

08/11/13

Surrey: Kalvin

REF:

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To Inspected Vehicle No: _____
 at Workshop no/s _____
 of _____
 Insured: _____
 Policy No. _____
 Claims No. _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____
 (Policy Condition)
 Remark: The veh had commenced its repair at the time of inspection.
 Bal. or Market Value: _____
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 2 days Res.: Yes or No
 Lum Sum: _____ % 3 Val.: Yes or No
 CA / REV / REP. / 24 HRS
 Date: _____ Person Contacted: _____ Vehicle: IN / OUT

N/S	O/S

Veh No: SHB3833M Yr Regn: 8 Aug 2012
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: McKenzie Benz E220 c.c. 2000
 Colour: White A/C: In / Off / Std / Nil / NA
 Sp. Reading: 627089 T/Radio: In / Off / Std / Nil / NA
 Eng/No: _____
 C/No: W0D21200224676193
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In / Off / Jammed / Leaked / Burnt or
 Brake: In / Off / Jammed / Leaked / Burnt or
 Modi: Nil / S/Rim / STD ABM or
 Tyre Size: F: 205/60R16
 R: _____
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or Wella
 Front: _____ Rear: _____
 R/Bal. 7 mm R/Bal. 7 mm
 L/Bal. 7 mm L/Bal. 7 mm
 D.O.A. 10/8/12 D.O.L. 16/8/12
 Survey held at CDHE (Loyang)
 Des. of Damages: Frt / Rear / O/S / W/S / U/C / Rooftop or
Rear
 The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	Height Measurement of taxi taken <u>AXA</u>
	PIP \$300 (Pool # 3508/924) <u>4s</u>

Date/Time, File Pass to? : Prelim. Report
 1) : Final Report
 Date/Time, File Return to? _____
 2) _____
 Report Format : _____
 Lump Sum / I.B.I: (\$ _____)

Days Of Repair: _____
 Resurvey No. of Trip: _____

Add Fee: : Site Insp (\$ _____)
 : Interview (\$ _____)
 : Tech. Invs (\$ _____)
 : Weekend (\$ _____)

Survey Fee: _____
 Transportation: _____ \$ + RS _____
 Photos _____
 Others _____
 TOTAL _____

CITY CAB PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHB 3833M

DATE 14/8/2018 11:02

MAKE :

Lke

Lksum

AXA

MODEL : MERCEDES BENZ

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper <i>x repl</i>			\$ 1,510.00
	Rear Bumper Reinforcement <i>x repl</i>			\$ 1,150.00
	Rear Bumper Bracket Lower (LH/RH) <i>x repl</i>		\$ 135.00	\$ 270.00
	Rear Bumper Bracket Top (LH/RH) <i>x repl</i>		\$ 125.00	\$ 250.00
	Rear Bumper Retainer Mounting (LH/RH) <i>x repl</i>		\$ 115.00	\$ 230.00
	Rear Bumper Lower Cover <i>x repl</i>			\$ 325.00
	SUB TOTAL			\$ 3,735.00
	LESS 20%			\$ 747.00
	DISCOUNTED TOTAL			\$ 2,988.00
	Labour Charge			
	Panel Beating			\$ 400.00 ⁶⁰⁰
	Spray Painting Charge			\$ 250.00 ²⁰⁰
	Wiring Charge			\$ 50.00 ^{x repl}
	Remove/Refix Reverse Sensor			\$ 120.00 ^{x repl}
	TOTAL LABOUR			\$ 820.00
	ESTIMATE TOTAL			\$ 3,808.00

Katiz (11/11/18)
16/8/18 1045h
20/1
L/s
Atta Repur p lla

LKE Auto Cons...ants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged parts during resurvey
- Parts prices are subject to confirmation
- This policy is not for "wholesale/retail" parts
- No illegal modifications allowed
- Suppliers/repairer's work must be inspected and is subject to final approval by insurance Company

Acknowledged by Repairer
 Signature:
 Date:

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

Team: CK ARC Repair TP(CFSO)1

JOB CARD

Sales Order:

