



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

Remarks:

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Mandate:

Liability(TP)		100%	
Proposed repair cost (w/GST)	\$	5,679.30	
Loss of use	\$	480.00	(8days x \$60.00)
Loss of rental		NIL	no. of days
Loss of income		NIL	no. of days
LTA search fees	\$	7.45	
Others		NIL	
Proposed Total	\$	6,166.75	



**Re:<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING
SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]**

Type

 Question

Message

Pls proceed

Reply

Hsiao Tong (LKKAUTO)

From: Carmen Lim <carmen@esteemperf.com.sg>
Sent: Tuesday, 30 July 2019 5:20 PM
To: Jimmy Chen (LKK Auto)
Cc: Hsiao Tong (LKKAUTO); Vic (LKKAUTO)
Subject: Re: OUR REF: CC4/ASM18015303/Kpb3 - ACCIDENT INVOLVING SKD 1501M AND EA 9817L ON 18/08/2018

Dear Jimmy,

We accept your offer at **\$6456.75**.

Kindly let us have your DV asap.

Thank you



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

5033 Ang Mo Kio Industrial Park 2 #01-259

(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

www.esteemperformance.com



On Mon, Jul 22, 2019 at 10:28 AM Jimmy Chen (LKK Auto) <jimmychen@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of **\$6,456.75** (all-in).

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,

Jimmy Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jimmychen@lkkauto.com | fax: 6741-4108

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

From: Carmen Lim <carmen@esteemperf.com.sg>

Sent: Thursday, 11 July 2019 4:45 PM

To: Jimmy Chen (LKK Auto) <jimmychen@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: OUR REF: CC4/ASM18015303/Kpb3 - ACCIDENT INVOLVING SKD 1501M AND EA 9817L ON 18/08/2018

Dear Jimmy,

We are rejected your offer at \$6,166.75.

Pls refer as attached rental agreement , our driver was a Grab driver , we would like to claims back **10 days loss of rental** not **loss of use** , 10 days loss of rental calculation as below:-

DOA : 18.08.2018 (1 day)

PRI Request : 21.08.2018

Survey Date : 23.08.2018 (2 days)

Surveyor recommend : 6 days

Due to weekend : 26.08.2018 (1 day)

Pls review the above matter and let us hear from your favorably.

Thank you.



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

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(Head Office)

385 Sin Ming Drive Vicom Inspection Centre

(Showroom)

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Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 5,679.30
2. Loss of Rental (8days x \$60.00) (w/GST)	\$ 480.00
3. LTA/GIA Search Fee	\$ 7.45
TOTAL	\$ 6,166.75

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,

Jimmy Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jimmychen@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Monday, 8 July 2019 12:07 PM
To: Jimmy Chen (LKK Auto) <jimmychen@lkkauto.com>
Subject: FW: LOD - EA9817L (TP-AXA)

From: Carmen Lim <carmen@esteemperf.com.sg>
Sent: Thursday, 31 January 2019 6:16 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: LOD - EA9817L (TP-AXA)

Dear Vic,

Pls refer as attached.

Kindly let us have your offer asap.

Thank you



Freundliche Grüße / Best Regards

Carmen Lim

Accident Claim Executive | Operation Division

Esteem Performance Pte Ltd

M: 8799 0066

P: 6484 1221

E: carmen@esteemperf.com.sg

5033 Ang Mo Kio Industrial Park 2 #01-259
(Head Office)
385 Sin Ming Drive Vicom Inspection Centre
(Showroom)

www.esteempower.com





RE: Re:<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]

Type

🔍 Question

Message

Workshop rejected our offer, they're seeking "Loss of Rental" instead of "Loss of Use". We seek your mandate at \$6,456.75(all-in). Updated TP-Mandate IA as well as Rental Agreement had been uploaded in Smartclaims.

Kindly let us have your approval/instruction. Jimmy - 11/07/2019

Reply



Service Request Details

Claim

S8M00SJY

Reference

CC4/ASM18015303/Kwb3 

Loss Date

18 August 2018

Report Date

23 Aug 2018 9:02:00 AM

Request Date

26 April 2019

Due Date

23 August 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Finish the work

Complete Work

More ▼

Vehicle Information

Make

TPVD TOYOTA

Model

SIENTA

Service Address

Primary Contact/Insured

NGEOW JIA WEN

BLK 39 JALAN RUMAH TINGGI, #21-262, 151039, Singapore

NGEOWJIAWEN@GMAIL.COM

Claim Handler

NG Stacey

6568804351

stacey.ng@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

[New Message](#)

TYPE



SENT

20/7/19 2:32 PM

FROM

NG Stacey

SUBJECT

Re:RE: Re:<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING
SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]

BODY

PLS PROCEED

TYPE



SENT

11/7/19 5:53 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: Re:<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]

BODY

Workshop rejected our offer, they're seeking "Loss...



