

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Wednesday, 29 August 2018 11:15 AM  
**To:** 'Torque 5 Assessment'; 'Torque 5 Claims '  
**Subject:** RE: SJK9848K - Arrange Surveyor

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

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

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**From:** Torque 5 Assessment <assessment@torque5.com>  
**Sent:** Thursday, 23 August 2018 1:06 PM  
**To:** KUMAR Shailendra <shailendra.kumar@axa.com.sg>  
**Cc:** 'Torque 5 Assessment' <assessment@torque5.com>  
**Subject:** RE: SJK9848K - Arrange Surveyor

Dear Sir/Mdm,

Please arrange LKK Auto Consultant Pte Ltd Marcus Chua to survey this vehicle.

Thanks

*Warmest Regards,  
Lucas Chow*



Assessor | Motor Claims Department

**Hotline** (65) 6452 4457 | **Fax** (65) 6452 4584

**Mobile** (65) 8131 6518

**Email** [lucas.chow@torque5.com](mailto:lucas.chow@torque5.com)

**Address** 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54  
Premier @ KB, Singapore 415875

[www.torque5.com](http://www.torque5.com)



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**From:** KUMAR Shailendra [<mailto:shailendra.kumar@axa.com.sg>]

**Sent:** Thursday, August 23, 2018 11:39 AM

**To:** Torque 5 Assessment

**Subject:** YOUR REF: SJK9848K OUR REF: S8M00SZGMC/RA

Dear Sir,

Without Prejudice

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a Single Joint Expert.



List of our motor surveyors:-

1. Mohd Fadhilah Bin Osman (LBS Automotive Appraisal Pte Ltd)
2. Chris Ang (LBS Automotive Appraisal Pte Ltd)
3. Stan See Chee Seng (LBS Automotive Appraisal Pte Ltd)
4. Ricky Teng/ Elgene Teng (RT Appraisal Pte Ltd)
5. Michael Chong (RT Appraisal Pte Ltd)
6. Elson Teng (RT Appraisal Pte Ltd)
7. Simon Ho/ Mohammed Rasul (LKK Auto Consultants Pte Ltd)
8. Ma Chin Fook/ Adrian Ling/ Chua Weijie (LKK Auto Consultants Pte Ltd)
9. Kenneth Kong/ Marcus Chua/ Hendry Ng (LKK Auto Consultants Pte Ltd)
10. AXA in house surveyors

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

**If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.**

Please send your reply to the in-charge claim handler who is copied in this email.

Regards,  
Shailendra

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**From:** Torque 5 Assessment [<mailto:assessment@torque5.com>]  
**Sent:** Thursday, August 23, 2018 10:48 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>  
**Cc:** [assessment@torque5.com](mailto:assessment@torque5.com); [sam.chang@torque5.com](mailto:sam.chang@torque5.com); [claims@torque5.com](mailto:claims@torque5.com)  
**Subject:** Accident involving SJK9848K & SLQ8546H on 21/08/2018 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, 5M Car Rental Pte Ltd, to notify you of the aforesaid accident involving our client's vehicle SJK 9848 K and your insured's vehicle SLQ 8546 H on 21/08/2018.

Please find enclose our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SLQ 8546 H for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875  
**Contact Person:** Stephanie Teo (9147 8841)  
**Contact Email:** [assessment@torque5.com](mailto:assessment@torque5.com)

VEH IN (Date & Time) : 23/08/2018

PRS ARRANGEMENT (Date & Time) : 23/08/2018 10.47AM

PRS ACKNOWLEDGEMENT

Appointed Surveyor :  
(Name & Signature)

Date & Time of Inspection :

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report



and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

*Warmest Regards,*

*Heng Lee Yi*

Administrative Assistant | Motor Claims Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

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[www.torque5.com](http://www.torque5.com)



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