JC NO: 305199712

CUSTOMER AS CITYCAB PTE LTD TOMER NO. 7010070 ADDRESS 383 SIN MING DRIVE Singapore SINGAPORE 575717 65551188 (R) (I) (P) (O) QUANTITY CARD NO.	REGN NO:	SHB3833M	MILEAGE
	MAKE:	MERCEDES BENZ	FUEL E 1/2 F
	MODEL:	E220CDI (E5)	DATE/TIME IN 14.08.2018 09:30
	YR OF MANU:	31.08.2012	TARGET DATE
	CHASSIS CODE:	WDD2120022A676693	COMPLETION DATE/TIME

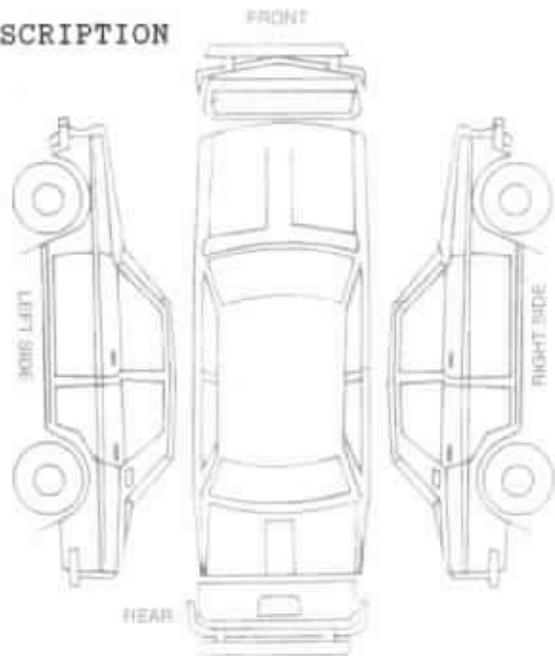
AXA

JOB DESCRIPTION

Accident Date: 10.08.2018
 NATURE: 3P 10.08.2018

S/NO LABOR CODE

DESCRIPTION



CHECKED & PASSED OUT BY:

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

Wedge ment Slip

Exit Pass

No: SHB3833M LKE

Vehicle No: SHB3833M

Signature of Service Advisor

Signature/Date

Name of Service Advisor

Date

Returned to Service Reception upon collection

To be kept by Security Guard

CITY CAB PTE LTD
REPAIR ESTIMATE*

VEHICLE NO : SHB 3833M

DATE 14/8/2018 11:02

MAKE :

Lke

L/Sam
AKA

MODEL : MERCEDES BENZ

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper <i>x repair</i>			\$ 1,510.00
	Rear Bumper Reinforcement ?			\$ 1,150.00
	Rear Bumper Bracket Lower (LH/RH) X	\$	135.00	\$ 270.00
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	Rear Bumper Retainer Mounting (LH/RH) X	\$	115.00	\$ 230.00
	Rear Bumper Lower Cover <i>x repair</i>			\$ 325.00
	SUB TOTAL			\$ 3,735.00
	LESS 20%			\$ 747.00
	DISCOUNTED TOTAL			\$ 2,988.00
	Labour Charge			
	Panel Beating			\$ 400.00 ⁶⁰⁰
	Spray Painting Charge			\$ 250.00 ²⁰⁰
	Wiring Charge			\$ 50.00 X
	Remove/Refix Reverse Sensor			\$ 120.00 X
	TOTAL LABOUR			\$ 820.00
	ESTIMATE TOTAL			\$ 3,808.00

Kahz (1/1/18)
16/8/18 1045h
2018
L/S
Alfa Repair p Lta

LHK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged parts during resurvey
- Parts prices are not to be commission
- Third party survey is over "Third Party" basis
- No legal liability to be assumed
- Rep. estimate is to be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
 Signature:
 Date:

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

COMFORTDELGRO ENGINEERING

ComfortDelGro Engineering Pte Ltd
59 Loyang Drive Singapore 508668
Fax: 6546 8156

Our Job Ref No : 305199712
Date : 18/08/18

FINALIZATION FORM

To : LKK Fax : _____
Attn : Mr KALVIN ANG
Vehicle Reg No. : SHB3833M CCPL 10.08.18

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. The repair job shall bill to: AXA — SHD9888E
2. The finalized amount shall be:
 - (a) Spare Parts after List discount _____
 - (b) Labour Charges _____
 - Total for Part-By-Part Repair Cost** _____
 - (c.) Lumpsum Repair (if applicable)
Total for Lumpsum repair cost after Less: 20% *PIP* _____
Final Lumpsum Repair cost \$300.00
3. Estimated normal period for repairs: 2 working days.
4. **We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days**
5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature : *AK*
Name : LIM KWOK ENG
Tel : 62148316
Fax : 65468156

Signature : *[Signature]*
Name : *Koh*
Date : *20/8/18*

For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid		NO		
3. Survey Fees				
4. LTA Search Fee	\$7.49			
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks: Final Amount Subject to Insurer Approval

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 5 November 2018 12:47 PM
To: 'William Tan Thoo Seng'
Cc: KKLau
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice

Hi Mr William,

We refer to the above matter.