TYPE



SENT

2/7/19 11:17 PM

FROM

NG Stacey

SUBJECT

Re:<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]

BODY

Pls proceed



TYPE



SENT

2/7/19 9:24 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

<TP - Mandate IA> - S8M00SJY [ACCIDENT INVOLVING SKD 1501M(OI) & EA 9817L(TP) ON 18/08/2018]

BODY

Liability: 100%. Insured rear-ended third party. I...

TYPE



SENT

30/11/18 10:52 PM

FROM

NG Stacey

SUBJECT

REVIEW_PLS UPDATE STATUS

BODY

/



TYPE



SENT

30/8/18 11:44 AM

FROM

NG Stacey

SUBJECT

PROCEED DS

BODY

Insured hit tp rear





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: 11/07/2019

Survey Details:

Date of loss	18-Aug-18
Date of appointment	23-Aug-18
Date of survey	23-Aug-18
Location of survey	ESTEEM PERFORMANCE PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	EA 9817L
Make and Model	TOYOTA SIENTA HYBRID 1.5X CVT
Date of registration	11/6/2018
Excess	
Market Value	\$95,000
Part Rebate	\$52,385
Nett Loss	\$42,615

Repair details:

Initial Estimate	\$ 8,809.48
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Proposed/Revised repair cost:

Parts	\$ 3,292.75
Check items (estimate)	NIL
Labour	\$ 1,850.00
Supplementary	\$ 165.00
Total	\$ 5,307.75
Lump Sum(if applicable)	\$ -

Number of days for repair	6
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Company Registration No. 199607198R

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

Remarks:

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Mandate:

Liability(TP)		100%
Proposed repair cost w/GST	\$	5,679.30
Loss of use	-	
Loss of rental w/GST	\$	770.00 10 days X \$77.00
Loss of income	-	
LTA search fees	\$	7.45
Others	-	
Proposed Total	\$	6,456.75



ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 259, 569536.
Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

Your Ref: SKD 1501 M
Our Ref: CIV1301620 / EA 9817 L

Date: 31-01-19

AXA INSURANCE SINGAPORE PTE LTD
8 Shenton Way
#27-01 AXA Tower
Singapore 068811

RE : ACCIDENT INVOLVING EA 9817 L & SKD 1501 M
ACCIDENT DATE 18-08-2018
ACCIDENT ALONG ORCHARD ROAD

We are the workshop for the owner of motor vehicle no : EA 9817 L which was involved in the captioned accident. The vehicle was surveyed by an independent appraiser and the claims below are based on its recommendation sum being for the repair cost and the period of repair (Strictly on a Without Prejudice Basis)

As the accident was caused by the negligent act of your insured SKD 1501 M we are submitting these claims for your consideration.

1	Cost of repair	S \$	5,679.29
2	Loss of rental <u>10</u> days @ \$ <u>77.00</u> / day	S \$	770.00
3	Surveyor Fee	S \$	0.00
4	GIA report fees (S\$ 15.00 for search fee & S\$ 14.00 for each report fee)	S \$	0.00
5	LTA Fee	S \$	7.45
		<u>S \$</u>	<u>6,456.74</u>

We enclosed herewith the following documents to support the claims:-

- a) Authorization letter
- b) Final repair bill(s)
- c) LTA search
- d) GIA report(s) / result
- e) Insurance certificate, etc.....

Kindly look into the matter and let us hear from you on the settlement of our client's claim as soon as possible. Thank you.

Yours faithfully


Carmen Lim
Claims Executive
Email: carmen@esteemperf.com.sg



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/ASM18015303/Kpb3s2		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN: STACEY NG		Date : 08-08-2019 Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKD 1501M	Veh. Inspected	EA 9817L	
Policy No.	GA254004	Coverage (\$)	0.00	
Claim No.	S8M00SJY	Excess (\$)	0.00	
Assign From	STACEY NG	Assign Date	23/08/2018	
2. Vehicle Particulars & Condition				
Make & Model	TOYOTA SIENTA (A)	c.c	1496	
Engine No.	HIDDEN	Year of Reg.	2018	
Chassis No.	NHP1707121803	Colour	METALLIC SILVER	
Odometer	13774	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	185/60 R15	BRIDGESTONE	5 mm	
L/H Front Tyre	185/60 R15	BRIDGESTONE	5 mm	
R/H Rear Tyre	185/60 R15	BRIDGESTONE	5 mm	
L/H Rear Tyre	185/60 R15	BRIDGESTONE	5 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	18/08/2018	Inspection Date	23/08/2018	
Survey held at	385 SIN MING DRIVE			
Repairer	ESTEEM PERFORMANCE PTE LTD			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		6 Working Days		

