORCEMENT		345.00
		List Total S\$ :		1,245.00
		25.00% Discount S\$ :		311.25
				933.75
1.	1SET	SPECIAL NETT ITEMS :		
2.	1	REAR BUMPER CLIPS		40.00
		TOWING CHARGE		70.00
		Special Nett Total S\$ :		110.00
		LABOUR :		
		REMOVE & REPLACE DAMAGED PARTS TO FACILITATE REPAIRS		200.00
		INCLUDING PANEL BEAT, CUT/WELD, STRAIGHTEN PANEL		
		PUTTY & SPRAY PAINT ON AFFECTED AREAS		300.00
		Labour Total S\$ :		500.00

Total S\$ : 1,543.75  
GST 7% S\$ : 108.06  
Amount Due S\$ : 1,651.81  
=====

WORLD AUTO PTE LTD



**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-18-114694  
Date of Request: 26/07/2018

Your Ref No: Online Purchase

World Auto Pte Ltd  
47 Jln Pemimpin  
#01-02/03 Halcyon 2  
Singapore 577200

Dear Sir/Madam,

Enquiry Date: 26/07/2018  
Enquiry By: Wong Yin Cheng  
TP Vehicle No.: SLZ1463L  
Accident Date: 25/07/2018

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLZ1463L	AXA Insurance Pte Ltd	23/06/2018-22/06/2019	6338 7288

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735**TAX INVOICE**

Our Ref No: GR-18-114694

Date of Request: 26/07/2018

Your Ref No: Online Purchase

World Auto Pte Ltd  
47 Jln Pemimpin  
#01-02/03 Halcyon 2  
Singapore 577200

Dear Sir/Madam,

Enquiry Date 26/07/2018  
Enquiry By Wong Yin Cheng  
TP Vehicle No. SLZ1463L  
Accident Date 25/07/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque


&lt;

**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/ASM18013686/Gpa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:JAS TAN			Date : 17-09-2019	
			Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SLZ 1463L	Veh. Inspected	SLK 1156C	
Policy No.	GA368141/1	Coverage (\$)	0.00	
Claim No.	S8M00Q0N	Excess (\$)	0.00	
Assign From		Assign Date	27/07/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	TOYOTA PRIUS	c.c	1798	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	JTDKB3FU503541137	Colour	WHITE	
Odometer	118137	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	PIRELLI	6 mm	
L/H Front Tyre	195/65 R15	PIRELLI	6 mm	
R/H Rear Tyre	195/65 R15	PIRELLI	6 mm	
L/H Rear Tyre	195/65 R15	PIRELLI	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	25/07/2018	Inspection Date	27/07/2018	
Survey held at	WORLD AUTO PTE LTD 47 JALAN PEMIMPIN #01-02/03 HALCYON 2 BLDG SINGAPORE 577200			
<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>2 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 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLK 1156C**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b><u>REPLACEMENT OF PARTS</u></b>				
1	REAR BUMPER (CONSISTENT)	DEFORMED	900.00	900.00
1	REAR LOWER BUMPER (CONSISTENT)	NOT NECESSARY	560.00	-
2	LH/RH REAR BUMPER TAILLAMP @\$600.00 (CONSISTENT)	NOT NECESSARY	1,200.00	-
2	LH/RH REAR BOOT REFLECTOR LAMP @\$600.00 (CONSISTENT)	NOT NECESSARY	1,200.00	-
1	REAR BUMPER TOW COVER (CONSISTENT)	NOT NECESSARY	89.00	-
1	REAR BUMPER REINFORCEMENT (CONSISTENT)	BENT	345.00	345.00
	LESS 25% DISCOUNT		-1,073.50	-311.25
			3,220.50	933.75
<b><u>SPECIAL NETT ITEMS</u></b>				
1	REAR BUMPER CLIP (SN) (CONSISTENT)	NECESSARY	40.00	40.00
2	LH /RH REAR BOOT REFLECTOR LAMP CLIP @\$40.00 (SN) (CONSISTENT)	NOT NECESSARY	80.00	-
1	REVERSE SENSOR (SN) (CONSISTENT)	NOT NECESSARY	280.00	-
			400.00	40.00
<b><u>LABOUR</u></b>				
	TOWING CHARGE.		70.00	70.00
	LABOUR TO REMOVE ACCIDENT DAMAGED PARTS IN ORDER TO REPAIRS INCLUDING PANEL BEAT ,CUT/WELD ,STRAIGHTEN PANEL WHERE NECESSARY & REPLACE ABOVE PARTS.		850.00	200.00
	PUTTY & SPRAY PAINT ALL AFFECTED AREAS (INNER/OUTER).		750.00	300.00
			1,670.00	570.00
<b>GRAND TOTAL</b>			<b>5,290.50</b>	<b>1,543.75</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>1,543.75</b>

Report Ref No. CC4/ASM18013686/Gpa3q2

XING GUO QIANG

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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.

Service Request Details

Claim	S8MCOQJON
Reference	CC4/ASM18013686/Ga3a2
Loss Date	25 July 2018
Report Date	27 Jul 2018 9:19:00 AM
Request Date	30 May 2019
Due Date	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for: Approve Invoice

Add Invoice

Vehicle Information	
Incident Vehicle Registration #	SLK1156C
Make	TPVD TOYOTA
Model	PROJUS-1.8 HYBRID CVT (A)
Service Address	

Primary Contact/Insured
LAM FEE FAH FIONA BLOCK 291C BUKIT BATOK STREET, #04-35, 652291, Singapore 60000000

Claim Handler
TAN Jai 6568804844 jai.tan@axa.com.sg

Additional Instructions




Messages	Invoices	History	Documents	Assessment	Medics	Notes
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Document Type

Document Subtype

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (9).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019

NAME  LKInspection (5).pdf	Types / Claim Documents	SUB-TYPE Others	BAHIA AUTO CONSULTANTS PTE LTD (TP)	DATE (04 September 2019)
 LKAdjustment3a (5).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 GIA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 PAYMENT BREAKDOWN EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 AUTHORIZATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 LETTER TO OL.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 LKK Resurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 TP ESTIMATE_MARKED(FINAL).pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 PWIF_CODE_Reliante_Enquiry.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 TP-Mandate IA dd 120819.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 TP ESTIMATE + TOWING.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	14 August 2018
 SLX663BC GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	27 July 2018
 SLK115ac TP GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	27 July 2018

 SL21463L INSD GIA REPORT.PDF NAME	Reports & Statement TYPE	GIA Report SUB TYPE	DHAKAL Raghuw AUTHOR	8/26/17 2018 UPLOADED
 TTP PRI FROM WORKSHOP.mpeg	Letters and Correspondence	Workshop	DHAKAL Raghuw	27 July 2018