As per AXA instruction, we would like to request a copy of video footage/ evidences as our insured driver reported that "No Collision".

Circumstances of Accident

ON 10/08/18 AT ABOUT 1335HRS, I WAS PICKING UP PASSENGERS AT MANDAI ZOO TAXI STAND. I WISH TO I WAS NOT INVOLVED IN ANY COLLISION WHEN I LEFT THE TAXI STAND.

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | 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: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Friday, 2 November 2018 4:06 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>
Subject: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

"Not involved in accident"

Without Prejudice.

Dear Hsiao Tong

In your insured accident report, he stated that he was not involved in this accident.

Kindly let us know your next course of action.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

Hsiao Tong (LKKAuto)

From: Catherine Koh Mui Gek <catherinekoh@cde.com.sg>
Sent: Friday, 9 November 2018 12:19 PM
To: Hsiao Tong (LKKAuto)
Subject: Re: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18
Attachments: SHB3833M doa 10.8.18.mov

Dear Hsiao Tong

Attached as requested. Kindly settle our PD claim as per BOLA S27.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 5 November 2018 12:47 PM
To: William Tan Thoo Seng
Cc: KKLau
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

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Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | 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: William Tan Thoo Seng <williamtan@cedge.com.sg>

Sent: Friday, 2 November 2018 4:06 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>

Subject: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

"Not involved in accident"

Without Prejudice.

Dear Hsiao Tong

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Kindly let us know your next course of action.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506046W]

<-- Original Message -->

From: LKK_HQ

To: richard.angbs@axa.com.sg

CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com

Sent On: 04/12/2018 04:43 PM

Subject: C0474226

Hi,

We have uploaded a copy of third party video in Merimen as requested. The video shows that there is a jerk on third party vehicle.

IA had been uploaded in Merimen.

Kindly advise if we may proceed DS for this matter.

Thank you.

Hsiao Tong

Print Sent Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 04/12/2018 16:43 PM.
To richard.angbs@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject <Seek Instruction> C0474226

Hi,

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Thank you.

Hsiao Tong



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: 04/12/2018

Survey Details:

Date of loss	10-Aug-18
Date of appointment	16-Aug-18
Date of survey	16-Aug-18
Location of survey	COMFORTDELGRO ENGINEERING PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SHB 3833M
Make and Model	MERCEDES BENZ E220 CDI (E5)
Date of registration	31/8/2012
Excess	
Market Value	\$0
Part Rebate	\$0
Nett Loss	\$0

Repair details:

Initial Estimate	\$	3,808.00
------------------	----	----------

Proposed/Revised repair cost:

Parts	
Check items (estimate)	\$ -
Labour	\$ 300.00
Total	\$ 300.00
Lump Sum(if applicable)	\$ -

Number of days for repair	2
---------------------------	---



Remarks:

Third party video shows that there is a jerk on third party vehicle.

Mandate:

Liability(TP)		%
Proposed repair cost	\$	
Loss of use	\$	no. of days
Loss of rental	\$	no. of days
Loss of income	\$	no. of days
LTA search fees	\$	
Others	\$	
Proposed Total		

Print Received Message

This mail is associated with :

*SHB3833M (C0474226)
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

*TP got front video,
there is a jerk.
Need to write to
OI. for explain.*

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 19/12/2018 10:38 AM.
To richard.angbs@axa.com.sg; LKK_HQ; AXA_SG
CC chewht@lkkauto.com; admin-a@lkkauto.com
Subject RE: <Seek Instruction> C0474226

Also pls engage insured driver on the TP's video & inform on the DS.

Thank you.