**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. EA 9817L

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	REAR WINDSCREEN MOULDING (CONSISTENT)	NECESSARY	70.22	70.22
1	REAR BUMPER (CONSISTENT)	BUCKLED	377.80	377.80
1	REAR BUMPER LOWER CENTRE (CONSISTENT)	DENTED	242.40	242.40
1	REAR BUMPER LOWER GARNISH LH (CONSISTENT)	DENTED	172.40	172.40
1	REAR BUMPER LOWER GARNISH RH (CONSISTENT)	SERVICEABLE	172.40	-
1	REAR BUMPER REFLECTOR LH (CONSISTENT)	SERVICEABLE	68.20	-
1	REAR BUMPER REFLECTOR RH (CONSISTENT)	SERVICEABLE	68.20	-
10	REAR BUMPER CLIP (CONSISTENT)	NECESSARY	40.00	40.00
1	REAR BUMPER SIDE RETAINER LH (CONSISTENT)	SERVICEABLE	78.02	-
1	REAR BUMPER SIDE RETAINER RH (CONSISTENT)	SERVICEABLE	78.02	-
1	TAIL DOOR (CONSISTENT)	BENT	1,276.30	1,276.30
1	TAIL DOOR LOCK (CONSISTENT)	JAMMED	478.30	478.30
1	TAIL DOOR EMBLEM (CONSISTENT)	NECESSARY	69.74	69.74
1	WORDING "HYBRID SYNERGY DRIVE" (CONSISTENT)	NECESSARY	48.37	48.37
1	TAIL DOOR REFLECTOR LH (CONSISTENT)	SERVICEABLE	195.60	-
1	TAIL DOOR REFLECTOR RH (CONSISTENT)	SERVICEABLE	195.60	-
1	TAIL DOOR TRIM (CONSISTENT)	SERVICEABLE	167.80	-
10	TAIL DOOR TRIM CLIP (CONSISTENT)	NOT NECESSARY	40.00	-
1	TAIL END PANEL (CONSISTENT)	BENT	678.40	678.40
1	TAIL END PANEL GARNISH (CONSISTENT)	BUCKLED	183.41	183.41
10	TAIL END PANEL GARNISH CLIP (CONSISTENT)	NOT NECESSARY	40.00	-
1	BOOT WEATHERSTRIP (CONSISTENT)	DISLODGE	397.60	397.60
1	TAIL LAMP LH (CONSISTENT)	SERVICEABLE	387.60	-
1	TAIL LAMP RH (CONSISTENT)	SERVICEABLE	387.60	-
1	REVERSE SENSOR COVER LH (CONSISTENT)	DENTED	35.40	35.40
1	TAIL DOOR HANDLE PULL (CONSISTENT) (ADDITIONAL)	DENTED	55.00	55.00
1	TAIL DOOR KEY ANTENNA (CONSISTENT) (ADDITIONAL)	CRACKED	165.00	165.00
	LESS 25% DISCOUNT		-1,542.35	-1,072.59
			4,627.03	3,217.75



LKK Auto Consultants Pte Ltd

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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 (\$)
	<u>SPECIAL NETT ITEMS</u>			
1	REAR WINDSCREEN SEALANT (SN) (CONSISTENT)	NECESSARY	50.00	40.00
2	REVERSE SENSOR (SN) (CONSISTENT)	SHORTED	400.00	200.00
1	REAR NUMBER PLATE (SN) (CONSISTENT)	SERVICEABLE	45.00	-
1	REVERSE CAMERA (SN) (CONSISTENT)	SERVICEABLE	650.00	-
			1,145.00	240.00
	<u>LABOUR</u>			
	TO RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT REPAIR AREA. (REAR BUMPER, TAILDOOR, END PANEL, SPARE TYRE WELL PANEL)		1,400.00	700.00
	TO PUTTY, RESPRAY PAINT FOR AFFECTED ACCIDENT REPAIR AREA. (REAR BUMPER, TAILDOOR, END PANEL, SPARE TYRE WELL PANEL)		1,200.00	800.00
	TO CHECK WIRING.		50.00	20.00
	TO REMOVE AND REFIT SPARE TYRE, SPARE TYRE BOARD, CARPET TRIM TO ASSIST WORK LOAD.		150.00	60.00
	TO REMOVE & REFIT REAR WINDSCREEN.		120.00	120.00
	TO TUFF COAT.		180.00	60.00
	TO TRANSFER BOOT MECHANISM TO NEW BOOT.		120.00	60.00
	TO CONDUCT WATER LEAKAGE TESTS TO ENSURE PROPER AIR AND SEALING.		120.00	30.00
			3,340.00	1,850.00
	GRAND TOTAL		9,112.03	5,307.75
	RECOMMENDED COST OF REPAIRS			5,307.75

Report Ref No. CC4/ASM18015303/Kpb3s2

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.