<-- Original Message -->

From: AXA_SG
To: richard.angbs@axa.com.sg; LKK_HQ
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 19/12/2018 10:24 AM
Subject: RE: C0474226

*TP VIDEO SHOW THERE IS A JERK BUT NOWAY TO
VEN. NO. TO SPEAK TO OI SHOWING HIM TP'S
VIDEO AND AWAIT HIS COMMENT.*



AXA INSURANCE PTE LTD
9 Raffles Place, #2401, AXA Tower
Singapore 048623
Customer Centre (88)11
☎ 180 0000 6888
✉ 180 0000 3333
🌐 www.axa.com.sg
MOT Reg No.: 1000000209
Co. Reg No.: 2000000209

Hi LKK,

Pls engage OI on the video footage and inform that we will proceed to DS.

Thank you.

Regards,
Richard Ang

<-- Original Message -->

From: LKK_HQ
To: richard.angbs@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 18/12/2018 08:07 AM
Subject: RE: C0474226

REMINDER

Hi,
We have uploaded a copy of third party video in Merimen as requested. The video shows that there is a jerk on third party vehicle.

IA had been uploaded in Merimen.

Kindly advise if we may proceed DS for this matter.

Thank you.

Hsiao Tong

Print Sent Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
 TP
 CITYCAB PTE LTD
 Aug 10 2018 1:00PM
 [TRANS-CAB SERVICES PTE LTD]
 ComfortDelGro Engineering Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 21/02/2019 10:55 AM.
To richard.angbs@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject RE: <Seek Instruction> C0474226

Dear Sirs/Mdm,

We refer to your below email.

We have sent an email to OI with third party video footage and inform third party claim. There was no response/ feedback from OI up-to-date.

Kindly advise if we may proceed to settle the matter as per BOLA S27.

Thank you.

Hsiao Tong

<-- Original Message -->

From: AXA_SG
To: richard.angbs@axa.com.sg; LKK_HQ; AXA_SG
CC: chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 19/12/2018 10:38 AM
Subject: RE: C0474226

Also pls engage insured driver on the TP's video & inform on the DS.

Thank you.

<-- Original Message -->

From: AXA_SG
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CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 19/12/2018 10:24 AM
Subject: RE: C0474226



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Pls engage OI on the video footage and inform that we will proceed to DS.

Thank you.

Regards,
 Richard Ang

<-- Original Message -->

Print Received Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 22/03/2019 14:37 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$520.00) - SHB3833M - Claim Handler: Richard Ang

Approved:520.00.

Print Received Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 19/06/2019 09:52 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$1370.79) - SHB3833M - Claim Handler: Richard Ang

Approved:1370.79:a) COR: \$321 b) LOR: \$587.30 (3.5d x \$167.80) c) LTA: \$7.49 d) LOI: \$455.00 (3.5d x up to \$130) Total: \$1,370.79

Print Sent Message

This mail is associated with :

*SHB3833M (C0474226)
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 19/06/2019 09:39 AM.
To sashe.goms@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject RE: <Seek Instruction> C0474226

Dear Sirs/Mdm,

As per mandate, we have offered up to \$1,090.79(all-in). However third party insisted to settle LOI at \$160.00/day as per Income Tax Assessment.

The breakdown of third party proposed is as follows: -

	TP proposal
1. Cost of Repair (w/GST)	\$ 321.00
2. Loss of Rental (3days x \$167.80)	\$ 587.30 (3.5days x \$167.80)
3. Loss of Income (3days x \$50.00)	\$ 560.00 (3.5days x \$160.00)
4. LTA/GIA search fee	\$ 7.49
	TOTAL\$1,475.79

Kindly let us have your further mandate/ instruction.

Thank you.

Hsiao Tong

<-- Original Message -->

From: LKK_HQ
To: sashe.goms@axa.com.sg; richard.angbs@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 14/06/2019 11:51 AM
Subject: RE: C0474226

Dear Sirs/Mdm,

We have offered third party at \$915.79, excluded LOI. However third party insisted to settle the LOI under PD claim.

The breakdown of third party proposed is as follows: -

	TP proposal
1. Cost of Repair (w/GST)	\$ 321.00
2. Loss of Rental (3days x \$167.80)	\$ 587.30 (3.5days x \$167.80)
3. Loss of Income (3days x \$50.00)	\$ 560.00 (3.5days x \$160.00)
4. LTA/GIA search fee	\$ 7.49
	TOTAL\$1,475.79

Kindly let us have your further mandate/ instruction.

Print Received Message

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*SHB3833M (C0474226)
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 14/06/2019 13:35 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$1090.79) - SHB3833M - Claim Handler: Richard Ang

Approved:1090.79:a) COR: \$321 b) LOR: \$587.30 (3.5d x \$167.80) c) LTA: \$7.49 d) LOI: \$175.00 (3.5d x \$50) Total:
\$1,090.79

Print Sent Message

This mail is associated with :

*SHB3833M (C0474226)
 [SHD9888E]
 TP
 CITYCAB PTE LTD
 Aug 10 2018 1:00PM
 [TRANS-CAB SERVICES PTE LTD]
 ComfortDelGro Engineering Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 14/06/2019 11:51 AM.
To sashe.goms@axa.com.sg; richard.angbs@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject RE: <Seek Instruction> C0474226

Dear Sirs/Mdm,

We have offered third party at \$915.79, excluded LOI. However third party insisted to settle the LOI under PD claim.

The breakdown of third party proposed is as follows: -

	TP proposal
1. Cost of Repair (w/GST)	\$ 321.00
2. Loss of Rental (3days x \$167.80)	\$ 587.30 (3.5days x \$167.80)
3. Loss of Income (3days x \$50.00)	\$ 560.00 (3.5days x \$160.00)
4. LTA/GIA search fee	\$ 7.49
	TOTAL\$1,475.79

Kindly let us have your further mandate/ instruction.

Thank you.

Hsiao Tong

<-- Original Message -->

From: LKK_HQ
 To: richard.angbs@axa.com.sg
 CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
 Sent On: 18/05/2019 08:11 AM
 Subject: RE: C0474226

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your mandate/ instruction.

Hsiao Tong

<-- Original Message -->

From: LKK_HQ
 To: richard.angbs@axa.com.sg
 CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
 Sent On: 27/04/2019 09:53 AM
 Subject: RE: C0474226

Dear Sirs/Mdm,

Print Received Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 31/05/2019 11:16 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$915.79) - SHB3833M - Claim Handler: Richard Ang

Approved:915.79:a) COR: \$321 b) LOR: \$587.30 (3.5d x \$167.80) c) LTA: \$7.49 Total: \$915.79 *LOI will settle under TP driver's injury claim. Thank you.

Print Sent Message

This mail is associated with :

*SHB3833M (C0474226)
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 27/04/2019 09:53 AM.
To richard.angbs@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject RE: <Seek Instruction> C0474226

Dear Sirs/Mdm,

We refer to the above matter.

For loss of income, third party would like to claim for \$160.00/day. We have uploaded a copy of IRAS Notice of Assessment in Merimen for your consideration.

The summar of claim is as follows: -

	Our Offer	TP proposal
1. Cost of Repair (w/GST)	\$ 321.00	\$ 321.00
2. Loss of Rental (3days x \$167.80)	\$ 503.40	\$ 587.30 (3.5days x \$167.80)
3. Loss of Income (3days x \$50.00)	\$ 150.00	\$ 560.00 (3.5days x \$160.00)
4. LTA/GIA search fee	\$ 7.49	\$ 7.49
	TOTAL\$ 981.89	\$1,475.79
	Global sum\$ 980.00	\$1,450.00

Kindly let us have your further mandate/ instruction.

Thank you.

Hsiao Tong

<-- Original Message -->

From: LKK_HQ
To: richard.angbs@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 10/04/2019 08:31 PM
Subject: RE: C0474226

Dear Sirs/Mdm,

Third party rejected our offer at \$520.00(all-in) and proposed \$1,199.69(all-in).

We proposed revise our offer at g/s \$980.00(all-in). Mandate IA uploaded in Merimen.

Kindly let us have your instruction/mandate.

Thank you.

Hsiao Tong

<-- Original Message -->

Print Received Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 11/04/2019 09:36 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$980.00) - SHB3833M - Claim Handler: Richard Ang

Approved:980.00.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 12 July 2019 5:43 PM
To: 'williamtan@cdge.com.sg'
Cc: 'aileentan@cdge.com.sg'; KKLau; Olivia Lau (LKKAuto)
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

For loss of income, we have offered up to \$130.00/day which we are of the view that it is reasonable. The breakdown of our last offer is as follows: -

1. Cost of Repair (w/GST)	\$ 321.00
2. Loss of Rental (3.5days x \$167.80)	\$ 587.30
3. Loss of Income (3.5days x \$130.00)	\$ 455.00
4. LTA/ GIA Search Fee	\$ 7.49
Total	\$1,370.79
Global Sum	\$1,370.00

Appreciate if you could re-consider our offer at a global sum of \$1,370.00(all-in) on this matter.

"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 | fax: 6741-4108

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

From: William Tan Thoo Seng <williamtan@cdge.com.sg>

Sent: Friday, 28 June 2019 4:43 PM

To: GO Sashe <sashe.goms@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice.

Dear Hsiao Tong

Print Received Message

This mail is associated with :

***SHB3833M (C0474226)**
[SHD9888E]

TP

CITYCAB PTE LTD

Aug 10 2018 1:00PM

[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 08/08/2019 14:47 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

Approved:0.00:Please withdraw offer. OID insists no accident. Request TPW to provide evidence to prove OIV collided onto TPV as video only shows impact from rear. Thank you.

Hsiao Tong (LKKAuto)

From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Thursday, 27 February 2020 5:00 PM
To: richard.angbs@axa.com.sg
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: Re: Fw: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

This mail is associated with :
***SHB3833M (C0474226)**
[SHD9888E]
TP
CITYCAB PTE LTD
Aug 10 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
ComfortDelGro Engineering Pte Ltd

Hi Hsiao Tong,

We will maintain rejection as there are no strong evidence to prove our insured vehicle collided with TP veh.

Thank you.

Regards

<-- Original Message -->

From: LKK_HQ
To: richard.angbs@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 20/02/2020 03:35 PM
Subject: Re: Fw: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

Dear Sirs/Mdm,

Further to the below email.

Kindly let us have your further instruction.

Thank you.

Hsiao Tong

<-- Original Message -->

From: LKK_HQ
To: richard.angbs@axa.com.sg
CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Sent On: 21/11/2019 08:22 AM
Subject: Re: Fw: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

Dear Sirs/Mdm,

Further to the below email.

Kindly let us have your further instruction.

Thank you.

Hsiao Tong

<-- Original Message -->

From: AXA_SG

To: LKK_HQ; chewht@lkkauto.com; admin-a@lkkauto.com

CC: AXA_SG

Sent On: 06/09/2019 03:21 PM

Subject: Re: Fw: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang



Dear Hsiao Tong

Hold back offer. We will update again.

Thank you.

Regards

Sashe

<-- Original Message -->

From: LKK_HQ

To: sashe.goms@axa.com.sg

CC: AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com

Sent On: 06/09/2019 02:35 PM

Subject: Fw: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

Dear Sirs/Mdm,

We refer to the above matter.

We were informed by third party that all the available info/ evidences had been submitted to insurer. No rear video/ photos.

In view of this, kindly advise further instruction.

Thanks.

Hsiao Tong

<-- Original Message -->

From: AXA_SG

To: LKK_HQ

Sent On: 08/08/2019 02:47 PM

Subject: Alert - Adj Mandate Approved (S\$0.00) - SHB3833M - Claim Handler: Richard Ang

Approved:0.00:Please withdraw offer. OID insists no accident. Request TPW to provide evidence to prove OIV collided onto TPV as video only shows impact from rear. Thank you.

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

Sent by : Richard Ang (AXA Insurance Pte Ltd)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 14 March 2020 11:35 AM
To: 'williamtan@cdge.com.sg'; 'catherinekoh@cdge.com.sg'
Cc: 'aileentan@cdge.com.sg'; KKLau; Olivia Lau (LKKAuto)
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that we have our principal instruction to reject your client's claim as there are no strong evidence to prove our insured vehicle collided with your taxi.

Thank you.

"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: Hsiao Tong (LKKAuto)
Sent: Thursday, 8 August 2019 3:19 PM
To: 'williamtan@cdge.com.sg' <williamtan@cdge.com.sg>
Cc: 'aileentan@cdge.com.sg' <aileentan@cdge.com.sg>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

As per our principal instruction, we would like to withdraw our below offer. **Our driver insisted that no accident/no collision.** The video footage submitted by your good office is only shows an impact.

Kindly advise if there is any evidence (ie: rear video footage/ scene photos/ witness /exchange particular between both parties) to prove that our insured vehicle had collided onto your client's taxi. If so, appreciate if you could forward a copy of it to us for our necessary action.

Thank you.

"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 | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Friday, 12 July 2019 5:43 PM

To: 'williamtan@cdge.com.sg' <williamtan@cdge.com.sg>

Cc: 'aileentan@cdge.com.sg' <aileentan@cdge.com.sg>; KK Lau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

For loss of income, we have offered up to \$130.00/day which we are of the view that it is reasonable. The breakdown of our last offer is as follows: -

1. Cost of Repair (w/GST)	\$ 321.00
2. Loss of Rental (3.5days x \$167.80)	\$ 587.30
3. Loss of Income (3.5days x \$130.00)	\$ 455.00
4. LTA/ GIA Search Fee	\$ 7.49
Total	\$1,370.79
Global Sum	\$1,370.00

Appreciate if you could re-consider our offer at a global sum of \$1,370.00(all-in) on this matter.

"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 | fax: 6741-4108

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

From: William Tan Thoo Seng <williamtan@cdge.com.sg>

Sent: Friday, 28 June 2019 4:43 PM

To: GO Sashe <sashe.goms@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

Sashe is new on this issue. All along your good office has been settling this issue with ease.

Kindly refer to the three Income Tax Assessments and explain to her on the mode of settlement.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: GO Sashe <sashe.goms@axa.com.sg>

Sent: Friday, 28 June 2019 3:34:13 PM

To: William Tan Thoo Seng; Hsiao Tong (LKKAuto); KKLau

Cc: CHIONH Hock San Christopher; Aileen Tan Lee Noi

Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

"Without Prejudice"

Dear William

Your driver's Income Tax Assessment indicates his trade earning of \$50,000/- only.

Please provide supporting documents to prove:

- His trade is purely earnings as a Citycab driver
- 313 days instead of 365 days in a year

You can revert to our Service Provider for the above.

Thank you.

Regards



Sashe Go
Motor Claims
AXA Insurance Pte Ltd

8 Shenton way AXA Tower #24-01
Singapore 068811
Tel +65 6880 4762
www.axa.com.sg



Please consider the environment before printing this message

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.

From: William Tan Thoo Seng [<mailto:williamtan@cdge.com.sg>]
Sent: Friday, June 28, 2019 3:21 PM
To: GO Sashe <sashe.goms@axa.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Outstanding : 10 months ***

Liability : 100%

Without Prejudice.

Dear Sashe

We refer to your email of today,

In fact you should have seek clarification from your Service Provider on how we derived at the LOI at \$160.00 per day and they are able to answer your question.

Your Service Provider should have forwarded you the Income Tax assessments. It was attached together with the set of LOD documents.

The Assessment amount divide by 313 days = \$160.00.

We urge you not to protract matter any further. Kindly confirm settlement with attach D.V. .

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: GO Sashe <sashe.goms@axa.com.sg>
Sent: Friday, 28 June 2019 12:59 PM
To: William Tan Thoo Seng; Hsiao Tong (LKKAuto); KKLau
Cc: Aileen Tan Lee Noi; CHIONH Hock San Christopher
Subject: RE: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

“Without Prejudice”

Dear William

Please advise how the LOI derives at \$160 per day based on the Income Tax Assessment.

Thank you.

Regards



Sashe Go
Motor Claims
AXA Insurance Pte Ltd

8 Shenton way AXA Tower #24-01
Singapore 068811
Tel +65 6880 4762
www.axa.com.sg



Please consider the environment before printing this message

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.

From: William Tan Thoo Seng [<mailto:williamtan@cdege.com.sg>]
Sent: Friday, June 28, 2019 11:17 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; GO Sashe <sashe.goms@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>
Cc: Aileen Tan Lee Noi <aileentan@cdege.com.sg>
Subject: Re: Yr ref : CC4/AXA/18014926/K1pb3 (SHD 9888 E -Transcab) vs SHB 3833 M D.O.A. 10.08.18

Outstanding : 10 months ***

Liability : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

We refer to our recent telephone conversation.. We are unable to accept your global offer at \$1,370.00.

Surprisingly and suddenly, you told us that Sashe can only offer maximum of only \$130.00 per day for the LOI, instead of at \$160.00 per day as per Income Tax Assessment.

Kindly ask her not to set her own standard. AXA case handlers settle our LOI as per Income Tax Assessments.